Learner Code of Conduct Policy	
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Policy prepared by	Director of Quality, Compliance & Excellence
Approved by	Educationwise Board
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Policy statement

Educationwise is committed to providing a safe, respectful, inclusive and productive learning environment.

All learners are expected to take responsibility for their behaviour, attendance, participation and progress.

Learners must treat others fairly, behave professionally and use Educationwise systems and resources responsibly.

Educationwise will support learners to understand and meet these expectations. Where concerns arise, Educationwise will consider the learner's individual circumstances, safeguarding needs, support needs and any reasonable adjustments before deciding what action is appropriate.

Purpose

The Learner Code of Conduct sets out the standards of behaviour, attendance, participation and professional conduct expected from all Educationwise learners.

It applies to:

- Apprenticeships
- Adult Learning Provision
- Commercial provision
- Scheduled teaching
- Progress reviews
- Assessments and examinations
- Online learning
- Workplace activity connected to the programme
- Employer contact
- Educationwise systems and digital platforms
- Any other activity completed as part of an Educationwise programme

For the purpose of this policy, **Adult Learning Provision** includes programmes currently funded through Advanced Learner Loans and any future adult education funding streams delivered by Educationwise.

By following this Code, learners contribute to an environment in which everyone can participate, feel safe and make progress.

Scope

This policy applies to:

- Apprentices
- Learners enrolled on Adult Learning Provision
- Commercial-course learners
- Learners receiving directly delivered provision

- Learners receiving subcontracted provision

It applies when learners are:

- Attending an Educationwise session
- Taking part in online or remote learning
- Completing an assessment or examination
- Communicating with staff, learners or employers
- Using an Educationwise system
- Attending a workplace or external venue as part of their programme
- Taking part in an Educationwise event or activity
- Representing Educationwise in connection with their programme

Where an apprentice's behaviour relates to their employment, Educationwise may work with the employer while recognising that employment disciplinary matters remain the responsibility of the employer.

Key principles

Respect

Learners must treat staff, other learners, employers and external partners with dignity and consideration.

Responsibility

Learners are responsible for their behaviour, attendance, participation, communication and progress.

Integrity

Learners must act honestly and ensure that their work and evidence accurately reflect their own knowledge and skills.

Inclusion

Learners must respect different backgrounds, beliefs, identities, opinions and experiences.

Professionalism

Learners must behave in a way that is appropriate to their programme, workplace and intended profession.

Safety

Learners must take reasonable care of their own safety and the safety of others.

Openness to improvement

Learners are expected to consider feedback, ask for support and take reasonable action to improve.

Responsibilities

Educationwise

Educationwise will:

- Explain this Code during onboarding
- Remind learners of expectations where required
- Provide clear information about attendance and programme requirements
- Provide appropriate learning and safeguarding support
- Make reasonable adjustments where required
- Respond fairly and proportionately to concerns
- Give learners an opportunity to respond to concerns
- Maintain appropriate records
- Explain any right to review or appeal
- Protect learners from victimisation for raising a genuine concern

Tutors and programme staff

Tutors and programme staff will:

- Set clear expectations
- Record attendance and engagement accurately
- Contact learners where attendance or progress causes concern
- Agree reasonable catch-up actions
- Identify support needs
- Address inappropriate behaviour promptly
- Escalate safeguarding or serious conduct concerns
- Keep relevant records
- Communicate with employers where appropriate

Learners

Learners are responsible for:

- Understanding and following this Code
- Asking questions where an expectation is unclear
- Attending and participating in their programme
- Completing agreed work and actions
- Communicating honestly
- Raising support needs promptly
- Treating others respectfully
- Using systems and information safely
- Reporting serious concerns

Learner expectations

1. Respect for others

Learners are expected to:

- Communicate politely and professionally
- Listen to and consider the views of others
- Allow others to participate in learning

- Respect differences in background, belief, identity, opinion and experience
- Avoid language or behaviour that is abusive, threatening, humiliating or intimidating
- Avoid bullying, harassment, sexual harassment, discrimination or victimisation
- Respect appropriate personal and professional boundaries
- Follow reasonable instructions given by staff or an authorised person

Respectful disagreement and open discussion are encouraged.

Learners must not use disagreement as a reason to insult, threaten, discriminate against or harass another person.

2. Attendance, participation and progress

Educationwise expects learners to aim for 100% attendance across all scheduled programme activity.

