

## Learner Code of Conduct Policy

Professional Training Solutions is committed to creating an environment which is safe, respectful, engaging and that staff, learners and stakeholders embody PTS's core values.

We believe if you feel respected, valued, and appreciated, you will not only do well within your learning and job role, but you will thrive as an individual and aspire to improve your own skills and behaviours as well as support others to do the same. Feeling comfortable to be yourself and appropriately express your individuality, without prejudice, will give you the confidence to succeed in your future career and life goals.

### Our Values

As an innovative Independent Training Provider, we ensure that our core values are underpinned by Fundamental British Values.



## Expectations of Conduct

### **Learners:**

- Adhere to our Health & Safety rules and any other instruction given to you by your tutor/a member of our staff or authorised person.
- Dress appropriately, adhering to a smart/casual dress code, when attending a lesson, workshop or PTS meeting whether remotely or in person.
- Arrive on time for your workshops, 1:1 sessions, progress reviews and observations, whether remote or face to face.
- Ensure you notify Professional Training Solutions of any absence or cancellation of meetings with your tutor/assessor as soon as possible and ideally, a minimum of 48 hours beforehand.
- Ensure you notify your tutor, assessor or PTS head Office should you be aware that you will be late for your lesson, workshop or other meeting.
- Switch off mobile phones before entering any teaching sessions whether remote or in person.
- Phones may only be used during lessons and workshops with permission of your tutor. In such cases, keypad tones and vibrate features must be turned off.
- Ensure that language and behaviour is appropriate, respectful and polite at all times
- Come fully prepared for any lessons, workshops or exams, whether remotely or in person, ensuring you have read the code of conduct and expectations for behaviour and working environment.
- Listen whilst others are taking and respect others contributions, even if opinions or views differ from your own
- Keep discussions relevant to the topic and do not give personal opinions unless asked for

### **Additionally, when attending a remote lesson, workshop, exam or meeting:**

- Ensure that you are in a quiet room and that you have informed others in your environment that you are not to be disturbed for the duration of the call
- Ensure you are using a suitable device with a working front facing camera and microphone (ideally a computer)
- Ensure there are no images or personal items on display in your camera background and that no children or young people come into view of your camera
- Do not record the call without others knowledge. If you would like the session recorded for future reference, you must gain consent from all attendees.
- Ensure you have a good internet connection
- Ensure others around you cannot listen in on the content of the call and potentially breach confidentiality. Use headphones if needed.
- Ensure that when discussing confidential topics that no specific details are relayed i.e. names, addresses, medical conditions etc....

### **PTS Staff:**

- Adhere to our Health & Safety rules
- Dress appropriately, adhering to a smart/casual dress code, when attending a lesson, workshop or PTS meeting whether remotely or in person.
- Arrive on time for meetings and if delivering a workshop, lesson, visit or meeting ensure that you are fully prepared ahead of time ready for a prompt start at the designated time. This applies remotely and in person

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- Ensure you give sufficient notice to attendees of any absence or cancellation of meetings with colleagues, learners or stakeholders. This should be as soon as possible and ideally, a minimum of 48 hours beforehand.
- Switch mobile phones to silent before entering any teaching sessions, visits or meetings whether remote or in person.
- Ensure that language and behaviour is appropriate, respectful and polite at all times
- Come fully prepared for any lessons, workshops or exams, whether remotely or in person, ensuring all resources needed for that session are available for all attendees.
- Listen whilst others are talking and respect other's contributions, even if opinions or views differ from your own
- Keep discussions relevant to the topic and do not give personal opinions unless asked for and is appropriate to give them

**The following behaviour will not be tolerated or accepted by any persons, and doing so will result in appropriate disciplinary action:**

- Acting in a way that could be abusive or offensive to other learners, staff, or visitors. This could include verbal, physical, or written communication methods.
- Physically or verbally bullying, harassing, or intimidating any other learner, member of staff or visitor whether in a remote setting or in person. This includes the sharing of images or messages without the subject's consent.
- Attending a lesson, workshop, or any other meetings with PTS whilst under the influence of alcohol or drugs. This applies in person and remotely.
- Bringing to lessons, workshops or any PTS meetings, any item which could be construed as an offensive weapon or symbol of discrimination.
- Defacing or damaging any property belonging to PTS.
- Interfering with any computer software installed on PTS computers. This includes downloading any software unless you are specifically authorised to do so
- Behaving in a sexually or discriminatory offensive manner
- Smoking or using any form of vape or e-cigarette anywhere within PTS's buildings.
- Smoking or using any form of vape or e-cigarette whilst in a lesson, workshop or meeting with PTS whether in person or remotely.
- Breaching confidentiality guidance in the unauthorised sharing of sensitive data
- Repeated lateness, cancellations of meetings or non-attendance at work or lessons/workshops without acceptable reason and notice given as per PTS policy

