

LEARNER BEHAVIOUR POLICY

2025 - 2026



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Our Mission Statement

Aim to deliver an engaging, positive learning experience every time.

Our Values

Our values encompass the achievement of all of our learners. Our values are HONESTY, INTEGRITY, SUPPORT, ETHICAL BUSINESS AND EQUALITY OF OPPORTUNITY FOR ALL. We support PREVENT, SAFEGUARDING, BRITISH VALUES, EQUALITY, DIVERSITY & INCLUSION and this policy is at the heart of and supports these core values in aiming to safeguard staff and learners.

Our Vision

To be the provider of choice for apprentices and clients, creating bespoke education and training that maximises opportunity and investment, both for now and in the future.

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1 - Introduction and Overview

Our centre aims to support students by giving them the opportunity to work in a safe and secure environment. It is important to clarify what we consider to be acceptable behaviour and what measures we have in place when someone behaves unacceptably. Our expectations of learner behaviour is set out in this document, which should be understood in conjunction with the following policies:

- E-Safety Policy
- Equality, Diversity and Inclusion policy
- Safeguarding Policy
- Child protection Policy
- Physical Intervention Policy

2 - Rationale and Scope

The purpose of the policy is to relate to students and staff the required standards of behaviour expected by our students whilst at work and at our centre. We aim to:

- Safeguard and protect learners and staff at the centre with a particular focus on students age 16-18
- We aim to minimise the risk of malicious or misplaced allegations made against adults who work with learners
- We have also produced a Staff Behaviour Policy which is also to be considered in conjunction with this policy, as is our E-Safety Policy

Scope

- This policy covers all learners, staff, employers and volunteers when working at the centre

The Education and Inspections Act 2006

- This act empowers Senior Managers in the FE establishments to such extent as is reasonable, to regulate the behaviour of learners when they are off centre premises and empowers members of staff to impose disciplinary penalties for inappropriate behaviour. The 2011 Education Act increased these powers with regard to the searching for and of electronic devices and the deletion of data. In the case of both acts, action can only be taken over issues covered by this Policy. The centre will deal with such incidents within this policy and associated behaviour and anti-bullying policies and will, where known, inform parents or carers of incidents when we feel this would be in the best interest of the learner.

3 - Roles and Responsibilities

Our SMT (Senior Management Team) take overall responsibility for the provision of all policies within the centre. The directors, Mark Webber and Peter Carey, take overall responsibility for this policy, its application and sharing of appropriate information.

Any issues relating to safeguarding of students will be referred to:

Our Designated Safeguarding Lead – Julie Gardner (hereafter DSL)

Deputy Safeguarding Lead – JOANNE ROSS (hereafter deputy DSL)

Or to the Directors, as detailed above.

For an overview of the roles and responsibilities of the DSL and deputy, DSL please refer to our Safeguarding Policy.

All staff and learners, should model responsible and professional behaviours and have a duty of care to report any concerns or potential safeguarding or child protection issues.

4 - How this Policy will be Communicated

- Our SMT will review policies and update as required
- Our policy will be made available on our website if applicable
- Our policy documents will form part of the induction for all staff to the centre
- When suitable, policies will be uploaded to OneFile resources for access by all appropriate users
- Training for all staff will be implemented where required, with training matrix and CPD's updated accordingly
- We may email policy updates to staff as required or use OneFile system announcements
- Staff should also review the employee handbook in relation to staff behaviour.
- Acceptable use agreements to be held on learner files, or signed on OneFile as required

5 - Complaints, Expected Conduct and Incident Management

Our centre has a robust complaints and appeals procedure in place. Please refer to this policy. Alternatively, please contact our head office on 0845 223 5020 or email info@apprenticeship-centre.co.uk

All staff at the centre are made aware of policies and procedures and are aware of how to report safeguarding issues. Centre management reserve the right to enforce disciplinary procedures if issues and concerns have not been reported in line with company policy and procedures. All staff must attend any mandatory safeguarding or child protection training as requested by the centre. Staff who deal directly with learners must agree to Enhanced DBS checks as required.