Learners are expected to:

- Attend all scheduled teaching, reviews, assessments and other agreed programme activity punctually, with 100% attendance as the expected standard
- Participate actively in sessions
- Complete agreed work by the required deadline
- Inform their tutor as early as possible where they are unable to attend
- Provide a reason for absence and any supporting information reasonably requested
- Complete agreed catch-up activity following a missed session
- Respond to reasonable contact from their tutor or programme team
- Attend progress reviews
- Contribute honestly to discussions about progress, support needs and next steps
- Keep appointments connected to assessment, support or programme administration
- Tell Educationwise promptly where personal, health, work, digital access or other circumstances are affecting attendance or progress

Completing work independently, accessing online materials or engaging with other programme activity does not normally replace attendance at a scheduled session.

Catch-up activity does not automatically change an absence into attendance and does not replace live teaching unless an alternative arrangement has been agreed by Educationwise.

Educationwise will consider:

- The reason for absence
- The learner's individual circumstances
- Safeguarding or wellbeing concerns
- Disability or additional learning needs
- Reasonable adjustments
- Employer or workplace circumstances
- The learner's previous attendance and engagement
- Whether agreed catch-up activity has been completed

Repeated non-attendance, non-participation, missed reviews or failure to respond may result in:

- Additional support
- An informal attendance discussion
- An attendance or progress improvement plan
- A formal progress review
- Contact with the employer where applicable
- Consideration of a break in learning where permitted
- Withdrawal from the programme in line with the relevant process

For apprenticeships, the apprentice, employer and Educationwise each have responsibilities within the training plan. Apprentices are expected to contribute to progress reviews and agreed actions. Current apprenticeship funding rules require regular progress reviews involving the provider, employer and apprentice and consideration of progress against the training plan.

3. Academic integrity

Learners are expected to:

- Submit work that is their own
- Accurately identify information or ideas taken from another source
- Follow assessment instructions
- Complete work independently where required
- Keep assessment materials secure
- Avoid giving another learner unauthorised assistance
- Avoid receiving unauthorised assistance
- Avoid falsifying evidence, signatures, attendance or records
- Declare the use of artificial intelligence where required
- Attend examinations and controlled assessments under the required conditions
- Follow the Malpractice and Maladministration Policy

Academic misconduct may include:

- Plagiarism
- Collusion
- Cheating
- Impersonation
- Copying another person’s work
- Fabricating evidence
- Misusing artificial intelligence
- Using unauthorised notes, websites or devices
- Asking another person to complete work
- Submitting the same work improperly for more than one assessment

The use of artificial intelligence is not automatically prohibited.

Where it is permitted, the learner remains responsible for ensuring that:

- The submitted work reflects their own knowledge and skills

- The information is accurate
- Confidential or personal information is not entered into an unapproved system
- The use of AI is declared where required
- The use complies with assessment and awarding organisation rules

Suspected academic misconduct will be considered under the Malpractice and Maladministration Policy.

4. Professional and workplace conduct

Learners are expected to:

- Behave professionally when communicating with tutors, employers, colleagues and other learners
- Follow relevant workplace rules
- Follow professional standards connected to their role
- Follow health and safety requirements
- Follow safeguarding requirements
- Attend workplace and training activity fit and able to participate safely
- Wear appropriate clothing or protective equipment where required
- Treat employer, learner and workplace information confidentially
- Use workplace equipment and resources responsibly
- Maintain appropriate boundaries with children, young people and adults at risk
- Raise concerns where they believe workplace practice is unsafe, discriminatory, inappropriate or unlawful
- Act in a way that supports their own reputation, their employer's reputation and Educationwise's reputation

Apprentices must also meet the reasonable expectations agreed between:

- The apprentice
- The employer
- Educationwise

A workplace instruction must not be followed where it would place someone at risk, breach safeguarding requirements or require the learner to act unlawfully.

The learner should raise the concern with their employer, tutor or safeguarding team as appropriate.

5. Safe and inclusive learning

Learners are expected to:

- Follow health and safety instructions
- Take reasonable care of themselves and others
- Report accidents, hazards and unsafe conditions
- Avoid behaviour that may place another person at risk
- Respect learning environments, workplaces and shared resources
- Follow emergency and evacuation instructions
- Report safeguarding or wellbeing concerns

- Avoid bringing prohibited or unsafe items into a learning environment
- Avoid attending learning activity where they are impaired and unable to participate safely
- Tell an appropriate person where they need support

Educationwise will respond immediately where there is a concern that a learner or another person may be at risk of harm.

