

Learner Agreement

2026 - 27



Our Newham Learning & Skills
Part-time adult education

Policy owner: Head of Operations

Review date: 30 June 2027

Purpose

This Learner Agreement outlines the roles, responsibilities and expectations of both you as a learner and Our Newham Learning and Skills as your learning provider. It is designed to support a positive, safe and respectful learning environment where you can achieve your personal goals.

Our Commitment to You

ONLS will:

- Provide a safe, supportive and inclusive learning environment.
- Treat all learners fairly, with dignity and respect.
- Offer opportunities for you to express your views and contribute to the ongoing development of ONLS.
- Deliver a comprehensive learner induction programme to help you settle into your studies.
- Provide high-quality teaching, learning, and assessment to help you achieve your goals and aspirations.
- Offer impartial advice, guidance and support on further training, progression routes and employability.
- Promote equality, diversity, individual freedom, respect, tolerance, democracy and the rule of law throughout your learning experience.
- Provide tailored learning support services, including additional support for learners with learning difficulties and disabilities.
- Communicate promptly regarding any changes to your programme of study.
- Ensure an equitable and responsive environment that meets your individual needs.

Your Commitment as a Learner

You agree to:

- Follow all ONLS policies, procedures and codes of conduct.
- Take responsibility for managing your own learning, fully engage with your induction, attend all timetabled lessons, scheduled meetings and assessments.
- Arrive punctually, fully prepared for all learning activities.
- Wear your ONLS student lanyard at all times while on-site, to support safeguarding.
- Notify the relevant member of staff as early as possible if you are unable to attend any session.
- Proactively discuss any issues or concerns with your tutor, seeking support and guidance when needed.
- Show respect, courtesy and professionalism towards staff, fellow learners and all members of the ONLS community.
- Follow all health and safety regulations, acting at all times with regard for your own safety and the safety of others.
- Refrain from attending any ONLS site while under the influence of alcohol or drugs.
- Pay any fees owed to the service promptly.
- Treat all learning environments, facilities, equipment and resources with care and respect, including ICT equipment.
- Only use mobile phones in class when permitted by your tutor as part of the lesson.

Important Notice:

Please note that failure to meet the expectations set out in this Learner Agreement may result in disciplinary action, which could include withdrawal from your programme of study.

Monitoring and Review: This policy will be reviewed annually by the Head of Operations.