

# Learner Code of Conduct

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**Reviewed and Agreed by:** Head of Service; Patrick Wilson  
Learner Voice Forum

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## Adult Education

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HartlepoolAdultEducation



**Delivering Learning and Skills in Hartlepool**

# Learner Code of Conduct

This Learner Code of Conduct describes the arrangement between Hartlepool Adult Education and you. We wish to assure you of our appreciation of your learning with us and we will do the very best we can to make your learning experience with us enjoyable and rewarding.

## Mission Statement of Hartlepool Adult Education

**Transforming Learning,  
Transforming Lives,  
Meeting the needs of the  
community and business.**

## **Our Aim**

To promote personal and professional growth by providing bespoke, high quality learning and educational opportunities that responds to the whole community and meets the needs of employers.

## **Our Objectives**

1. Increase the economic inclusion of young people and adults through community learning and bespoke personal, social and employability initiatives.
2. Increase the employment and skills levels and develop a competitive workforce that meets the demands of employers and the economy.
3. Improve business growth by enhancing the culture of entrepreneurship.
4. To continuously raise performance in all aspects of our provision.
5. To increase retention, achievement and success rates to 90% in all subject areas and to increase progression rates for all learners to 50%.

## **Our commitment to you**

We will:

- Respect you as an individual.
- Promote positive British Values throughout the whole Service.
- Ensure all learning activities are carried out within a safe environment.
- Challenge all acts of extremist views, anti-discrimination, bullying and/or harassment.
- Welcome your views on how to improve the Service and the quality of learning through encouraging learners to formally and/or informally feedback on their experience.
- Give you a thorough Learner Induction at the start of your course.
- Explain the standards we expect from our learners and to encourage and support you to achieve and maintain them.
- Ensure all Tutors and Assessors regularly feedback on your progress and inform you of your results within a timely manner.
- Ensure that learners complete Individual Learning Plans (ILPs) which include Specific, Measurable, Achievable, Realistic and Time bound (SMART) Targets which help within your personal and professional development.

- Ensure that learners receive support to improve their literacy, numeracy and IT skills where required.
- Provide an environment where learners can receive additional support from Tutors where necessary, access to IT facilities, Pastoral Support, a Universal Information, Advice and Guidance (IAG) service and access to specialist services to remove barriers to learning.
- Provide a named IAG Officer who will meet with you regularly to discuss your journey through learning, achievements and progression opportunities.
- Ensure that all learners receive an enriched experience with access to opportunities that improve a learner's job prospects through employability support including IAG, access to labour market information, jobsearch, writing a CV and interview techniques.
- Ensure learners have access to Volunteer Hartlepool that will provide volunteering opportunities for individuals.
- Ensure that all learners receive access to health and wellbeing services through joint work with Public Health and Sports Development and bespoke resilience training through Moving Forward Project for adults with mild to moderate mental health issues.
- Try to resolve fairly, any problems, complaints and difficulties you may have whilst you learn with us.

### **Learner Entitlement for Information, Advice and Guidance (IAG)**

Adult Education aims to ensure that all learners are supported to progress into further learning, education, volunteering and/or employment and as such we have developed the following additional Learner Entitlement relating to IAG which will ensure that all learners have access to: -

- Careers education, information, advice and guidance which is impartial, professional and free from any discrimination or bias.
- A diverse curriculum offer which provides learners the opportunity to develop their employability skills including interview techniques, CV compilation and job application support.
- Career development activities which will support learners to develop the appropriate skills, knowledge and experiences through events, online resources, booklets, and other services.
- Hartlepool Working Solutions and the National Careers Service for more in-depth IAG and support to access learning and work opportunities, including information about learning loans, vacancies and Higher Education application procedures

- Specialist agencies offering a range of support including financial advice, benefit calculations, childcare support and training provision.
- A range of structured opportunities to identify and record their skills, attributes and achievements through a personalised Individual Learning Plan which will support their progression.

Learners will be informed of this entitlement via a range of methods, including the Hartlepool Adult Education website and in the Learner Guide. The entitlement will be embedded into learner induction and will be included throughout learning programmes. A printed copy of the entitlement will also be displayed in key areas throughout Victoria Buildings and other training venues where appropriate.

