

Learner Code of Conduct

Purpose

Sport Structures provides an inclusive approach to learning. We believe that learners should be treated with respect by their tutors, assessors and any support staff, including those at our host venues. In return, we also expect and request that learners will behave respectfully towards both their peers and staff, throughout their programme of learning.

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 and outlining the procedures that Sport Structures will use to resolve matters when a learners' behaviour is unacceptable. A learner is any individual who accesses education and training through Sport Structures. This could be an apprentice or a delegate on a workshop or course.

Our Code of Conduct applies to the following activities, whether held in a face to face or virtual environment.

- Individual learning sessions
- Group learning sessions
- Facilitated discussions on specific topics
- Progress reviews

Standards

The document outlines standards that are expected of all learners who engage with the company that reflect our company values of:

- Togetherness
- Integrity
- Excellence
- Passion

To make the most of your experience with us, it is important that you understand that by registering for learning and assessment with us, you are committing to maintaining the following standards:

Expectations prior to learning:

- providing appropriate methods of identification to enable us to register you with the appropriate organisations.
- reading the description of learning and confirming you meet all eligibility criteria, sharing eligibility evidence, where applicable.
- agreeing to meet financial commitments for learning promptly and in full (if applicable).

Learner and course expectations:

- to comply with this code of conduct, along with company policies, procedures and terms and conditions that may be applicable to you.
- to respect others (tutors, assessors, support staff, peers) in line with the protected characteristics identified by the [Equality Act 2010](#).
- to always act in a manner that does not cause offence nor bring Sport Structures into disrepute.

- to comply with qualification conditions, awarding body policies, position statements and related processes.
- to read all learning information distributed to you.
- to contribute to a positive learning environment by demonstrating a willingness to learn, actively participating and challenging positively.
- to attend all scheduled sessions and arrive promptly.
- to be appropriately dressed
- to avoid using inappropriate language and being under the influence of alcohol or drugs
- to be equipped for learning (i.e. relevant materials, clothing/footwear, stationary and refreshments)
- to taking care of equipment, facilities and resources and showing respect for another individual's property.
- to take note of and acting upon instructions and feedback from tutors, assessors and support staff, meeting deadlines as agreed.
- to ensure all work produced is your own work. Do not commit plagiarism by copying and passing off whole or part(s) of another person's work, with or without the originator's permission and without appropriately acknowledging the source.

Virtual classroom expectations:

- to not take unauthorised photos, record videos or interactions (i.e. via Teams and Zoom)
- to ensure a suitable learning environment, with limited distractions, with camera on (if available) so allow for full engagement and interaction with tutors, assessors, support staff and peers.
- to have an appropriate background (and foreground) and as neutral as possible (please be mindful of what is visible behind you/in front of you)
- to be appropriately dressed

Attendance and time-keeping

To maximise learning time and minimise disruption, all learners should attend their sessions regularly and punctually (unless other arrangements have been made in advance).

For learners on an apprenticeship pathway, attendance will be monitored and will form part of progress reviews.

Health and safety

All learners must cooperate with Health and Safety matters, reporting any concerns to Sport Structures via your tutor, assessor or staff member. This includes declaring any injuries or medical issues that may restrict your ability to participate or engage or if you have an accident while attending a programme of learning.

Reasonable adjustments

All learners must identify any special requirements or reasonable adjustments you may need to maximise your learning experience, in good time.

Where appropriate we will make reasonable adjustments for some students, including those with special educational needs and/or disabilities, who have specific needs that mean they find our high expectations difficult to meet. Any reasonable adjustments that are applied ensure that support is given to students to help them to meet the high expectations that we have for all students rather than lower our expectations.

Reporting unacceptable behaviour

All learners must report any unsafe, unlawful, discriminatory, or unacceptable behaviour or treatment to the tutor/assessor or support staff in the first instance or via complaints Policy if this is not appropriate.

Learner unacceptable behaviour

Learners who, in the opinion of the tutor(s), assessor(s) and support staff, do not meet the acceptable standards of behaviour, may be liable for exclusion from learning and assessment. Initially, except in circumstances of gross misconduct (listed below), a representative from Sport Structures will bring the issue to the attention of the learner and discuss actions to prevent the behaviour from re-occurring.

Gross misconduct:

- Unlawful treatment of personal data
- Failure to follow health and safety guidance that may cause serious injury
- Drunkenness or illegal drug use while in learning
- Any illegal activity

If the behaviour continues, the learner may be asked to leave the programme of learning and relevant organisations may need to be informed, depending on the severity of the incident(s) i.e. police, the employer etc.

In the event of a learner being excluded, they will be notified of this decision and the reasons why, within 5 working days. Learners will not be eligible for any refund (if applicable). Learners do have the right to appeal. The appeal must be made within 14 working days of the learner being notified of the decision in writing.

If the learner wishes to continue their continual professional development by applying to attend future learning through Sport Structures, they will be required to demonstrate to the Head of Centre, that they have addressed the issues for which they were excluded.

In addition to the above, Sport Structures does not tolerate **any types of abuse or violence**. This can include (but is not limited to):

- Peer on peer abuse
- Sexual Harassment
- Sexual Violence and Abuse
- Harmful Sexual Behaviour
- Serious Violence

Staff will act on any concerns and report this immediately to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead. Please refer to the Safeguarding and Prevent Policy, Strategy and Procedures and Addendum.

For further information, please contact Kath Percival, Head of Centre (Katherine.percival@sportstructures.com) / 07917 388 174.