
Learner Code of Conduct

- Learners are expected to adhere to Adult Learning's Students' Charter
- A breach of the code of conduct may lead to a learner being excluded from the programme of learning
- At all stages of the process, learners will have the opportunity to give their views of the situation and raise any points which should be considered before a decision is made
- Where it is alleged that a criminal offence has been committed, a legal adviser may accompany the learner to any meetings
- Learners have the right at all stages to see material that is kept on file and to request its removal if it is found to be incorrect

Service's Students' Charter

The rules detailed below must be observed by all learners. We ask you to commit to your responsibilities as outlined in our Students' Charter, namely:

- Commit to your course and your learning
- Attend every class, arrive on time and tell us if you cannot come to a session
- Show respect and care for equipment, buildings and other people's property
- Support the completion of paperwork and ensure that you sign your Learning Agreement in order for us to claim funding and keep classes open
- Pay any fees which are due
- Tell us as soon as you can if you think you may need additional support with your learning due to a disability or learning difficulty
- We expect all staff and learners to play an active part in promoting respect and challenging any form of discrimination or abuse

Misconduct

The following are examples of actions which are considered as misconduct and may result in exclusion from an Adult Learning course:

- Behaviour or language which is hostile or shows prejudice towards individuals based on their disability, gender, race, religion, gender identity or sexual orientation
- Drunkenness or the illegal use of drugs
- Failure to follow the reasonable instructions of a member of staff
- Interference with software belonging to or used by the Service, or misuse of computer facilities
- Plagiarism
- Consistently poor attendance

Where learners are causing disruption to the learning of others, they may be required to leave the classroom and/or site immediately. This action by a tutor or other member of staff dealing with the incident does not constitute expulsion.

Disciplinary Procedure

Stage 1 – Informal Approach

Tutors or other staff will raise issues of concern with students immediately they arise. The tutor or a member of staff will notify the course co-ordinator and team manager of all issues of concern relevant to the case, particularly where behaviour is serious or repeated. These concerns will be recorded on the Learner Conduct Form (LCF1) and signed by the tutor and course coordinator. All notes taken will be factual and avoid judgements and personal comments. The LCF1 will be forwarded to the Business Support Team to be added to the Student Conduct Register. The learner will be advised of the consequences by the course co-ordinator/ tutor.

Stage 2 – Learning Services Manager involvement

Where the cause for concern continues and no change of behaviour has occurred, the team manager will talk to the learner about the issue and if required will recommend to the Learning Services Manager that a formal written warning be given. The warning will be conveyed to the learner in writing (LCF2) by the LSM and copied to Adult Learning's Service Manager. Practical measures to avoid recurrence will be identified and agreed by both the learner and tutor.

Stage 3 – Service Manager's involvement

Where serious misconduct occurs or the misconduct is repeated after the LSM's formal warning, the learner will receive written notice (LCF3) from the Service Manager (or nominated representative), stating:

- The nature of the conduct and a summary of the evidence for the complaint
- The learner's entitlement to have an open hearing and to be accompanied by a friend or colleague
- Confirmation of the time and place of an interview, if appropriate

After hearing the learner's case, the Service Manager may, within five days, make one of the following decisions:

1. No further action will be taken
2. The learner will receive a final written warning
3. The learner will be excluded from the class
4. Further investigation is needed before a final decision is made. This may include obtaining statements from fellow class members

Further investigation

- The Service Manager may adjourn the hearing for a future date within the next ten working days to allow relevant evidence to be made available.
- The Service Manager has the right to exclude the student until the reconvened hearing.
- Copies of any documentary evidence will be provided to the student at least five days before the next hearing
- Written statements which do not reveal the name of the witness will not be considered

Decision

- The Service Manager (or representative) will write to the learner within five working days with the decision along with reasons
- Refunds will not be issued in the event of exclusion from a programme of learning

In exceptional cases it may be desirable that variations should be made to procedural aspects of this code. The Service may make such variations as it sees fit.