

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
- Any activity associated with your programme of learning, including online platforms, social media interactions related to the course, travel, and accommodation where applicable.

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 actively contribute to an inclusive, respectful and supportive learning environment and not engage in discriminatory, abusive or exclusionary behaviour
- to always act in a manner that does not cause offence nor bring Sport Structures into disrepute.
- to behave in a way that safeguards yourself and others and does not pose a risk to wellbeing, safety or learning
- 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
- to ensure that any use of artificial intelligence (AI) tools supports your learning and is not used to generate work that is submitted as your own unless explicitly declared. Further assessment methods maybe used to ensure submitted work is understood.
- to communicate appropriately in all learning environments, including emails, chats and forums, avoiding offensive, abusive or inappropriate language
- to respect confidentiality and not share personal or sensitive information about others without permission, in line with UK GDPR

Virtual classroom expectations:

- to not take unauthorised photos, record videos or interactions via the learning platform
- 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
- to engage respectfully in all online interactions and not participate in cyberbullying, harassment or inappropriate use of digital platforms

Attendance and timekeeping

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. Employers may be informed of attendance, progress or conduct concerns where appropriate.

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.

Safeguarding and Prevent

Sport Structures is committed to safeguarding all learners. Learners must not engage in behaviour that could harm others or place themselves or others at risk.

Learners are expected to report any safeguarding concerns, including concerns related to exploitation, abuse, or radicalisation, to a tutor, member of staff or the Designated Safeguarding Leads. This includes responsibilities under the Prevent Duty.

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. If concerns relate to a tutor, assessor or staff member, learners should report this to an alternative senior member of staff or via the formal complaints process.

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. Where appropriate the following approach may be applied:

- Informal discussion
- Formal warning
- Final warning or removal from the programme

Gross misconduct:

- Unlawful treatment of personal data
- Wilful damage of property or equipment
- Failure to follow health and safety guidance that may cause serious injury
- Drunkenness or illegal drug use while in learning
- Any illegal activity
- Serious breaches of safeguarding, including harassment, abuse or violence
- Discriminatory behaviour or hate related incidents
- Serious misuse of digital platforms, including harassment or sharing inappropriate content.

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. Refunds, where applicable, will be managed in line with our Terms and Conditions. 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
- Threatening behaviour towards other learners or the Sport Structures workforce

Staff will act on any concerns and report this immediately a Designated Safeguarding Lead. Please refer to the Safeguarding and Prevent Policy for further information.

By enrolling on a programme of learning with Sport Structures, you confirm that you have read, understood and adhere to this Learner Code of Conduct.