

Code of Conduct Policy

Metadata Training

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1. Introduction

Metadata Training provides an inclusive approach to learning. We believe that learners should be treated with respect by their trainers, assessors, training centre staff and those at our host venues. In return, we also expect and anticipate that learners will behave respectfully towards other people and their training programme.

The Learner Code of Conduct is to set out expectations for learner behaviour and the procedures that Metadata Training uses to resolve matters when learners' behaviour is unacceptable.

2. Tutor and Learner Code of Conduct – Apprenticeships

- I. Our code of conduct applies to:
 - both tutor-led/face-to-face courses and assessments, and online eProgrammes.
 - the learners enrolled on the programme and their employers.
- II. A learner is any individual enrolled on a Metadata Training programme. This includes:
 - tutor-led course and/or assessment.
 - delegates and apprentices enrolled, from point of registration, that are undertaking a programme that includes a series of tutor-led courses/assessments and online learning.
 - learners, from the point of registration, that are progressing through an eLearning programme.
- III. 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. 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' behaviour and may be liable for any damage because of misconduct.
- IV. 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 centres.
 - Show a positive commitment to your own development and learning.
 - Show respect for another learners' development.
 - Attend and arrive punctually to training/assessment events that you have been scheduled to take.
 - Cooperate with other learners, trainers, host venue staff and the Metadata Training team.
 - Understand that learners progress at different paces.
 - 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.
 - Take due notice and care of your own health and safety and respect for others wellbeing.

3. Misconduct

- I. The following are examples of behaviour which are considered as **misconduct** and may result in a learner's suspension or exclusion from a programme 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.
 - 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 Metadata Training or host venue.
 - Disorderly behaviour or the use of bad or abusive language.
 - Causing damage to the premises, equipment or property of another learner, the trainer, host venue or Metadata Training.
 - Interference with software belonging to or used by the host venue or Metadata Training.
 - 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 Moodle learning platform, e-Programmes and facilities.
 - Misuse or unauthorised distribution of intellectual property belonging to Metadata Training or appointed agents, which includes programme content, printed and digital support material and eCourses.
- II. 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 Metadata Training/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.

4. Disciplinary Procedure

- I. Except in circumstances which are considered acts of gross misconduct, in the first instance, the trainer or other Metadata Training representative will respectfully bring the issue to the attention of the learner and discuss, where necessary, to prevent further issues.
- II. 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 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, training centre staff or members of the public, or involvement in suspected illegal activity, Metadata Training will support a decision to contact the police. In all instances, Metadata Training will respect the decision of the trainer, assessor or representative of Metadata Training on site.

- III. 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 eyewitness accounts.
- IV. 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 to 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, Metadata Training will accommodate the learner, without charge, as soon as possible.