

Learner Code of Conduct

PMA provides an inclusive approach to learning. We believe that learners should be treated with respect by their trainers, tutors, PMA staff and those at our host venues. In return, PMA also expect and anticipate that learners will behave respectfully towards both other people and anyone involved with their training programme. The PMA learner Code of Conduct sets out expectations for learner behaviour and the procedures that the PMA uses to resolve matters when learners' behaviour is unacceptable.

Introduction

The PMA code of conduct applies to:

- both tutor-led/face-to-face courses and assessments and any online e-Programmes;
- the learners enrolled on the programme and their employers.

A learner is any individual enrolled on a PMA programme. This includes:

- tutor-led course and/or assessment;
- delegates enrolled, from point of registration, that are undertaking a programme that includes a series of tutor-led courses/assessments and any online e-Programmes;
- learners, from the point of registration, that are progressing through an eLearning programme.

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.

Learners are individuals enrolled/booked on a training or assessment programme. Learners are representing their own or employer's business whilst attending a course or progression through an online e-Programme. Employers will be considered responsible for their employees' behaviour and may be liable for any damage because of misconduct.

We ask that learners:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Are courteous and respectful of host venues and training centres.
- Show a positive commitment to your own development and learning.
- Show respect for another learners' development.
- Learners attend and arrive punctually to training/assessment events that they have been scheduled to take.
- That they cooperate with other learners, tutors, host venue staff and the PMA team.
- Understand the learners progress at different paces.
- Understand that there is a certain amount of necessary paperwork which must be completed by each learner.
- 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 your own health and safety and respect for others well-being.

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.

- Failure to follow Health & Safety Regulations.
- Conduct which prevents, obstructs, or disrupts teaching, learning or administration of either tutor-led training/assessment or e-Programmes.
- A breach of our Plagiarism, Cheating and Collusion Policy
- Disruption to a training course or assessment, either directly or by lack of cooperation, that affects other learners on the programme.
- Failure to follow the reasonable instructions and requests of the trainer or a representative of the PMA or host venue.
- Disorderly behaviour or the use of bad or abusive language.
- Causing damage to the premises, equipment or property of another learner, the trainer, host venue or PMA.
- Interference with software belonging to or used by the host venue or PMA.
- Behaviour or language which is racially or sexually offensive, or which is offensive to those with disabilities.
- A lack of commitment and application of the learner to their own learning and development by attendance/participation on the training course.
- Misuse of the PMA learning platform, e-Programmes and facilities.
- Misuse or unauthorised distribution of intellectual property belonging to the PMA or appointed agents, which includes programme content, printed and digital support material and e-Courses.
- Bullying behaviour/harassment towards others.

The following are considered examples of gross misconduct.

- Violence or a threat of violence.
- Drunkenness or illegal use of drugs whilst on the premises of a host venue or 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 serious injury.

Disciplinary Procedure

Except in circumstances which are considered acts of gross misconduct, in the first instance, the trainer or other PMA 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, the trainer or host venue, 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 trainer, other learners, host venue staff or members of the public, or involvement in suspected illegal activity, the PMA will support a decision to contact the police. In all instances, the PMA will respect the decision of the trainer, tutor or representative of the PMA on site.

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, trainer, tutor and other eye witness 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 to meet acceptable levels. 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 a learner has been refused future training.

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

Main Contacts:

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Should you have any concerns around Safeguarding please email:

PMA DSL, Lisa Lindgren at: safeguarding@practicemanagersuk.org

Please be assured your email will be treated in the strictest confidence and that you will receive a direct reply from Lisa within 24 hours.

Revisions control:

Date	Summary of changes made	Changes made by (Name)	Version No.
14 th July 2017	Apprentice / Learner Code of Conduct policy created	Ian Jones & Cathryn Lyon	V1.0
21 st Sept 2017	Updated	Ian Jones	V1.5
11 th Dec 2018	Minor edits	Natasha Sumner	V1.6
November 2019	Minor Edits	Elaine Crowther	V2
16 th June 2020	Update to new template	Sue Chadwick	V2.1
Sept 2020	Full review – remove “apprentice” reference from document	Lisa Lindgren	V3.0

Next Review Due: November 2020