

Learner Code of Conduct

The Learner Code of Conduct is designed to ensure that learners contribute to a safe and successful learning environment by defining the behaviour and conduct expected from learners.

Behaviour: all learners must:

- Treat everyone with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability or social class.
- The College will not tolerate any discrimination, harassment or bullying, including cyber bullying, and expects learners to report any such incidences to their tutor as soon as possible. This includes behaviour towards transgender women on women-only provision, where all learners must respect the individual's right to identify as a woman, and must not ask questions or behave in a way that makes the individual feel uncomfortable.
- Comply with and promote the British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. Take care not to behave in a way that glamorizes or normalizes violence or extremist beliefs and challenge any behaviour in others which appears to do this.
- Respect contributions made in class by other learners and not undermine them by inappropriate comments or behaviour such as sighing, tutting, side comments to other learners etc.
- Adopt behaviour and use language that is appropriate and does not upset others.
- Follow tutors' instructions and established class etiquette regarding answering questions in class, for example, raising the hand to answer a question, allowing others to answer questions, not interrupting other learners when they are contributing to the class.
- Follow Health and safety instructions given out by any staff member (i.e. tutor, technician, enrolment staff, fire warden)
- Switch off mobile phones, personal communication devices and personal stereos in classrooms and in all working areas except if they are being used to assist learning.
- Contribute to the College's continuous improvement systems by providing constructive feedback about the courses and services, and by using the College's Complaints Procedures if you wish to make a complaint.
- Be responsible for the behaviour of their children whilst on the premises, in the College crèche or in the care of childminders.
- Meet financial commitments relating to your course (if applicable) promptly and in full.
- Act at all times in a manner that does not cause offence nor bring the College into disrepute.

Academic: all learners must:

- Attend classes regularly and punctually and inform their tutor by email of unavoidable absence. Take responsibility for contacting the tutor and arranging to catch up on the work which has been missed.
- Complete all work set by tutors to agreed deadlines. Late work will be marked and submitted to the awarding organisation at the tutor's discretion, or according to the awarding organisation guidelines, if applicable.
- Successfully complete all internal and external examinations and assessment, where appropriate, in order to progress on the course.
- Ensure all work produced for assignments and exams is your own work. Where information is used from another source this must be referenced appropriately. Plagiarism and/or cheating may lead to disciplinary action by the College and/or awarding organisation/examinations board.
- Comply with the IT Systems Acceptable Use Policy (to be found in the Learning Resource Centres), and use IT facilities to support your learning and not to access any website that is against College policy.

Document Key Data

Owner:	Head of Quality	Approved by:	CMT
Review interval:	3 years	Approved on:	June 2021
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Online protocols:

- If your learning session is online, remember to select an appropriate space, so that you can engage without interruption. Use a neutral background wherever possible or blur your background. Children or other members of your household should not appear, and personal effects should not be in view.
- The learner code of conduct applies online, as in a face-to-face learning situation. Your tutor will agree ground rules with your class, e.g. keep phones on silent / how to indicate you would like to speak.
- Calls/ videos may be recorded - this is to safeguard both parties and will not routinely be shared. Your tutor will advise you if a recording is being made. Remember that you may not record a call yourself without agreeing with participants.
- In the event of any inappropriate behaviour during an online session, a learner may be removed from the session and disciplinary procedures may be followed.
- If you wish to speak to the tutor to raise concerns about your safety or wellbeing, or the safety or wellbeing of someone else, do not raise this in front of the online group, but tell the tutor that you have a concern that you would like to discuss privately. S/he will arrange to speak to you after the session. You can also contact a Safeguarding Officer by emailing safeguarding@rhacc.ac.uk

Health & Safety: all learners must:

- Show regard for the well-being and safety of other learners, staff, community groups and visitors at all times. Reports of alleged incidences of violence, intimidation, harassment and/or bullying towards fellow learners, staff or visitors will be investigated under the Learner Disciplinary procedures and may result in immediate temporary suspension or permanent exclusion from classes.
- Understand the College Health & Safety regulations and follow the proper college evacuation procedure in an emergency.
- Inform the College of any disability that might result in help being required in the case of an emergency evacuation.
- Not smoke, bring illegal drugs, alcohol or offensive weapons onto the premise or be under the influence of drugs or alcohol whilst on college premises.
- Notify a member of staff if you have an accident at College.
- Keep the College clean, free from litter and graffiti and only eat or drink in the designated areas.

Personal and College property: all learners must:

- Show respect for the premises and property of the College and the possessions of other learners
- Return all borrowed books and items of equipment by the due date. You will be responsible for the cost of any damage or loss of College property.
- Be responsible for the loss or damage to your own property. All articles of value left on the college premises, including cars, bikes and motorbikes are left at the owner's risk.

On signing the enrolment form / learning agreement, each learner agrees to the College's terms and conditions and to follow the Learner Code of Conduct. Failure to comply with the code may lead to disciplinary action being implemented in accordance with the Learner Disciplinary procedures.

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