As a member of staff, if you are unsure of the incident management process, you must refer to the DSL or Deputy DSL or the Director(s) for support and guidance. All information given to the DSL or Deputy DSL will be treated with appropriate levels of confidence and confidentiality. As a centre, we are duty bound to report problems or concerns to external agencies, such as the police, local authority organisations or other external agencies as we feel would be most appropriate to the situation and in the best interest of the learner and to protect the reputation and integrity of the centre and associated businesses.

6 - Designated Safeguarding Lead (DSL)

Our DSL is appointed at the direction of the Company Directors and SMT. Our DSL is Julie Gardner with our Deputy DSL Joanne Ross. Both can be contacted via our head office 08452235020 or email info@apprenticeship-centre.co.uk.

Both the DSL and the Deputy DSL are responsible for the management and accountability for child protection and safeguarding of learners whenever possible. They are responsible for coordinating all safeguarding and child protection activity. This includes staff training and maintenance of suitable records, including the centre safeguarding log, as required. When the centre has concerns about a learner the DSL will decide, in consultation with the deputy DSL, what steps should be taken. The DSL will complete all required compulsory training at the required level. This is reviewed over a three-year period.

The DSL will ensure that all records in relation to safeguarding are appropriately stored in a secure location, separate to academic records. Staff will be informed of relevant details only when the DSL feels that their having knowledge of a situation will aid their ability in dealing with a learner and/or their family. Where our records are stored electronically, on the centre safeguarding log, there is no reason, to maintain additional paper files. Our safeguarding log is password protected and only accessible by DSL and Deputy DSL, along with SMT and/or Ofsted nominee as required.

We will not disclose to a parent or carer, any information held on a child or young person, if this would put the child or young person at risk of significant harm.

Any issues or concerns should be reported immediately to the centre manager, SMT, Director and/or DSL/Deputy DSL.

7 - Senior Management Team (SMT)

Our SMT team comprises of

- The Directors
- The Head of Apprenticeships
- Funding and Compliance Manager
- Operations Manager

The SMT are the body accountable for ensuring the safeguarding procedures are in place to support students and staff. The company applies safer recruitment procedures, including staff vetting such as DBS checking as required. The SMT will support the review and re-writing of policies and procedures as required and to ensure policies are updated and complaint. The SMT support the DSL with allowing suitable time to complete their duties. The SMT supports the DSL and Deputy DSL to attend local profile meetings with the local authority which is then shared with the SMT and our learners and staff as required. This supports an understanding of the local profile and any local issues or concerns that may affect learners or staff. The SMT and all staff who work with learners undertake refresher training on an annual basis and the DSL will ensure that records are retained to support this training. The centre has procedures in place for dealing with allegations of abuse against staff and/or volunteers. This is detailed as part of this policy.

The DSL will liaise with the SMT and keep the SMT updated regarding safeguarding cases or issues of concern. This can be delivered during SMT meetings or 1:1 discussion as deemed suitable and suitable records (such as meeting minutes) will be retained as required.

In the event that the DSL does not feel suitable support from the SMT, the DSL should be aware of other reporting and support avenues, such as, the Local Authority Designated Officer and/or the colleges with whom we have a working relationship with. In addition, the centre have links with HR Consultancy Croner, who could also be contacted.

8 - Safer Company Culture

Our centre always promotes a safer company culture by promoting positive behaviours from both staff and students. We support British Values and promote learner welfare, Safeguarding, Prevent and Equality, Diversity and Inclusion. We encourage all students to take responsibility for their own behaviours within the working and classroom environments and have an expectation of professionalism, courtesy and respect for those around them.

9 - Attendance

Attendance at work as part of an apprenticeship is very important. The skills and knowledge developed within the workplace are an essential part of the study programme and employers have an expectation of staff to report to work timely and be reliable with high attendance levels, in line with employer guidelines. Many apprentices may be on probationary periods at work and the success or otherwise of passing probationary periods may be affected by attendance issues.

