



Bromley Adult Education College

Learner Code of Conduct 2024-2025

Introduction

Bromley Adult Education College (BAEC) is committed to providing a first class learning environment. BAEC has responsibility to all of its learners to provide high professional standards of teaching and a safe and motivating environment for learning.

Learners also have to accept and undertake various responsibilities. These responsibilities form the basis of a Code of Conduct that every learner must observe. The Learner Code of Conduct is important to ensure that everyone in BAEC works within an environment that is safe, secure and conducive to learning and/or working.

Unacceptable behaviour is defined as 'any behaviour which impacts negatively on teaching, learning, assessment and/or working'. Whilst staff are urged to be sensitive to learners' individual circumstances, it must be emphasised that there are no exceptions in the application of the responsibilities outlined in this Code of Conduct.

This Code of Conduct lists each learner's responsibilities and describes the various stages in BAEC's response procedures. Learners are mostly following programmes of their own choice and all are part time. However, sometimes in adult education, problems can arise when a dominant or aggressive individual interrupts classes or learning activities, or causes disruption in social or reception areas.

This Code of Conduct should be read in conjunction with BAEC's Zero Tolerance Policy 2023-24.

<https://baec.ac.uk/index.php/policies-and-procedures/>

Learners' responsibilities

Learners must:

- Formally enrol for courses that they are attending and provide proof of enrolment/identity/eligibility when required.
- Attend physical and virtual classes regularly and punctually, and let staff know if they cannot attend.



- Show consideration to others and behave in a way that respects the needs of all staff and learners.
- Avoid language and behaviour that others find unkind, offensive or discriminatory.
- Observe all health and safety regulations throughout BAEC; including course specific health and safety requirements and emergency evacuation instructions.
- Help us by treating BAEC equipment, materials or buildings with respect; and by using resources efficiently.
- Recognise and respect BAEC policies and procedures.
- Recognise that the tutor has a responsibility for the learning of the whole group.
- Complete paperwork required by BAEC, exam boards and funding agencies promptly.
- Follow class rules, once the group has discussed and agreed.

Examples of unacceptable behaviour/misconduct:

- abusive language or intimidating verbal behaviour towards learners or members of staff, including online activity
- abusive or intimidating physical behaviour towards learners or members of staff
- deliberate misuse of, damage to, misappropriation or theft of any learning material and/or equipment, furniture, fittings or other property belonging to BAEC or its learners or staff
- abuse of computer facilities through installation of personal or illegal software or otherwise engage in other activities which may disrupt the computer network or infringe the Acceptable Internet Use Policy
- cheating or copying other learners' work
- anti social or disruptive behaviour e.g. any behaviour that infringes upon other learners' ability to learn
- infringement of intellectual property rights
- deliberate misuse of social media by posting unkind or misleading messages about the tutor, members of staff or other learners; posting photos without consent; deleting shared information without consent; engaging in abusive, derogatory or intimidating exchanges on topics unconnected with learning; sharing personal information with third parties without consent or engaging in any activity which disrupts learning or that others find unkind, offensive or discriminatory.



Serious Incident

Examples might include wilful damage to property, downloading inappropriate material, physical violence, serious breach of health and safety, verbal or physically abusive behaviour.

A serious incident is dealt with by the most senior person on site and can lead to immediate dismissal from the premises. The police will be called (if appropriate) and or where it appears a criminal offence may have been committed.

Our Initial Response

When staff believe that a learner's persistence or behaviour means that The Zero Tolerance policy should be invoked, it will be the responsibility of the Head of Bromley Adult Education College to decide whether it is appropriate for BAEC to send a formal warning to the learner. The Head of Adult Learning should have sight of sufficient examples/details of the learner's conduct for them to be satisfied that a formal warning is appropriate.

Examples might include deliberate disruption in class or during online meetings, derogatory or inappropriate comments to staff or other learners (whether verbally or via email/social media/chat facility during meetings and on the BAEC website), littering, refusal to comply with agreed ground rules, follow tutor's instructions or comply with assignment/homework requirements.

