

Learner Code of Conduct

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Learner Code of Conduct

Introduction

Intech Centre provides an inclusive approach to learning. We believe that all learners should be treated with dignity, fairness and respect by tutors, assessors and centre staff. In return, we expect learners to behave respectfully towards other learners, staff members and all aspects of their training programme.

The purpose of this Learner Code of Conduct is to set out the expectations for learner behaviour and explain the procedures that Intech Centre will follow where behaviour is considered unacceptable.

This Code of Conduct applies to:

- Tutor-led and face-to-face courses and assessments
- Online courses and distance learning programmes
- All learners enrolled on an Intech Centre programme
- Employers sponsoring or supporting learners on programmes

A learner is defined as any individual enrolled on an Intech Centre programme, including:

- Learners undertaking online courses, tutor-led courses and/or assessments
- Delegates registered on programmes that include a series of tutor-led sessions, assessments or online learning
- Learners progressing through online learning programmes from the point of registration

All learners are expected to adhere to this Code of Conduct.

- A breach of this Code of Conduct may result in suspension or exclusion from the programme of learning being undertaken.
- Learners have the right to access personal information held on file and request correction or removal of inaccurate information in accordance with data protection legislation.
- Learners attending training or assessment programmes are considered to represent themselves and, where applicable, their employer whilst attending courses or participating in online learning. Employers may therefore be held responsible for the behaviour of their employees and may be liable for any damage caused through misconduct.

Expected Standards of Behaviour

We ask all learners to:

- Respect others regardless of culture, race, gender, disability, age, religion or sexual orientation
- Be courteous and respectful towards staff, learners and the learning environment
- Demonstrate a positive commitment to their own learning and development
- Respect the learning and development of other learners
- Attend all training and assessment sessions punctually and regularly
- Cooperate with other learners, tutors, centre staff and representatives of Intech Centre
- Understand that learners progress at different rates and require different levels of support
- Complete all required paperwork and administrative documentation
- Take care of equipment, facilities and buildings and respect the property of others
- Comply with the Centre's Examination Policy and assessment procedures

- Take reasonable care of their own health and safety and the wellbeing of others

Misconduct

The following are examples of behaviour considered to be misconduct and may result in 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 during face-to-face or online delivery
- Breach of the Centre's Examination Policy
- Disruption to training courses or assessments, either directly or through lack of cooperation, affecting other learners
- Failure to follow reasonable instructions given by tutors or representatives of Intech Centre
- Disorderly behaviour or the use of abusive, offensive or inappropriate language
- Damage to premises, equipment or property belonging to another learner, tutor, host venue or Intech Centre
- Interference with software, systems or equipment used by the host venue or Intech Centre
- Behaviour or language that is discriminatory, racist, sexist, offensive or inappropriate towards individuals with disabilities or protected characteristics
- Persistent lack of commitment or engagement with learning and development activities
- Misuse of online learning platforms, systems or facilities
- Misuse, copying or unauthorised distribution of intellectual property belonging to Intech Centre or its appointed partners, including programme materials, printed resources, digital content and online courses

The following are considered examples of gross misconduct:

- Violence or threats of violence
- Being under the influence of alcohol or illegal drugs whilst attending training, assessments or being present at a host venue
- Illegal activity whilst attending training or assessment events
- Serious breaches of health and safety instructions that may cause or have caused injury or harm

Disciplinary Procedure

Except in cases considered to be gross misconduct, the tutor or another representative of Intech Centre will initially address the issue respectfully with the learner and discuss the matter to prevent further concerns arising.

Where unacceptable behaviour continues or disrupts the learning of others, the learner may be asked to leave the centre pending further investigation or consultation with their employer.

Where behaviour is considered disrespectful towards other learners, tutors, host venue staff or representatives of Intech Centre, or where the behaviour amounts to gross misconduct, the learner may be required to leave the premises immediately.

In cases involving hostile behaviour, threats, violence or suspected illegal activity, Intech Centre reserves the right to contact the police and support any action deemed necessary to protect learners, staff and the public.

In all cases, Intech Centre will support the reasonable decisions made by tutors, assessors or

authorised Centre representatives responsible for the management of the learning environment.

Investigation Process

Where a learner has been removed from a programme, an investigation will take place. This may include reviewing statements provided by the learner, tutors, staff members and any witnesses involved.

Where the investigation concludes that the learner was removed with due cause, future participation in learning programmes may be subject to conditions relating to improved behaviour. Employers may also be held responsible for any damage resulting from inappropriate behaviour and may have future access to training restricted.

No refund, credit or compensation will normally be provided where a learner has been removed from training or refused access to future learning due to misconduct.

Where it is found that the removal of the learner was inappropriate, Intech Centre will make arrangements for the learner to continue or restart their learning programme at the earliest reasonable opportunity and at no additional cost.