Safeguarding concerns will be managed under the Safeguarding and Prevent Policy and will not be delayed while a conduct process is completed.

6. Prevent and fundamental British values

Learners are expected to engage with learning relating to:

- Prevent
- Safeguarding
- Fundamental British values
- Equality and inclusion
- Online safety
- Personal and professional responsibility

Learners should consider how these themes apply to:

- Their work
- Their training
- Their personal lives
- Their relationships
- Their communities
- Their online activity

Fundamental British values are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of those with different faiths and beliefs

These values are set out within the statutory Prevent duty guidance for education settings. The guidance also supports open discussion of sensitive subjects and encourages respect for other people.

Learners are expected to:

- Respect the right of others to hold different lawful opinions
- Respect the law and the rights of others
- Participate constructively in discussions and decision-making
- Challenge discrimination, harassment and inappropriate behaviour safely
- Avoid supporting, encouraging or sharing content that promotes terrorism or violence
- Report concerns about threatening, extremist or harmful behaviour or content

- Speak to their tutor or the safeguarding team where they are unsure about something they have seen, heard or experienced

Educationwise encourages lawful, open and respectful discussion.

Learners will not be disadvantaged for:

- Asking a genuine question
- Expressing a lawful opinion respectfully
- Raising a concern
- Asking for safeguarding support
- Reporting content that has worried them

Freedom of expression does not provide a right to harass others, threaten violence or encourage terrorism.

7. Digital conduct and online safety

Learners are expected to:

- Use Educationwise systems and digital platforms responsibly
- Use systems only for authorised purposes
- Communicate professionally during online sessions and through messages
- Protect passwords and login information
- Avoid allowing another person to use their account
- Respect the privacy and personal information of others
- Follow instructions relating to cameras, microphones and online participation
- Avoid recording, photographing, copying or sharing sessions without permission
- Avoid sharing another person's image or personal information without permission
- Avoid attempting to bypass system security, access controls or monitoring
- Report suspected security incidents or lost access details promptly
- Report concerning online content or contact
- Use artificial intelligence and other digital tools only where permitted
- Ensure submitted work remains their own
- Avoid accessing, creating or sharing harmful or unlawful content

Learners must not use Educationwise systems to access, create, send or promote content that is:

- Abusive
- Discriminatory
- Threatening
- Sexually inappropriate
- Exploitative
- Intended to bully or harass
- Connected to terrorism or violent extremism
- Unlawful
- Likely to place another person at risk

Prevent guidance expects education settings to maintain clear policies relating to IT use and harmful online content.

Learners who encounter concerning content accidentally or as part of legitimate learning should report it rather than forward or share it further.

8. Confidentiality and personal information

Learners are expected to:

- Respect the confidentiality of personal or sensitive information
- Avoid sharing information about another learner, employee, child, client or service user without authority
- Follow workplace confidentiality requirements
- Store programme and assessment evidence securely
- Avoid discussing confidential matters in public or inappropriate settings
- Report accidental or unauthorised disclosure
- Follow instructions about photographs, recordings and personal information

Learners must not enter identifiable learner, employee, employer, safeguarding, health or commercially confidential information into an unapproved artificial intelligence or online tool.

Confidentiality does not prevent a learner from reporting:

- A safeguarding concern
- Unsafe practice
- Unlawful behaviour
- Discrimination
- Fraud
- Serious misconduct
- A personal data breach

9. Feedback and communication

Learners are expected to:

- Communicate concerns promptly
- Respond to reasonable contact
- Provide accurate contact information
- Check messages and programme communications regularly
- Provide honest and constructive feedback
- Consider feedback provided by staff
- Complete agreed actions
- Ask for clarification where instructions are unclear
- Inform Educationwise of changes that may affect the programme

Learners are encouraged to contribute to:

- Surveys
- Progress reviews
- Learner voice activity

- Programme evaluations
- Quality improvement discussions

A learner will not be disadvantaged for providing genuine and respectful feedback.

10. Use of facilities, systems and resources

Learners must:

- Use equipment and resources carefully
- Follow booking and access arrangements
- Avoid deliberately damaging or misusing property
- Return borrowed resources when required
- Use licensed software and materials appropriately
- Avoid unauthorised copying or distribution
- Follow health and safety instructions
- Report damage, faults or security concerns

Learners may be responsible for damage or loss caused deliberately or through serious misuse, subject to a fair review of the circumstances.