All sessions held with tutors should be reliably attended and an expectation of visits will be that they are around 1-2 hours or more and apprentices should be aware of when sessions are and inform their employer. Attendance of training sessions will be measured via the contact register, and tutors will request feedback from employers on workplace attendance. Any concerns or patterns of absence will be reported to senior managers and improvement strategies implemented. Workshop training sessions at our centre are generally held from 10am to 2pm. Students should make provision to bring in their own lunch or money to use the local facilities for food. Please check workshop training times and durations on an individual basis. All students are required to inform their employer themselves if they are attending sessions with their tutor or workshops at our training centre. If students cannot attend, they should contact our head office or tutor, as soon as possible. If a learner is going to be late to a session, they must inform the tutor as soon as possible, and any lateness without prior explanation will be challenged.

If a learner has a disability or medical difficulty that directly affects their attendance or ability to arrive on time, this should be identified with the learner and with their mentor. We will work with the learner to ensure that reasonable adjustments are in place, with levels of expectation set accordingly.

10 - Reporting Absence

Should learners be unable to attend work they should contact their employer as soon as possible, explaining the reasons for absence and providing medical certificates or letters as required by the organisation to cover the period of absence. Holidays should be approved in advance with the employer, according to organisational guidelines and procedures. If you are absent from work for more than one-week (other than for approved holidays) learners should also contact their personal tutor or our head office on 08452235020 or email info@apprenticeship-centre.co.uk

Tutor time slots can become very busy and so it is essential that students contact tutors at the earliest possible convenience to report absence from tutor visits. Training workshops at our centre are very important to the development of students. All students booked into workshops should arrive 15 minutes prior to the start of the session and stay until the session is fully completed.

We will support staff by providing the opportunity for support via the DSL and Deputy DSL. Additionally, the DSL and Deputy will be offered counselling via Croner, our HR Support Consultancy, as required and they can also gain support from the SMT. This support is also available to all members of staff if required.

11 - Use of Mobile Phones

Whilst at work, students should follow their company policies and procedures in relation to mobile phone usage.

At our centre, we allow students to keep their mobile phones with them during training sessions and workshops. We expect students to silence their phones when possible and to advise centre staff if there is an issue or reason why they may need to take a call during the session. We expect students to show respect for their tutor whilst in sessions and not use their phones unnecessarily. Students should respect the values of tolerance, respect each person's equality and diversity, freedom of speech and democracy in line with British Values.

During examinations mobile phones are **NOT PERMITTED**.

We will only allow learners to use company Guest WiFi whilst in the centre or off the premises. Please also refer to our E-Safety Policy in relation to mobile phone usage.

12 – E-safety and Staying Safe Online

We have developed a detailed E-safety policy and encourage all staff and learners to stay safe online. Please refer to this policy for more information.

13 - Reviews and Tutor Appointments Procedure

Our tutors aim to see all students at least once each month for the duration of their apprenticeship. This could be in the form of any one of the contact types detailed below:

- One to one visit to the workplace
- One to one meeting at our centre
- Group training workshops at the workplace or at our training centre
- Teams/Google Meets or similar
- Occasional telephone only contacts and teaching when possible or when circumstances dictate
- Additional support visits from our DSL if required
- Additional support visits from the tutor if required
- End Point Assessment preparation activities and practice tests
- Functional skills support sessions and activities, including examinations
- Other support activities in line with the needs of the apprenticeship
- Learner reviews, which include employer and tutor feedback – around every 8 weeks

All appointments and training sessions will be arranged directly with students. Students are expected to inform and consult with their employer in relation to appointments and our tutors can liaise directly with employers when requested. We encourage students to arrange their own appointments with tutors, as they are adults in the working environment and we have an expectation that they behave as such in order to develop independent and professional skills. Learners should be aware that their employer, manager or mentor should attend formal review sessions every 8 weeks.

14 - Using OneFile (E-Portfolio) and Using the Journal

All students will be supplied with a OneFile login and password. Students are supported with training from tutors on the usage of the system. Students should use OneFile for the following activities:

- Tutor contact via the messenger system
- Uploading work and assignments
- Use of resources for course material, health and well-being as well as safeguarding and policy information
- Signing off reviews and work assignments
- Completing set tasks

Learners should use the journal facility in One File regularly to record learning and progress. Learners can also record their professional development and feedback on the journal.