If you have any questions relating to your code of conduct, please speak with your tutor/trainer or for PTS staff, your line manager. They will be glad to help. The following expand on the code of conduct and is provided to help you understand your rights and responsibilities.

### Health & Safety

Health & Safety is very important. You have a responsibility to act in a safe and responsible manner. Wearing the instructed PPE (Personal Protective Equipment) is essential for you during programmes. If you have any concerns about Health & Safety, either at work, work experience or at a PTS training centre, please notify **Jackie Denyer** [j.denyer@protrain-solutions.co.uk](mailto:j.denyer@protrain-solutions.co.uk) who will investigate the issue on your behalf.

### Support:

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If you think you are being unfairly treated, please talk to your tutor/trainer or for PTS staff, your line manager. If the matter is still unresolved you should follow PTS's Grievance and Complaints Procedure which will then progress your grievance/complaint through to senior management.

### **Punctuality:**

Learners and PTS staff are expected to arrive at all lessons, workshops and meetings on time. Authorised lateness must be agreed with the tutor/trainer or for PTS staff, your line manager beforehand. Persistent lateness will incur a warning or warnings and may result in removal from the programme. If you wish to report repeated lateness of PTS staff then please contact **Joanna Makarewicz** on [j.makarewicz@protrain-solutions.co.uk](mailto:j.makarewicz@protrain-solutions.co.uk) following PTS complaints procedure. Being on time means that you get the most from your course and you do not disrupt other learners.

### **Sickness, Injury or Medical Appointments/Conditions:**

You must inform PTS as early as possible on the first day of absence. You can remain on the programme for up to three weeks, but if your illness persists for longer than three weeks you will be required to take a Break in Learning for an agreed period until you are fit to resume your learning. Your tutor will complete the paperwork with you (and your employer, if applicable) and submit to PTS administration to update your individual learning record.

After the first week, evidence will be required to support this absence. Time off for medical appointments must be accompanied with evidence, such as appointment cards, hospital letters etc. You must inform us of any medical condition that impact your learning as soon as you are aware of the condition or if you have deterioration in a previously declared condition. This includes food allergies where relevant, and conditions requiring regular medication, or where you may be a risk to yourself or others. This should be supported by a recent letter

### **Absence:**

Absence from both work and a PTS visit should be reported to both your employer (where applicable) and your PTS tutor. This should be done as soon as possible. Continued absence will result in our Lack of Progress policy being administered and potentially resulting in your removal from the programme. If you are employed, your employer will be told of each absence.

**Lack of Progress:** It is essential that you fully engage with your course. This will ensure that you progress steadily, and you meet your agreed deadlines. If you have any barriers that are preventing you from engaging in your course, you must make PTS aware straight away so that we can plan to support you and prevent you from falling behind with your progress. Should you not inform PTS of any barriers, and should you fall behind or disengage, we will implement our Lack of Progress Policy which could result in withdrawal from the course and can incur drop out fees.

**E-Safety:** As our courses are delivered in a blended and sometimes completely remote fashion, it is essential that you have familiarised yourself with PTS's e-safety policy. This outlines how PTS will endeavour to support you to be safe online but also your responsibilities for safety whilst using online technology. It gives guidance on how to keep your data secure and prevent GDPR breaches.

### **Bullying and Harassment:**

PTS will not tolerate any form of bullying. If you experience any sort of bullying, you must inform us immediately. If you are found to be guilty of bullying at work, on work experience or

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in the training centre you will be subject to PTS's disciplinary procedure. Please see our Bullying and Harassment Policy.

