
Code of conduct for the Learners

We hope that your experience of working with us towards your award will be a positive one and that you will feel, not only that you have achieved a worthwhile qualification, but that it has given you recognition for your work. Many learners also tell us that doing their QCF has changed and improved the way they work and given a renewed sense of motivation.

For us to work well together we have drawn up this code of conduct, so everyone is clear about what is expected.

Our code of conduct applies to:

- both tutor-led/face-to-face courses and assessments, Online learning and online eProgrammes;
- the learners enrolled on the programme and their employers.

A learner is any individual enrolled on an 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 online eProgrammes;
- 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 or registered via Learning portal. Learners are representing their own or employer's business whilst attending a course or progression through an online eProgramme. Employers will be considered responsible for their employees' behavior and may be liable for any damage because of misconduct.

We ask that you:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Are courteous and respectful of host venues and training centers.
- Show a positive commitment to your own development and learning.
- Show respect for another learners' development.
- That you attend and arrive punctually to training/assessment events that you have been scheduled to take.
- That you cooperate with other learners, trainers, host venue staff and the Care Trainings Team.
- Understand that learners progress at different paces.

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- 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 and Collusion Policy.
 - Take due notice and care of your own health and safety and respect for others well-being.
 - Attend workshops –arrive sufficiently time to arrive promptly. You are required to stay until the end of the workshop. you must inform your manager of your workshop dates and will not be required to work.
 - It is your responsibility to let us know if there is a problem. Contact the Universal Vibes T/A Care Trainings office or the assessors.
 - You will also need to sign an attendance sheet at the workshop stating your arrival and leaving times. Your manager will be informed if you fail to attend.
 - All Candidates learning through our Digital Platform will be given Login Details with password, it is your responsibility to keep all Login Details confidential.
 - Complete the work/assignments that are given out at the workshops. It is important to keep up with the group. We are always happy to try and sort out any problems so please talk to us.
 - You will have regular meeting with your assessor and will be expected to meet target dates set as part of the assessment planning
 - At workshops we encourage participation and sharing of ideas, but the work in your portfolio must be your own
 - When your assessor makes an appointment learners need to inform their managers. When your assessor observes you with your service users you must have negotiated their consent using the agreed consent forms and show these to your assessors at your planned meeting before your assessment begins
 - If for any reason you have to cancel an appointment with your assessor, it is your responsibility to contact him/her. You will lose assessment time if you fail to cancel
 - All cancelled appointments will be reported to your line manager.
 - You are expected to meet targets to complete your QCF as agreed in your contract. Failure to do so may result in your registration being withdrawn, or you will only achieve part of the award
 - Universal Vibes T/A Care Trainings Limited training has an Equal Opportunity policy and we expect all candidates to behave in a way that actively supports this philosophy. We also expect to be treated as we treat candidates – with respect and recognition of skills and experience.
 - UNIVERSAL VIBES T/A CARE TRAININGS LTD. will not tolerate any verbal/physical abuse to UNIVERSAL VIBES T/A CARE TRAININGS LTD. staff/tutors/assessors/internal verifiers/ learners.
 - Learner should turn off the mobile phones during training sessions.
 - No food or drink allowed during training sessions
 - No smoking allowed in the premises. We have designated area for smoking, please ask member of staff for more information.
 - Learner can wear normal formal clothes

Misconduct

The following are examples of behavior which are considered as **misconduct** and may result in a learner's suspension or exclusion from a program 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 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 Care Trainings or host venue.
- Disorderly behavior or the use of bad or abusive language.
- Causing damage to the premises, equipment or property of another learner, the trainer, host venue or Care Trainings.
- Interference with software belonging to or used by the host venue or Care Trainings.
- 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 learner to their own learning and development by attendance at the training course.
- Misuse of the Digital learning platform, eProgrammes and facilities.
- Misuse or unauthorised distribution of intellectual property belonging to the Care Trainings or appointed agents, which includes programme content, printed and digital support material and eCourses.

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 Care Trainings 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 or any online learning platform, 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, Care Trainings will support a decision to contact the police. In all instances, the Care Trainings will respect the decision of the trainer, assessor or representative of the Care Trainings 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 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. 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, Care Trainings will accommodate the learner, without charge, as soon as possible.

Name:	Vishnu Appadu
Position:	Managing Director
Signature:	<i>V. Appadu</i>
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