

Apprentice/Learner Code of Conduct



SEMESTER
LEARNING & DEVELOPMENT

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1. Introduction

Semester Learning and Development (Semester) provides an inclusive approach to learning. We believe that apprentices/learners should be treated with respect, at all times, by their tutors, assessors, other members of Semester staff and those at our host venues. In return, Semester expects and anticipates that apprentices/learners will behave respectfully towards other people, and anyone involved in their training or assessment.

This Apprentice/Learner Code of Conduct sets out expectations for apprentice/learner behaviour and the procedure that Semester uses to resolve matters when apprentice/learner behaviour is unacceptable.

2. Who Does It Apply To

This Code of Conduct applies to:

- All tutor led training and assessment
- All face-to-face training and assessment
- All apprentices enrolled on a programme
- All learners enrolled on a programme

All apprentices/learners are expected to adhere to the Code of Conduct, and any breach of the Code of Conduct may lead to the apprentice/learner being excluded from the programme they are enrolled on.

All apprentices/learners are representing their own or employer's business whilst attending a training course at Semester. Employers will be considered responsible for their employees' behaviour and may be liable for any damage as a result of misconduct.

3. What Do We Ask

Semester asks that apprentices/learners:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation
- Are courteous and respectful at host venues and training centres
- Show a positive commitment to their own development and learning
- Attend/arrive punctually to training or assessment sessions/events
- Cooperate with other apprentices/learners, subject tutors, assessors, host venue staff and Semester staff members
- Understand that apprentices/learners progress at different paces
- Understand that there is a certain amount of necessary paperwork which must be completed
- Take care of equipment, facilities and buildings and show respect for another person's property
- Abide by our Plagiarism, Cheating and Collusion Policy
- Take due notice and care of their own health and safety
- Respect the wellbeing of others

4. Misconduct

The following are examples of behaviour which Semester considers as misconduct and may result in an apprentice/learner being suspended or excluded from a training course or apprenticeship:

- Failure to follow Health and Safety regulations
- Conduct which prevents, obstructs or disrupts teaching, learning or administration of a training course, apprenticeship or assessment
- A breach of the Plagiarism, Cheating and Collusion policy
- Disruption to a training course or assessment, either directly or by a lack of cooperation, which affects other apprentices/learners
- Failure to follow any reasonable instruction or request from a Semester member of staff, a representative of Semester or a host venue
- Disorderly behaviour or the use of bad or abusive language
- Causing damage to premises, equipment or property of another apprentice/learner, a trainer/tutor or assessor, a host venue or Semester
- Interference with software belonging to or used by Semester or a host venue
- 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 apprentice/learner to their own learning and development during their attendance or lack of attendance
- Misuse of the Semester eLearning platform, ePortfolio platform or facilities
- Misuse or unauthorised distribution of intellectual property belonging to Semester or appointed agents, which includes programme content, printed and digital support material and online courses

5. Gross Misconduct

The following are some examples of what Semester consider to be acts of gross misconduct:

- Violence or a threat of violence
- Drunkenness or illegal use of drugs whilst on the premises, or the premises of a host venue or attendance at a training course or assessment
- Activity which 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

6. Disciplinary Procedure

Except in circumstances which are considered acts of gross misconduct, in the first instance the tutor/assessor or other Semester representative will respectfully bring the issue to the attention of the apprentice/learner and discuss, where necessary, to prevent further issues.

If an apprentice/learner's behaviour continues to be unacceptable or causes disruption to the learning of others, they may be asked to leave the training room (physical or virtual) pending further discussion or consultation with their employer. If their behaviour is considered disrespectful to other apprentices/learners, the tutor, assessor or host venue, or is otherwise considered to be gross misconduct, the apprentice/learner will be asked to leave the site (if utilising a physical site) immediately. In the event of hostile behaviour towards the tutor, Assessor, other apprentices/learners, venue staff or members of the public, or involvement in illegal activity, Semester will support a decision to contact the police. In all instances, Semester will respect the decision of the tutor, assessor or venue representative.

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

Where it is found that an apprentice/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. Their employer will be held accountable for any damage resulting from the inappropriate behaviour and may also be restricted in their access of future courses. No refund or credit will be made for loss of places (or other bookings) where an apprentice/learner has been refused future training.

If it is identified that the removal of the apprentice/learner was inappropriate, Semester will accommodate the apprentice/learner, without charge, as soon as possible.