

Learner Code of Conduct Policy

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1. Policy

PHX Training is committed to providing first-class learning with a responsibility to all Learners to provide professional standards of teaching within a safe and motivating learning environment. As part of this, Learners must also accept and undertake various responsibilities which form the basis of the Learner Code of Conduct that every Learner must observe.

2. The Learner Code of Conduct

The 'Learner Code of Conduct' is important as it aims to ensure that everyone works within an environment that is safe, secure and conducive to learning.

Unacceptable behaviour is defined as 'any behaviour which impacts negatively on teaching and learning'.

Whilst Employees / Tutors / Trainers / Assessors are urged to be sensitive to Learners' individual circumstances, it must be emphasised that there are no exceptions in the application of the responsibilities outlined in this Code of Conduct.

This code lists each Learner's responsibilities and describes the various stages in the PHX Training disciplinary procedure. It should be noted, however, that as a rule, the conventional disciplinary procedures with Learners in adult education are relatively rare.

Learners are mostly following programmes of their own choice, all are part-time, and very few are under 19 years of age. However, more frequently in adult education, problems can arise when dominant or aggressive Learners interrupt classes or learning activities or cause disruption in social or reception areas.

3. Responsibilities

Learners must;

- Recognise and observe PHX Training's policies and procedures;
- Show respect to others and not intimidate anyone;
- Allow others to learn and work without interruption or disruption;
- Attend classes regularly and punctually where this is a requirement of the course;
- Observe all Health and Safety regulations registered by PHX Training;
- Observe the No-Smoking or vaping regulations;
- Eat and drink only in designated areas;
- Know and follow the emergency evacuation procedures;
- Recognise that the Tutor / Trainer / Assessor has a responsibility for the learning of the whole group;
- Not damage equipment, materials or buildings;

For further guidance, see – HS 001 Health and Safety Policy and HR 021 Smoking - Vaping Policy

4. Unacceptable Behaviour and Misconduct

Examples of unacceptable behaviour / misconduct that might lead to disciplinary action are listed below;

- Abusive language or intimidating verbal or physical behaviour towards Learners, Employees or any Third Party associated with PHX Training;
- Deliberate misuse of, damage to, misappropriation or theft of, any learning material and / or equipment, furniture, fittings or other property belonging to PHX Training, Learners Employees or any Third Party associated with PHX Training;
- Abuse of computer facilities through the installation of personal or illegal software or otherwise engage in other activities which may disrupt the computer network or infringe the IT user code of conduct;
- Cheating or copying another Learners' work;
- Anti-social or disruptive behaviour e.g. any behaviour that infringes upon other Learners' ability to learn;
- Infringement of intellectual property rights.

Misuse of the email or internet system by transmission or downloading of any material, for PHX Training learning or personal use, in the following categories will constitute gross misconduct and could potentially lead to disciplinary action;

- Defamatory e.g. criticising individuals or organisations;
- Offensive or obscene material;
- Sexist, racist or offensive on the grounds of religion;
- Untrue or malicious, protected copyright material;
- Pornographic material of any kind

5. Serious Incidents

Examples of a serious incident might include;

- Wilful damage to property;
- Downloading inappropriate material;
- Physical violence;
- Serious breach of Health and Safety;
- Verbal or physically abusive behaviour.

A serious incident could lead to immediate removal from premises and should be dealt with by the most senior person on site.

The Police will be called (if appropriate) and / or a letter from the Leader will be sent inviting the Learner to a meeting to take place within 10 working days.

6. Learner Disciplinary Procedure

Stage One - Pre-Disciplinary Procedure:

- Employee / Tutor / Trainer / Assessor issues verbal warning informing the Learner that his / her behaviour is unacceptable and infringes the PHX Training Code of Conduct.

Stage Two - Start of Disciplinary Procedure:

- Employee / Tutor / Trainer / Assessor issues a Second Verbal Warning.
- A written report of the incident is made and passed to the Leader.

Stage Three – Meeting with the Learner:

- The Leader arranges a meeting with the Learner.

Stage Four – Exclusion:

- If appropriate, the Leader excludes the Learner.
- The Leader, in discussion with the Senior Colleagues, determines the duration of the exclusion period.

7. Appeals Procedure

The Learner will be informed about his / her right of appeal to a Director of PHX Training.

The Learner will also be informed about his / her right to be accompanied by an agreed representative / advocate.