



Better Health Hub – Participant Guidelines

The Better Health Hub is committed to providing low cost and inclusive courses, classes and groups for all. We strive to cater for mixed-ability participants with different paces of learning. The facilities and materials that we provide are relatively basic, as we prioritise making our courses affordable to all who want to access them.

This document outlines what you can expect from us and what we expect from you when attending courses, workshops and activities at our Better Health Hub.

The Centre of Better Health will:

- ✓ respect your skills, dignity and individual wishes and do its best to meet these
- ✓ support you with opportunities to review your progress
- ✓ keep you informed of possible changes, including if we need to cancel courses due to low take up (we aim to let you know at least a week in advance of your course start date)
- ✓ provide a safe and supportive environment for you to learn in
- ✓ apply our equal opportunities policy
- ✓ apply our Compliments and Complaints procedure where required

We expect you to:

- ✓ respect other course participants, tutors, staff, volunteers and members of the public
- ✓ be tolerant of a mixed ability environment where others may be learning at different paces
- ✓ work to the best of your ability
- ✓ attend regularly and on time (we have a small reception and ask that you do not arrive more than 10 minutes early. We are not able to accommodate lateness of 15+ minutes)
- ✓ respect the property of the Centre for Better Health, staff and other learners
- ✓ only use facilities provided within the class
- ✓ follow the Centre for Better Health's rules and procedures, including the policy on substance misuse (available on request)

Failure to attend sessions or to notify us of your absence may affect the possibility of joining subsequent courses offered at the Centre for Better Health.

We will not tolerate unacceptable conduct and may ask you to leave the course in the case of:

- failure to follow the reasonable instructions of a member of staff;
- disruptive or disorderly behaviour or conduct;
- attending the Centre under the influence of drink or drugs;
- any form of intimidation, bullying, discrimination or abusive behaviour;
- use of bad or abusive language, or language which could offend others;
- causing damage to the Centre's building or equipment or any illegal act on the premises

Any decision made will balance the best interests and wellbeing of other course participants, staff and the Centre and is final.



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