

Policies

Learner Code of Conduct
December 2020

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Policy Statement

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.

Scope

This policy applies to all learners of Optimum Skills. On signing the agreement, each learner agrees to Optimum Skills Limited 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.

Roles and Responsibilities

Behaviour: All learners must:

- Treat everyone with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability, or social class. Optimum Skills Limited 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.
- 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 which glamourises or normalizes violence or extremist beliefs and challenge any behaviour in others which appears to do this.
- Respect contributions made in sessions by other learners and not undermine them by inappropriate comments or behaviour.
- Adopt behaviour and use language that is appropriate and does not upset others. Swearing, excessive shouting and using inappropriate gestures will be challenged.
- Follow tutors' instructions and established class etiquette regarding answering questions in sessions, for example, allowing others to answer questions, not interrupting other learners when they are contributing to the class.
- Follow all Health and Safety instructions given out by any staff member
- Switch off mobile phones, personal communication devices and personal stereos in sessions and in all working areas except if they are being used to assist learning.
- Contribute to the Optimum Skills Limited continuous improvement systems by providing constructive feedback about the courses and services, and by using the Complaints Procedures if you wish to make a complaint.
- Act always in a manner that does not cause offence nor bring Optimum Skills Limited into disrepute.

Course: All learners must:

- Attend sessions regularly and punctually and inform their tutor by email, text, or phone of any absences, where possible in advance of the class. Where missing a session is unavoidable, 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, 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 Optimum Skills Limited and/or awarding organisation/examinations board.
- Comply with the 'Acceptable use of IT' policy and use IT facilities to support your learning and not to access any website that is against Optimum Skills Limited policy.

Health & Safety: All learners must:

- Show regard for the well-being and safety of other learners, staff, community groups and visitors always.
Reports of alleged incidences of violence towards fellow learners, staff, or visitors
- Become acquainted with the Optimum Skills Limited Health & Safety regulations and follow the correct evacuation procedure in an emergency.
- Follow the Health and Safety guidelines
- Inform the Optimum Skills Limited 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 course with Optimum Skills Limited.
- Notify a member of staff if you have an accident during the course.