

Lincolnshire County Council, Adult Skills & Family Learning Service

Learner Fees Policy 2024/25

Learner Behavioural Policy

Learner Charter / Code of Conduct

In order to ensure you have the very best learning experience possible to develop your understanding, skills and knowledge

We will:

- Ensure your course is right for you.
- Provide a full course introduction.
- Assess your own learning needs at the start of the course, and let you know how you are getting on during the course
- If we can, we will give you extra help if you need it.
- Treat you with respect at all times and any information you give us will be treated in confidence.
- Provide safe, healthy and supportive learning surroundings.
- Make checks on the quality of your course.
- Give you the chance to let us know what you found particularly helpful as well as the chance to complain if you are not happy. This is your course, and we are always keen to hear any suggestions you may have about how it can be improved.

In order to help you get the most from your learning experience, you are responsible for:

- Following health and safety guidelines
- Providing information about yourselves on the enrolment form (this information is protected under the Data Protection Act).
- Letting us know if you need any help with your course.
- Agreeing with your Tutor what you hope to learn from your course.
- Completing your Memory Book or Personal Learning Record every session recording the progress you are making on your course.
- Telling your Tutor if you have a medical condition that may affect you during your course.

- Attending each session on time and telling your Tutor if you are going to be absent.
- Respecting others' differences, and listening to and being kind to your Tutor and fellow learners.
- Completing home time activities, where appropriate.
- Telling your Tutor if you have to leave a course before it finishes.
- Telling us if you change your address or telephone number.
- Completing satisfaction surveys about your course.
- Following the mobile phone code of conduct agreed with your Tutor.

Learner Behaviour expectations

Although we try to keep rules for learner conduct to a minimum, it is important that you know what we consider to be unacceptable behaviour and what happens when someone behaves unacceptably.

When you enroll for a course, you sign the Learner's Declaration, and you may also verbally agree to local or class rules at induction. Behaviour on site and in classes is expected to be of a standard to allow effective learning to take place. Learners on site and in classes are expected to ensure that their behaviour/activity does not cause offence, damage or injury to other learners, staff or property. Learners must follow any regulations or guidance given concerning use of equipment, smoking arrangements or car parking. As an Adult Skills and Family Learning provider, we hope that this is sufficient to safeguard all our learners by securing a pleasant learning environment, which this is in the classroom or online. However, there are some consequences if the rules are broken.

If you break the Code of Conduct

If your Tutor feels that you are not keeping to the agreed Code, the following will happen:

1. He or she will first discuss the matter with you, and agree with you how to tackle the problem.
2. If he/she is not satisfied with the result, they will pass the matter on to their Senior Manager who will discuss it with you and see if a resolution is possible and agree further action.
3. If there is no resolution or improvement, or you do not carry out suggested actions, the Senior Manager may then take disciplinary action. You may be given in the following order:
 - a. A verbal warning
 - b. A written warning.
4. If there is still no improvement in your conduct, or you do not carry out suggested actions, the Senior Manager will refer the matter to a member of the Senior Management Team. The Manager will carry out further investigations and discuss it with you and with the Senior Manager. If there is no resolution, the Senior Manager may then issue a letter asking you to leave.

Some very serious breaches of the Learner Code of Conduct may result in immediate disciplinary action - usually you will be asked to leave straight away.

These include:

- Serious written or verbal abuse, including racist, sexist, ageist, disability and homophobic abuse
- Serious substance abuse before or during a class.
- Contravening exam, accreditation or assessment regulations
- Inappropriate use of IT equipment
- Very seriously disrupting the learning of other class members
- Violence against other learners, staff and volunteers

You also have the right to appeal at any stage of the disciplinary procedure, using the Complaints Procedure, and have the right to be accompanied by a friend or helper when attending any meetings with Managers.

If you think that Lincolnshire County Council has broken the Code of Conduct, please use the Complaints Procedure. You can also use the Complaints Procedure to raise a grievance if you feel that you have been unfairly treated at any stage.

Lincolnshire County Council's values are underpinned by 'respect' which is for each other, staff and your learning environment. The Adult Skills and Family Learning Service actively promotes British Values of democracy, rule of law, individual liberty, mutual respect.

What we expect of our learners in respect of Equality and Safeguarding are detailed below:

Equality Statement:

We are committed to providing the best possible learning opportunities for all our learners

To achieve this, we will:

- Ensure staff and learners avoid acting with bias, prejudice, abuse, harassment or offence.
- Not tolerate Bullying and Harassment. Lincolnshire County Council has a strict "No Bullying" policy.
- Ensure teaching materials and resources reflect the diverse society in which we live.
- Use positive images of all people in our community.
- Ensure opportunities exist for all learners to develop their skills and talents.
- Work with learners to remove any barriers to learning and achieving by providing specialist resources (subject to availability), support with examinations and additional learning support.
- Provide education and training opportunities for all, without discrimination, and treat learners with courtesy and respect.
- Make sure the premises we use are accessible, safe, clean, and suitable

for purpose.

- Listen to what our learners say and recognise that people have different ways of learning.
- Embrace diversity and encourage people to maximise their potential and be valued for the contribution they make to our community.
- Challenge unsuitable behaviour which offends or discriminates against fellow learners and/or staff.
- Make sure our staff are well trained, suitably qualified, appropriately vetted and supported so they can provide a high-quality service.
- Provide information for learners, written in plain English. Information can be requested in large print, Braille, other languages, and audio formats.
- Regularly consult with the wider community in order to monitor and evaluate the quality of our service delivery.

In accordance with the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act (as amended by the Special Education Needs and Disability Act 2001 and Equality Act 2010), we will support the various needs of our learners to help them achieve their learning goals.

Safeguarding Statement:

If you feel you have not been treated fairly, or if you have been harassed or bullied during your course, please speak to your Tutor or another member of the staff who will deal with your complaint promptly and confidentially. Alternatively, you can speak in confidence to the Customer Service Centre on 01522 782011

Safeguarding Vulnerable Groups

Anyone who works or has contact with vulnerable groups has a duty of care to report actual or suspected abuse. If you have any concerns, please contact the Customer Service Safeguarding Vulnerable Groups number 01522 782155. Our Safeguarding arrangements meet with the requirements of the Protection of Freedom Act 2012.