
Apprentice/Learner Code of Conduct, January 2021

Semester Learning & Development (SLD) is a UK provider of Business, Engineering, Fire Safety, IT & Telecoms training all recognised by Pearson/Edexcel, ETA and SFJ Awards.

SLD offers an education work-based learning and training programme focused on excellence.

SLD provides an inclusive approach to learning. We believe that apprentice / learners should be treated with respect by their trainers, tutor assessors, SLD staff and those at our host venues. In return, SLD also expect and anticipate that apprentice / learners will behave respectfully towards both other people and anyone involved with their training programme.

The SLD Apprentice / learner Code of Conduct sets out expectations for apprentice /learner behaviour and the procedures that the SLD uses to resolve matters when apprentice / learners' behaviour is unacceptable.

Introduction

The SLD code of conduct applies to:

- both tutor-led/face-to-face courses and assessments and any online e-Programmes.
- the apprentice / learners enrolled on the programme and their employers.

An apprentice / learner is any individual enrolled on an SLD programme. This includes:

- tutor-led course and/or assessment
- delegates enrolled, from point of registration, that are undertaking a programme that includes a series of tutor-led courses/assessments and any online e-Programmes
- apprentice / learners, from the point of registration, that are progressing through an eLearning programme.

All apprentice / learners are expected to adhere to the code of conduct.

A breach of the code of conduct may lead to an apprentice / learner being excluded from the programme(s) of learning they are undertaking.

Apprentice / learners have the right, always, to see material that is kept on file and to request its removal if it is found to be incorrect.

Apprentice / learners are individuals enrolled/booked on a training or assessment programme. Apprentice / learners are representing their own or employer's business whilst attending a course or progression through an online e-Programme. Employers will be considered responsible for their employees' behaviour and may be liable for any damage because of misconduct.

We ask that Apprentice / learners:

- Respect others, regardless of culture, ability, race, gender, age, or sexual orientation.
- Are courteous and respectful of host venues and training centres.
- Show a positive commitment to your own development and learning.
- Show respect for another apprentice / learners' development.
- Apprentice / learners attend and arrive punctually to training/assessment events that they have been scheduled to take.
- That they cooperate with other apprentice / learners, tutor assessors, host venue staff and the SLD team.
- Understand that apprentice / learners progress at different paces.
- Understand that there is a certain amount of necessary paperwork which must be completed by each apprentice / learner.
- Take care of equipment, facilities and buildings and show respect for another person's property.
- Abide by our Plagiarism, Cheating and Collusion Policy.
- Take due notice and care of your own health and safety and respect for others wellbeing.

Misconduct

The following are examples of behaviour which are considered as misconduct and may result in an apprentice / learner's suspension or exclusion from a programme of study:

- Failure to follow Health & Safety Regulations.
 - Conduct which prevents, obstructs, or disrupts teaching, learning or administration of either tutor-led training/assessment or e-Programmes.
 - A breach of our Plagiarism, Cheating and Collusion Policy
 - Disruption to a training course or assessment, either directly or by lack of cooperation, that affects other apprentice / learners on the programme.
 - Failure to follow the reasonable instructions and requests of the trainer or a representative of SLD or host venue.
 - Disorderly behaviour or the use of bad or abusive language.
 - Causing damage to the premises, equipment or property of another apprentice / learner, the trainer, host venue or SLD.
 - Interference with software belonging to or used by the host venue or SLD.
 - Behaviour or language which is racially or sexually offensive, or which is offensive to those with disabilities.
 - A lack of commitment and appliance of the apprentice / learner to their own learning and development by attendance at the training course.
-

-
- Misuse of the SLD learning platform, e-Programmes, and facilities.
 - Misuse or unauthorised distribution of intellectual property belonging to SLD or appointed agents, which includes programme content, printed and digital support material and e-Courses.

The following are considered examples of gross misconduct:

- Violence or a threat of violence.
- Drunkenness or illegal use of drugs whilst on the premises of a host venue or attendance at a training course/assessment.
- Activity that is classified as illegal whilst attending a training or assessment event.
- Failure to follow health and safety instructions that may cause or have caused serious injury.

Disciplinary Procedure

Except in circumstances which are considered acts of gross misconduct, in the first instance, the trainer or other SLD representative will respectfully bring the issue to the attention of the apprentice / learner and discuss, where necessary, to prevent further issues.

If an apprentice / learner's behaviour continues to be unacceptable or causes disruption to the learning of others, they may be asked to leave the training room pending further discussion or consultation with their employer. If their behaviour is considered disrespectful to other apprentice / learners, the trainer or host venue, or is otherwise considered to be gross misconduct, the apprentice / learner will be asked to leave the site immediately. In the event of hostile behaviour towards the trainer, other apprentice / learners, host venue staff or members of the public, or involvement in suspected illegal activity, SLD will support a decision to contact the police. In all instances, SLD will respect the decision of the trainer, tutor assessor or representative of SLD on site.

Following an event where it has been necessary to remove an apprentice / learner from a programme, an investigation will take place, taking note of statements provided by the apprentice / learner, trainer, tutor assessor and other eye-witness accounts.

Where it is found that an apprentice / learner was removed from a course with due cause, they will only be accepted back onto future learning programmes on the condition their behaviour improves. Their employer will be held accountable for any damage resulting from the inappropriate behaviour and may also be restricted in their access of future courses. No refund or credit will be made for loss of places (or other bookings) where an apprentice / learner has been refused future training.

If it is identified that the removal of the apprentice / learner was inappropriate, SLD will accommodate the apprentice / learner, without charge, as soon as possible.

Emergency notification contacts:

SCOTT MARGISON
5 HOWELLS ROAD
DUNVANT
SWANSEA
MOB: 01792 278056

Apprentice / Learner Code of
Conduct policy created

V1.0
26/01/21

Next Review Due:
Jan 2022