

# Learner Code of Conduct

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The Intech Centre provide an inclusive approach to learning. We believe that learners should be treated with respect by their tutors, assessors and Centre staff. In return, we also expect and anticipate that learners will behave respectfully towards both other people and their training programme.

The Learner Code of Conduct is to set out expectations for learner behaviour and the procedures that the Intech Centre use to resolve matters when learners' behaviour is unacceptable.

## Introduction

Our code of conduct applies to:

- Both tutor-led/face-to-face courses and assessments, and online courses.
- The learners enrolled on the programme and their employers.

A learner is any individual enrolled on an Intech Centre programme, this includes:

- Online courses, tutor-led course and/or assessment.
- Delegates enrolled, from point of registration, that are undertaking a programme that includes a series of tutor-led courses/assessments and online courses.
- Learners, from the point of registration, that are progressing through an online learning.

All learners are expected to adhere to the code of conduct.

- A breach of the code of conduct may lead to a learner being excluded from the programme(s) of learning they are undertaking.
- Learners have the right, always, to see material that is kept on file and to request its removal if it is found to be incorrect.
- Learners are individuals enrolled/booked on a training or assessment programme. Learners are representing their own or their employer's business whilst attending a course or progression through an online courses. Employers' will be considered responsible for their employees' behaviour and may be liable for any damage because of misconduct.

We ask that you:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Are courteous and respectful of the centre.
- Show a positive commitment to your own development and learning.
- Show respect for another learners' development.
- That you attend and arrive punctually to training/assessment events that you have been scheduled to take.
- That you cooperate with other learners, trainers, centre staff and the Intech Centre team.
- Understand that learners progress at different paces.
- Understand that there is a certain amount of necessary paperwork, which must be completed by each learner.
- Take care of equipment, facilities and buildings and show respect for another person's property.
- Abide by our Examination Policy.
- Take due notice and care of your own health and safety and respect for others well-being.

## Misconduct

The following are examples of behaviour which are considered as misconduct and may result in a learner's suspension or exclusion from a programme of study;

- Failure to follow health and safety regulations.
- Conduct which prevents, obstructs, or disrupts teaching, learning or administration of either tutor-led training/assessment or online courses.
- A breach of our Examination Policy.
- Disruption to a training course or assessment, either directly or by lack of cooperation, that affects other learners on the programme.
- Failure to follow the reasonable instructions and requests of the tutors or a representative of the Intech Centre.
- Disorderly behaviour or the use of bad or abusive language.
- Causing damage to the premises, equipment or property of another learner, the tutor, or the Intech Centre.
- Interference with software belonging to or used by the host venue or Intech Centre.
- Behaviour or language which is racially or sexually offensive, or which is offensive to those with disabilities.
- A lack of commitment and appliance of the learner to their own learning and development by attendance at the training course.
- Misuse of the learning platform, online course and facilities.
- Misuse or unauthorised distribution of intellectual property belonging to the Intech Centre or appointed agents, which includes programme content, printed and digital support material and online courses.

The following are considered examples of gross misconduct;

- Violence or a threat of violence.
- Drunkenness or illegal use of drugs, whilst on the premises of a host venue or attendance at a training course/assessment.
- Activity that is classified as illegal whilst attending a training or assessment event.
- Failure to follow health and safety instructions that may cause or have caused serious injury.

## Disciplinary Procedure

Except in circumstances which are considered acts of gross misconduct, in the first instance, the tutor or other Intech Centre representative will respectfully bring the issue to the attention of the learner and discuss, where necessary, to prevent further issues.

If a learner's behaviour continues to be unacceptable or causes disruption to the learning of others, they may be asked to leave the centre pending further discussion or consultation with their employer. If their behaviour is considered disrespectful to other learners, the tutor or host venue, or is otherwise considered to be gross misconduct, the learner will be asked to leave the site immediately. In the event of hostile behaviour towards the tutor, other learners, host venue staff or members of the public, or involvement in suspected illegal activity, the Intech Centre will support a decision to contact the police. In all instances, the Intech Centre will respect the decision of the tutor, assessor or representative of the Centre on site.

Following an event where it has been necessary to remove a learner from a programme, an investigation will take place, taking note of statements provided by the learner, trainer and other eye witness accounts.

Where it is found that a learner was removed from a course with due cause, they will only be accepted back onto future learning programmes on the condition their behaviour improves. Their employer will be held accountable for any damage resulting from the inappropriate behaviour and may also be restricted in their access to future courses. No refund or credit will be made for loss of places (or other bookings) where a learner has been refused future training. If it is identified that the removal of the learner was inappropriate, the Intech Centre will accommodate the learner, without charge, as soon as possible.