

Learner Code of Conduct

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Learner Code of Conduct

Ginger Nut Training provides an inclusive approach to learning. We believe that learners should be treated with respect by their tutors, assessors, Academy staff and those at our host venues. In return, we also expect and anticipate that learners will behave respectfully towards both other people and their training programme.

Rather than responding to poor behaviour we aim to establish a culture of mutual respect that embrace fundamental British values through strategies that recognise and reward positive attitudes to learning.

The Learner Code of Conduct is to set out expectations for learner behaviour and the procedures that Ginger Nut Training uses to resolve matters when learners' behaviour is unacceptable. This policy is designed to ensure that when any learner breaches the Code of Conduct policy, they are all treated the same way, regardless of age, sex, gender, sexual orientation, ethnicity or disability.

Introduction

Our code of conduct applies to:

- both tutor-led/face-to-face courses and assessments, and online learning;
- the learners enrolled on the programme and their employers.

A learner is any individual enrolled on a Ginger Nut Training 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 online learning;

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

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

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.

We ask that you:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.

- Meet your academic deadlines and have aspirations to achieve high grades
- Act in a mature and professional manner at all times and do not use inappropriate or offensive language
- Show a positive commitment to your own development and learning.
- That you attend and arrive punctually to training/assessment events that you have been scheduled to take and ensure that you bring all essential equipment.
- That you cooperate with other learners, tutors and Ginger Nut Training team.
- Understand that there is a certain amount of necessary paperwork which must be completed by each learner.
- Take care of equipment provided by Ginger Nut Training
- Abide by our Plagiarism Policy.
- Be confident to challenge behaviour that goes against the fundamental British values
- Seek help when you need it and take up the support offered
- Take due notice and care of your own health and safety and respect for others well-being.

Misconduct

The following are examples of behaviour which are considered as misconduct and may result in a 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.
- A breach of our [Plagiarism Policy](#)
- Disruption to a training course or assessment, either directly or by lack of cooperation, that affects other learners on the programme.
- Failure to follow the reasonable instructions and requests of the tutor or a representative of Ginger Nut Training.
- Disorderly behaviour or the use of bad or abusive language.
- Interference with software belonging to or used by Ginger Nut Training.
- 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 learner to their own learning and development.
- Misuse or unauthorised distribution of intellectual property belonging to Ginger Nut Training or appointed agents, which includes programme content, printed and digital support material.

The following are considered examples of gross misconduct.

- Violence or a threat of violence.
- Drunkenness or illegal use of drugs whilst in 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 tutor or other Ginger Nut Training representative will respectfully bring the issue to the attention of the learner and discuss, where necessary, to prevent further issues.

If a 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 learners or the tutor or is otherwise considered to be gross misconduct, the learner will be asked to leave the site immediately. In the event of hostile behaviour towards the tutor, other learners or members of the public, or involvement in suspected illegal activity, Ginger Nut Training will support a decision to contact the police.

In all instances, Ginger Nut Training will respect the decision of the tutor, assessor or representative of Ginger Nut Training.

Following an event where it has been necessary to remove a learner from a programme, an investigation will take place, taking note of statements provided by the learner, tutor and other eyewitness accounts.

Where it is found that a 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. No refund or credit will be made for loss of places (or other bookings) where a learner has been refused future training.

If it is identified that the removal of the learner was inappropriate, Ginger Nut Training will accommodate the learner, without charge, as soon as possible.

In case of appeals please refer to our [Complaints and Appeals policy](#).