### Equality & Diversity:

PTS aims to ensure that all learners are treated equally, regardless of age; disability; gender reassignment; marriage and civil partnership; pregnancy or maternity; race; religion or belief; sex; sexual orientation; socio-economic disadvantage; trade union activity; unrelated criminal convictions; other irrelevant criteria. If you experience any form of discrimination, you must inform Professional Training Solutions Designated Safeguarding Lead immediately. **Ann O'Rourke** [a.orourke@protrain-solutions.co.uk](mailto:a.orourke@protrain-solutions.co.uk)

### Discrimination:

PTS will not tolerate any forms of discrimination. If you are found to be guilty of discrimination either in the classroom or in the workplace, you will be subject to our disciplinary procedure. This includes physical, verbal or visual:

- Harassment
- Sexual Harassment
- Racial Harassment
- Disability Harassment

Please see our Equality and Diversity policy.

### Health and Wellbeing:

### Plagiarism:

The passing off of someone else's work whether intentionally or unintentionally as your own for your own benefit or advantage, **may result in you being unable to complete your qualification and forfeiting all fees as it may be considered fraudulent.** Please see the Malpractice and Plagiarism Policy.

### Disciplinary Procedures:

You will be expected to act in a responsible manner at all times. Misconduct as described above, will result in the implementation of the Disciplinary Procedure.

This procedure is designed to help and encourage you to achieve and maintain the standards set out in all Professional Training Solutions policies. Professional Training Solutions may action the procedure at any level with gross misconduct or serious misconduct being dealt with under stage three and four.

Minor breaches will be dealt with informally but where the matter is more serious the following procedure will be used.

### Stage One: Verbal Warning.

If conduct or performance does not meet acceptable standards you will normally be given a formal verbal warning. You will be advised of the reason for the warning and your right of appeal, that it is the first stage of the disciplinary procedure. Where you are employed your employer will be informed.

### Stage Two – Written Warning:

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If there is still failure to improve and conduct/performance is still unsatisfactory, the infringement is a serious one or if a further infringement has occurred, a written warning will be given to you by Professional Training Solutions Programme Manager. This will give details of the infringement, the improvements required and the timescale. You will be advised of the right of appeal. A copy will be given to you. Where you are employed your employer will be informed.

### **Stage Three – Final Written Warning:**

If conduct/performance is still unsatisfactory and fails to meet the required standards, the infringement is a more serious such as a serious breach of safety, classroom disruption, cheating, plagiarism, or if a further infringement has occurred, a final written warning will be given. This will give details of the infringement, the improvements required, the timescale, and that the next stage in the disciplinary procedure will be dismissal or removal from the programme. You will be advised of the right of appeal. Where you are employed your employer will be informed.

### **Stage Four – Dismissal or Removal from Programme**

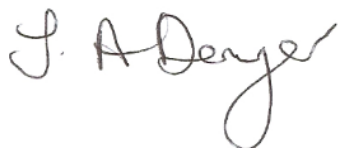
If the infringement is again a more serious one or such as violence, theft, drug abuse, bullying, harassment, a serious safety infringement which puts yourself or others in danger of serious injury or death or a continuing impact on another's ability to feel safe in the learning environment, or within the centre, cheating or plagiarism in an exam or assessed piece of work, bribery, violence etc. In the event of abuse or violence against staff including verbally, physically or by any other means, will result in a stage four sanction or if a further infringement from a final written warning has occurred following a final warning. A stage four sanction means dismissal or removal from the programme will normally result.

Only Senior Management can take the decision to dismiss or remove learners from the programme. You will be informed, as soon as is reasonably practicable, with written reasons for this action, the date on which the programme will terminate and of your right of appeal. Dependent on the seriousness of the infringement, Professional Training Solutions reserve the right to implement any stage of the Disciplinary Procedure. Disciplinary Appeals Procedure

If you wish to appeal against any disciplinary action taken against you, you should notify your tutor/trainer in writing, within two working days of the action complained of, giving your reasons for the appeal. A Senior Manager will review the disciplinary action and will make one of three decisions - confirm the action, if appropriate rescind the action, or put the action to the next level. Any learner being abusive during an appeal or complaints procedure, the Senior Manager will have the right to Remove or Dismiss. The decision made by Senior Management of Professional Training Solutions is final.

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*This Policy has been agreed by  
Jackie Denyer, Managing Director*



*Date Signed:- 8<sup>th</sup> August 2023*

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