E-portfolios, including the journal, can be accessed by centre staff, tutors, employers and regulatory bodies such as examination boards, funding providers and Ofsted. Learner comments should be professional and related to their job role, learning and apprenticeship development.

Any misuse of the system may mean that access is withdrawn.

15 - Reporting Concerns About Your Own Welfare or Others

Learners should report any safeguarding concerns to the DSL, Julie Gardner or the Deputy DSL, Jo Ross. Contact details for the DSL and Deputy are clearly displayed around the centre and sign posted on OneFile in the resources section, under Health and Well-Being, where there is also self-referral support available.

Our Head Office can also be contacted on 08452235020 Or email info@apprenticeship-centre.co.uk. The Head of Apprenticeships can also be contacted on this number, as can our student support staff. If students feel they are in immediate danger they should call the police, fire or ambulance service on 999.

16 - Making an Allegation about a Member of Staff

All staff have a duty of care to support and safeguard our learners and follow company policies and procedures at all times. If learners feel that staff have acted inappropriately or unprofessionally, they should report this to our Head Office.

Our Head Office can also be contacted on 08452235020 or email info@apprenticeship-centre.co.uk. The Head of Apprenticeships can also be contacted on this number, as can our student support staff.

Our Senior Management Team will make suitable investigations and report back to any complaints in line with our complaints and appeals procedures.

17 - Professional Behaviour Standards

All students are expected to dress appropriately for their job role and in line with company policy and procedure. This includes the use of PPE (Personal Protective Equipment) when required. Students are expected to maintain basic personal hygiene standards at all times.

We do not endorse the use of bad language, and we expect students to behave in a polite, courteous and professional manner at all times, whether this be at the centre or their place of work.

18 - Off the Job Training Logs

Students must complete off the job training logs to detail their learning and development activities. This must include detail of what has been learnt, when and how long was spent on the activity. All students are expected to spend a proportion of working time completing off-the-job training and the recording of this training activity is a mandatory requirement of funded apprenticeships. Learners should upload copies of logs on a regular basis to OneFile or hand in to their tutor.

19 - British Values, Equality, Diversity and Inclusion Prevent

As a centre, our values encompass British Values as well as a respect for Equality, Diversity and Inclusion. We promote the government's Prevent Strategy. British Values sit at the core of the centre ethos and working methods.

The centre will support students with suitable discussion topics to embed all of the above. We actively promote these values across the centre and via OneFile and our social media platforms. We will cover topics in relation to these subjects in student induction as well as throughout the learning journey.

20 - Learners Who Break the Learning Agreement

All learners will be asked to sign a Learning Agreement (Commitment Statement) upon enrolment. The centre reserve the right to withdraw learners from courses when suitable behaviour and standards are not met. Learners should be aware that when courses are funded that if they withdraw, or are withdrawn from courses, funding may not be available again. It is important that learners work collaboratively with their employer and their training provider to support and enable their own learning, development and progression. Occasionally we may be able to offer learners a 'break in learning' when circumstances permit, with the approval of the SMT.

21 - Malpractice and Plagiarism

Learner work must be their own, original and not plagiarised in any form. Learners must not copy and paste from the internet or other sources, other than from their own previous work. Work can be quoted and referenced, preferably using the Harvard Referencing System when appropriate. The centre have systems in place to identify plagiarism. Where instances of plagiarism are identified, tutors or internal verification staff can remove work from e-portfolios and ask for resubmission. Plagiarism will not be tolerated, and students may be given verbal and/or written warnings which may be referred to our Senior Management Team. If no resolution or improvement is seen the Senior Management Team may issue a warning stating that removal from the course could occur. Further information can be found within the Malpractice and Maladministration Policy.

Students must follow examination codes of conduct as outlined by awarding bodies, JCQ (Joint Council for Qualifications) or other examination board guidance and regulations.

Learners preparing for EPA (End Point Assessment) must follow the guidance produced by the EPA assessing organisation. This may mean that no collation is allowed in the preparation for some externally marked assignments. Details of the information relating to end point assessment can be found in the assessment plan for the apprenticeship standard.

<https://skillsengland.education.gov.uk/apprenticeships/>