Support and reasonable adjustments

Educationwise recognises that behaviour, attendance and participation may be affected by:

- Disability
- Special educational needs
- Learning difficulties
- Mental or physical health
- Safeguarding concerns
- Personal or family circumstances
- Digital exclusion
- Workplace issues
- Communication needs

Educationwise will consider appropriate support and reasonable adjustments.

Support may include:

- Additional tutor contact
- Adjusted communication
- A support plan
- An attendance or progress plan
- Reasonable adjustments
- Learning support
- Safeguarding or wellbeing support
- An agreed change to arrangements
- A referral to an external service
- A break in learning where permitted

Support does not remove the need to maintain safety, respect others or meet essential programme and assessment requirements.

Reporting concerns

Learners should report misconduct, unsafe behaviour or other concerns to:

- Their tutor
- A Programme Coordinator
- The relevant manager
- The Quality and Compliance Team
- The safeguarding team where the issue concerns safety, wellbeing, abuse, exploitation, radicalisation or harm

Concerns will be handled sensitively.

Information will only be shared with those who need it to:

- Respond appropriately
- Protect individuals
- Complete a fair investigation
- Meet legal, safeguarding, funding or regulatory responsibilities

Absolute confidentiality cannot always be guaranteed.

Learners who report a genuine concern will not be victimised or treated unfairly.

Where a learner believes that Educationwise has not responded appropriately, they may use the Learner Appeals and Complaints Policy and Procedures.

Responding to possible breaches

Educationwise will respond proportionately to concerns about:

- Behaviour
- Attendance
- Participation
- Communication
- Academic integrity
- Professional conduct
- Digital use
- Safety
- Confidentiality

Individual circumstances, safeguarding needs, support needs and reasonable adjustments will be considered.

Depending on the nature of the concern, action may include the following.

Stage 1: Informal support or warning

This may include:

- A discussion

- A reminder of expectations
- Guidance
- An agreed support action
- Catch-up work
- A verbal or written informal warning

The concern and agreed actions may be recorded.

Stage 2: Formal improvement action

This may include:

- A formal meeting
- A written warning
- An attendance plan
- A behaviour plan
- A progress improvement plan
- Additional learning or support
- Employer involvement where applicable
- Increased monitoring
- A formal progress review

The learner will be informed of:

- The concern
- The expected improvement
- The available support
- The review period
- The possible consequences if improvement is not made

Stage 3: Temporary restriction or suspension

Educationwise may temporarily restrict access to:

- A session
- A platform
- A workplace activity
- An assessment
- A specific person or service
- The programme

This may be necessary to:

- Protect learners or staff
- Protect an employer or member of the public
- Protect evidence
- Maintain assessment integrity
- Allow a serious concern to be investigated
- Reduce an immediate risk

A temporary restriction or suspension is not, by itself, a finding that misconduct has occurred.

It will be reviewed regularly and will last no longer than reasonably necessary.

Stage 4: Withdrawal from the programme

Withdrawal may be considered where:

- There has been a serious breach
- There is a continuing risk to other people
- Assessment integrity has been seriously compromised
- The learner is unable or unwilling to meet essential programme requirements
- Repeated concerns have not improved following support and formal action
- The relationship of trust required for the programme has broken down
- Continued participation is not reasonably possible

Withdrawal will not be automatic.

The learner will normally be:

- Informed of the concern
- Given an opportunity to respond
- Informed of the evidence considered
- Told the outcome and reasons
- Given information about any right to review or appeal

Serious concerns

A concern may move directly to a formal investigation or later stage where it involves:

- Violence or a credible threat of violence
- Harassment, sexual harassment or discrimination
- Serious bullying
- Safeguarding concerns
- Deliberate academic misconduct
- Impersonation or falsification of evidence
- Serious misuse of digital systems
- Serious breach of confidentiality
- Theft, fraud or bribery
- Deliberate damage
- Possession or use of a prohibited or dangerous item
- Conduct that places another person at serious risk
- Encouraging terrorism or serious violence
- Serious criminal conduct connected to the programme
- Repeated conduct following previous formal action

Where appropriate, the matter may also be considered under another Educationwise policy or referred to:

- The employer
- An Awarding Organisation
- An Assessment Organisation or End-Point Assessment Organisation
- The Department for Education

- The police
- A local authority
- A safeguarding partner
- Another relevant organisation

Investigation process

Where a formal investigation is required, Educationwise will:

1. Identify the concern and the policy or expectations involved.
2. Appoint a suitable person to review the matter.
3. Consider whether temporary safeguards are required.
4. Gather relevant evidence.
5. Give the learner a reasonable opportunity to respond.
6. Consider support needs and reasonable adjustments.
7. Reach a decision based on the available evidence.
8. Provide the learner with the outcome and reasons.
9. Record any actions and review arrangements.

