

TrainPlus Learner Behaviour Policy

Lead Responsibility	Lisa Short	Approved by	Lisa Short
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Effective from	05/06/2024	Next review date	June 2025
Policy applicable to	ALL EMPLOYEES and FREELANCE STAFF and LEARNERS		
Record of Changes:	<ul style="list-style-type: none"> Section 3 – Added 'Use of AI' as an example of learner malpractice. 		

1. Introduction

TrainPlus' Learner Behaviour Policy provides clarity of expected levels of behaviour of all learners when undertaking all elements of their course of study. It will assist staff to provide an environment that is welcoming to all and is conducive to effective learning whilst promoting a positive and inclusive learning environment. It will be promoted to all learners as part of their course induction programme.

2. Learner Responsibilities

Learners are required to complete and sign an enrolment form or enrol electronically. This is a "contract" with TrainPlus and commits learners to the responsibilities contained within this policy.

The responsibilities are designed to ensure that learners, individually and collectively, are able to achieve their full potential as a consequence of engaging in an effective formal and informal learning process. The responsibilities established below require that learners will:

- be respectful and courteous to all.
- participate fully in study life and shape its future direction.
- attend tutor led sessions and complete work on time to fulfil their potential.
- be responsible for their own learning and progress.
- have a student voice and be represented on the Board, and other TrainPlus committees.
- explore and enjoy their learner journey in and out of the sessions.
- build relationships to grow and develop citizenship skills.
- keep cameras on, when possible, during online lessons.
- remember that online lessons are private spaces so respect the privacy of others by not sharing content.
- take responsible care of their own health and safety and that of others.

3. Learner Behaviour Expectations and Academic Standards

Learners are responsible for their behaviour during their course of study and are expected to always treat all individuals with courtesy and respect. At all times, learners should behave in a manner which follows and respects the expected behaviours set out within the learner responsibilities and Code of Academic Standards. Academic Standards specify expected behaviours related to assessment and qualification requirements which are set out in the TrainPlus Malpractice/Maladministration Policy.

TrainPlus staff have a responsibility to ensure that its learning environment is appropriate to the needs of all learners and to enforce health and safety procedures during all course of studies.

All individuals have a responsibility to challenge unacceptable behaviour which is and likely to disrupt or degrade the learning experience of other learners. For example, all behaviour which contravenes the Equality, Diversity and Inclusion Policy.

Learners should not act in a way which threatens the health, safety or wellbeing of other learners or staff. It is anticipated that if TrainPlus staff are required to challenge behaviour they find unacceptable that learners will respond appropriately, and the exhibited behaviour will improve.

Unacceptable or improper behaviour includes, but is not limited to:

- failure to comply with TrainPlus regulations.
- unacceptable behaviour (e.g., swearing, threatening/aggressive behaviour) towards learners and staff.
- disruptive behaviour.
- poor level of engagement or attendance.
- bringing illegal substances into TrainPlus.
- being assisted or assisting others with the preparation and/or completion of assessed work.
- theft of, or damage, to TrainPlus property.
- bringing or distributing pornographic or offensive literature into TrainPlus (including electronic material).

The following are examples of candidate malpractice, but staff should be vigilant to other instances of suspected malpractice that may undermine the integrity of qualifications:

- Plagiarism — failure to acknowledge sources properly and/or the submission of another person’s work as if it were the candidate’s own.
- Use of AI – using artificial intelligence to generate their assignments and submitting the AI-produced content as their own work.
- Collusion with others when an assessment must be completed by individual candidates.
- Copying from another candidate (including using ICT to do so) and/or working collaboratively with other candidates on an individual task.
- Personation — pretending to be someone else.
- Inclusion of inappropriate, offensive, discriminatory or obscene material in assessment evidence.
- Frivolous content — producing content that is unrelated to the assessment.
- Unauthorised aids — physical possession of unauthorised materials (including mobile phones, electronic “sharing” devices, notes etc) during a controlled assessment.
- Misconduct — inappropriate behaviour during an assessment that causes disruption to others. This includes shouting and/or aggressive behaviour or language and having a prohibited electronic device that emits any kind of sound in the assessment room.
- Breaching the security of assessment materials to threaten the integrity of any exam or assessment.

A breach in these guidelines could result in the learner repeating the assessment, withdrawal from certification, or suspension from the course.

4. Disciplinary Sanctions

In the unlikely event that an individual or group of individuals continues to display unacceptable behaviour, TrainPlus may implement disciplinary sanctions to ensure a positive environment for all learners in which effective learning can take place. This will help to encourage all learners to achieve and maintain acceptable standards of conduct and academic performance and will also make clear that there are consequences for inappropriate behaviour.

Where possible and appropriate, TrainPlus will seek to deal with unacceptable behaviour informally, without the need to report the matter, or to invoke the Student Disciplinary Procedure. However, if the member of staff believes an incident to be sufficiently serious it may require Student Disciplinary Procedures to be invoked.

A breach of the Learner Behaviour Policy may lead to disciplinary action being taken against a student and repeated breaches or a single serious breach may result in a student being suspended or expelled from the course.

TrainPlus has identified several sanctions which may be applied in the event of unacceptable behaviour on the part of learners. The type of sanction will depend on the student and the extent of the unacceptable behaviour. The learner will have the right to be heard prior to any sanction being implemented and a right to appeal against the sanction.

TrainPlus is committed to ensuring that all learners who may be subject to disciplinary processes are dealt with in a fair and equitable manner, whilst considering the individual circumstances of each learner. The Student Disciplinary Procedure sets out the actions which should be followed where learner behaviour does not meet TrainPlus expectations.