

Ginger Nut Training.



Document Title

Learner Code of Conduct

Originator

Directors

Responsible Person

Quality team

Date of Approval

February 2026

Policy Due for Renewal

February 2027

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.

Ginger Nut Training is committed to a calm, safe and professionally focused learning culture in which all learners can belong, participate, and succeed. We are committed to removing barriers to learning for SEND and disadvantaged learners, ensuring equitable access to all aspects of the curriculum.

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, which 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 aspire to achieve high grades.
- Act in a mature and professional manner always 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 accept the support offered eg: communicate any barriers.
- Take due notice and care of your own health and safety and respect for others well-being.

We maintain a consistent message that attendance and engagement are essential elements of professional conduct and personal success. High expectations are upheld while ensuring sensitivity to individual circumstances. Regular attendance and punctual engagement are core elements of professional behaviour and are essential to learner progress and safeguarding. Where patterns of absence or disengagement emerge, Ginger Nut Training will collaborate proactively with learners and employers to understand barriers and provide appropriate support.

Emotional Safety, Wellbeing and Respectful Relationships

Ginger Nut Training is committed to providing a safe, inclusive, and supportive learning environment in which all learners feel valued, respected, and able to participate fully.

Learners are expected to treat others with kindness, communicate respectfully and professionally, and offer appropriate peer support across all learning settings.

Bullying, harassment, or discrimination of any kind, whether face-to-face or online, will not be tolerated and will be addressed promptly and proportionately.

Ginger Nut Training recognises the importance of wellbeing and early support, and learners are encouraged to seek help where needed.

Support is available through tutors, the Designated Safeguarding Lead and Safeguarding Team, Mental Health First Aiders, and the Health Assured wellbeing service, with further information and contact details available on the safeguarding and wellbeing pages of the Ginger Nut Training website and within relevant policies.

Learners are expected to:

- Attend all scheduled sessions punctually (online or face-to-face).
- Notify their tutor/assessor in advance of any absence.
- Engage actively in all learning activities and complete agreed catch-up tasks.
- Collaborate with staff to identify and overcome challenges impacting attendance.

Tutors are expected to:

- Make attendance expectations clear from induction onward.
- Use inclusive strategies to support engagement (e.g., scaffolding, accessible materials, flexible formats).
- Inform learners promptly of missed content and arrange catch-up support.
- Record attendance accurately within established timescales.
- Log any concerns relating to attendance, disengagement, or unmet learning needs.
- Implement reasonable adjustment and proactively monitor for emerging needs.

Employers are expected to:

- Enable learners to attend planned training sessions.
- Support learners in completing catch-up activities.
- Engage with Ginger Nut Training where attendance concerns arise.

On a monthly basis, Ginger Nut Training produces a **Missed Sessions Report**, detailing:

- individual learner absences,
- recurring patterns (e.g., repeated Mondays, online-only absence),
- curriculum area trends,

- workplace-based attendance barriers,
- learners at risk of falling behind,
- learners requiring additional learning support.

Your role as a learner is to constructively engage with your tutor and/or safeguarding team when patterns of absence or disengagement are highlighted.

Data Analysis for Inclusivity

The report is analysed through an equality and inclusivity lens to identify:

- whether learners with SEND, ALS referrals or specific learning differences are disproportionately missing sessions.
- whether resources, delivery methods, or scheduling patterns unintentionally disadvantage certain learners.
- where targeted support, reasonable adjustments or curriculum adaptations are required.

Follow-up Actions

Depending on the findings, actions may include:

- ALS referral or review
- structured catch-up plans
- mentoring or coaching
- adjustments to delivery method or additional scaffolding
- workplace liaison
- welfare/safeguarding checks

Digital Conduct and online safety

- Use professional language in all online sessions.
- Keep cameras and microphones on when required (unless agreed otherwise).
- Do not record or capture sessions without permission.
- Maintain appropriate digital boundaries and report unsafe behaviour

Professional Conduct in the Workplace

Learners are expected to always demonstrate professional conduct while in the workplace, including during off-the-job training undertaken in work settings.

This includes using clear, respectful, and appropriate communication; treating supervisors, colleagues, customers and partners with courtesy and professionalism; and following reasonable instructions.

Learners must manage confidential or sensitive information responsibly and in line with data protection and employer requirements.

Employer policies (such as health and safety, IT use, confidentiality, and codes of conduct) must be observed alongside Ginger Nut Training policies.

Behaviour during off-the-job training should reflect the same professional standards as normal working duties and must support a safe, respectful, and productive learning environment.

Learner voice

Learners should engage with surveys and reviews and encourage you to join learner panels and learner representation. Your voice directly informs improvements in training quality, wellbeing support, and curriculum delivery. If you are interested in joining our Governance panel, please speak to your tutor.

If you have any concerns about your training, we encourage you to contact the Senior tutor of your curriculum area as follows:

1. Digital Curriculum – Senior Tutor – Ben Hyde email: ben.hyde@gingernuttraining.co.uk
2. Marketing Curriculum – Senior Tutor – Peter Mannion email: peter.mannion@gingernuttraining.co.uk
3. Office Curriculum – Senior Tutor – Jag Tamber email: jag.tamber@gingernuttraining.co.uk

If you have any safeguarding / PREVENT concerns, please email safe@gingernuttraining.co.uk our policy can be found on our website here [Policies | Ginger Nut Training](#)

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.

Before escalation, Ginger Nut Training will ensure that learners are offered the opportunity of support, either from Ginger Nut Staff or signposting to relevant external agencies. We aim to collaborate with you to ensure that any distress or discomfort is managed in a respectful and restorative manner.

- 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, which 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 significant 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.

This should be read alongside:

- Learner Code of Conduct
- Safeguarding & Prevent Policy
- Equality, Diversity & Inclusion Policy
- Additional Learning Support (ALS) Policy
- Complaints and Appeals Policy

Summary

This Code of Conduct promotes a safe, inclusive, professionally focused learning environment, ensuring behaviour, attendance, wellbeing, and inclusion are consistently supported across Ginger Nut Training's delivery.



Susan Pope

Susan Pope (Feb 10, 2026 17:00:54 GMT)



Dan Williams

Dan Williams (Feb 10, 2026 17:05:10 GMT)

2026 Feb 2nd Learner Code of Conduct

Final Audit Report

2026-02-10

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