The person making the final decision should not have an unmanaged conflict of interest.

Educationwise may continue to investigate a concern after a learner has withdrawn where:

- Safeguarding is involved
- Another learner may be affected
- Public funding may be at risk
- Assessment integrity may be affected
- External reporting may be required
- The issue identifies a wider organisational risk

Possible outcomes

An investigation may find that:

- The concern is not upheld
- The concern is partially upheld
- The concern is upheld
- There is insufficient evidence to reach a conclusion
- The issue should be addressed through another process

Actions may include:

- No further action
- Additional support
- An apology or restorative discussion
- Staff or learner guidance
- An attendance or behaviour plan
- A warning
- Additional assessment controls
- Temporary restrictions
- Employer involvement

- Referral under another policy
- External reporting
- Withdrawal from the programme

Review and appeal

A learner may request a review where they believe:

- The procedure was not followed
- Relevant evidence was not considered
- The decision was unreasonable
- There was bias or a conflict of interest
- Significant new evidence has become available
- A reasonable adjustment was not considered

The outcome communication will explain:

- Whether a review is available
- How to request it
- The applicable timeframe
- Who will consider it

Reviews will be managed under the Learner Appeals and Complaints Policy and Procedures.

Record keeping

Educationwise may retain records of:

- Attendance concerns
- Behaviour concerns
- Meetings
- Support offered
- Agreed actions
- Warnings
- Investigations
- Evidence
- Decisions
- Reviews and appeals
- External referrals

Records will be:

- Accurate
- Relevant
- Factual
- Stored securely
- Limited to authorised people
- Retained in line with Educationwise's Records Retention Schedule

Behaviour and attendance information may be reviewed through Educationwise's quality, safeguarding and governance arrangements where appropriate.

Monitoring and improvement

Educationwise will monitor information including:

- Attendance and participation
- Catch-up completion
- Behaviour concerns
- Academic misconduct
- Digital conduct incidents
- Safeguarding referrals
- Formal warnings
- Suspensions or restrictions
- Withdrawals
- Learner complaints and appeals
- Equality and inclusion themes
- Employer feedback
- Repeat or emerging concerns

Themes may inform:

- Learner support
- Curriculum planning
- Staff development
- Quality improvement
- Safeguarding activity
- The Quality Improvement Plan
- Risk-register activity
- Leadership and governance oversight

Information will normally be reported without unnecessary personal details.

Learner acknowledgement

Learners will be introduced to this Code during onboarding and may be reminded of its expectations:

- During teaching
- At progress reviews
- Before assessment
- Through the Learner Handbook
- When a concern arises
- Throughout their programme

Learners are responsible for asking their tutor where any expectation is unclear.

Participation in a programme confirms that the learner is expected to follow this Code, whether or not a separate signed acknowledgement is obtained.

Related policies and procedures

This policy should be read alongside:

- Learner Appeals and Complaints Policy and Procedures
- Safeguarding and Prevent Policy
- Equality Policy
- Malpractice and Maladministration Policy
- Examination Policy
- Data Protection Policy
- Security Policy
- Information, Advice and Guidance Policy
- Reasonable Adjustment and Special Consideration Policy
- Public Interest Disclosure Policy
- Ethics and Anti-Bribery Policy
- Counter Fraud and Error Policy
- Learner Handbook
- Attendance and engagement processes
- Stakeholder Voice Escalation process
- Relevant Awarding Organisation and apprenticeship assessment requirements

Review

This policy will be reviewed annually or sooner where there is:

- A significant learner conduct incident
- A safeguarding concern or lesson learned
- A change in inspection expectations
- A change in Prevent or safeguarding guidance
- A change in Educationwise's delivery model
- Evidence that attendance or conduct expectations are unclear
- A recurring behaviour, participation or online safety issue
- A regulatory, funding or Awarding Organisation change