Stage 1

A senior manager issues a verbal warning informing the learner that his/her behaviour is unacceptable and infringes the BAEC Code of Conduct.

Stage 2

A senior manager issues a second verbal warning. A written report of the incident will be made. A formal letter is sent by the relevant senior manager with a copy to the tutor involved.



Our Response - Restriction or Exclusion Stage

If the learner's unacceptable behaviour continues notwithstanding their receipt of a warning letter, or is of a sufficiently serious nature so as to justify BAEC moving straight to this stage, the matter may be referred to the Head of Service at the London Borough of Bromley.

The Head of Service should be provided with sufficient detail of the learner's conduct and of the attempts already made to persuade the learner to desist, as well as (wherever possible) a draft of any letter he/she is being asked to sign. The Head of Service should also be provided with a summary of the content and progress of any complaint, information request or other matter that is related to the conduct.

The Head of Service will review and consider the evidence provided. The outcome of this review may include one or more of the following:

- The issue is referred back to the BAEC management team with a recommendation for further intervention work before restriction or exclusion is considered.
- A recommendation for restriction or exclusion is submitted to the Director of Education for agreement.
- Details of the incident to be recorded on an AR3 form and submitted for inclusion on the Cautionary Contacts register. [Accident Report Form \(AR3\).doc](#)

Any restriction or exclusion action may include, but is not limited to:

- Requiring the learner to sign a written agreement (if appropriate, involving the relevant service head) setting out a code of conduct they will adhere to in order for BAEC to agree to continue dealing with the individual.
- Declining and/or blocking further contact with the learner, or other third parties on their behalf, save that the learner shall be permitted to communicate with BAEC through one specific email address and/or telephone number, when further communication will be acted upon as appropriate.
- Restricting contact to liaison through a third party and/or to specific days or times.
- Requiring any telephone calls or face to face meetings to be recorded.



- Informing the learner that BAEC has responded fully to the points they have raised, that BAEC has nothing more to add, that continuing contact on the matter will serve no useful purpose and that BAEC will not therefore be doing so.
- Temporarily suspending all contact with the learner, the response to a complaint or information request pending receipt of legal advice or guidance.
- Banning the learner from specific BAEC delivery sites, or all of them, if necessary by means of an injunction.
- Limiting or regulating the learner's use of BAEC's facilities and services.

The student will be informed in writing by the Head of Service of a restriction or exclusion, including the length of time the restrictions or exclusions will apply.

After Restriction or Exclusion

Review

The justification for continuing restrictions/exclusion will be reviewed at the end of any agreed period or, if that is indefinite, on an annual basis to consider whether a more reasonable approach is being used by the individual and whether restrictive measures should be extended, altered or discontinued.

The learner will be informed in writing of the outcome of that review by a senior manager as soon as practicable following the conclusion of that review.

Monitoring

A list should be maintained of those learners currently subject to restrictions or exclusions by the Head of Bromley Adult education College or Head of Service. This will be kept in accordance with the Council's data protection policies. Anonymised information about those restricted/excluded under this may be included in reports.

Request to be derestricted

A learner whose dealings with BAEC have been restricted under the terms of this policy may write to the Head of Bromley Adult education college requesting that some or all of those restrictions be lifted. The Head of Bromley Adult Education College will consult with such staff as they consider appropriate before deciding whether that request should be acceded to.

The learner will be informed in writing of the outcome of that review by the Head of



Bromley Adult education College as soon as practicable following the conclusion of that review.

Future unrelated complaints

Where the restriction/exclusion arose out of a complaint the learner raised with BAEC, the learner will not be automatically barred from raising concerns or complaints on an unconnected matter.

New complaints or requests will be treated on their merits and responsibility for determining whether such a complaint should be accepted and responded to by BAEC, falls to the Customer Care Team.