## **Learner Code of Conduct**

We expect you:

- To show respect to all learners, staff, volunteers and visitors and care for equipment, buildings and other people's property.
- To commit to your course and carry out your learning to the best of your ability.
- To follow the organisation's policies, procedures and standards in all areas such as Code of Conduct, Health and Safety, Equality & Diversity.
- To play an active role in promoting respect and challenging any form of discrimination or abuse.
- To attend every class and/or assessor session, arrive on time and tell us if you cannot come to a session, or you are running late.
- To keep Hartlepool Adult Education up to date with any changes in your circumstances that may affect your learning.
- To understand that if a safeguarding issue occurs involving you that Hartlepool Adult Education has a legal duty to refer the information to the appropriate authorities.
- To support the completion of paperwork and ensure that you sign your Learning Agreement in order for us to claim funding and keep classes open.
- To pay any fees which are due.
- To tell us as soon as you can if you think you may need additional support with your learning.

## **Safeguarding**

The Service will ensure that robust internal arrangements are in place with respect to the responsibilities and duties for assuring safe and secure provision for children, young people and adult learners across all remits and includes work undertaken by any subcontracted or project specific provision.

Our aim is to safeguard all learners, staff, volunteers and prevent individuals from being at risk of radicalisation, extremist views and/or being drawn into terrorism or extreme violence, in line with the UK government's PREVENT agenda.

## **Equality and Diversity**

Hartlepool Adult Education is committed to the promotion of equality and diversity and ensuring that all its services are fully accessible. We recognise that people may be disadvantaged due to a range of circumstances and we will actively work to engage with all our employees and learners to understand, reduce and ultimately eliminate this disadvantage.

Equality and diversity is embedded in everything we do and this is reflected in the Single Equality Scheme.

The principles of non-discrimination and equality of opportunity also apply to the way in which staff, volunteers and learners should treat each other, visitors, sub-contractors, service providers, suppliers, former staff and learners and any other persons associated with the functions of the Service.

The Service will ensure that all of our learners, volunteers, employees and visitors, as well as those who seek to apply to work or study with us or who have previously worked or studied with us, are treated fairly and are not subjected to unlawful discrimination by the Service.

## **Bullying and Harassment**

Hartlepool Adult Education recognises that actual or perceived bullying and/or harassment is a factor which can adversely affect learners' on programme and impact on their domestic and social lives as well as their personal well being.

We are committed to the development and promotion of a positive learning culture and environment that is free from bullying and harassment and aims to ensure that any allegation of bullying or harassment is taken seriously, is properly investigated and is dealt with effectively.

# British Values

At Hartlepool Adult Education we are committed to the values known as “Fundamental British Values”.

We promote these values because we believe they give learners a sense of moral and social responsibility, and an understanding of how they can contribute positively to society.

## Democracy

Democratic processes can be found in:

- Learner Voice process
- Learner Representatives
- Adult Education Governing bodies such as Regeneration Services Committee and Independent Strategic Board
- Enrichment activities
- Staff forums
- Student Satisfaction Surveys

## Individual Liberty

Individual liberty at Hartlepool Adult Education is protected by:

- The Council’s Equality and Diversity Policies and Procedure
- Safeguarding and Prevent Policies and Procedures
- UK Law

## The Rule of Law

The Rule of Law can be seen through:

- Learner Code of Conduct
- Learner Induction
- Complaints and Compliments Procedure
- Rules, regulations and policies

## Mutual Respect and Tolerance

We will help you to understand mutual respect and tolerance through:

- Promotion of Prevent and Equality and Diversity within Learner Induction
- Group tutorial programme
- Equality and Diversity Programmes
- Pastoral Support Services
- Enrichment activities
- Sports teams
- Initial and end-of-year surveys

## Acceptance of different Faiths and Beliefs

You will appreciate diverse faiths and beliefs and what they bring to our society through:

- Enrichment activities
- Awareness campaigns
- Special Recognition Awards
- Volunteer Recognition Awards
- Prayer room (Meeting Room 1)
- Festival of Learning Awards Ceremony
- Open days
- Community Engagement Events organised by Adult Education's Equality and Diversity Communication Lead

## Receiving your Feedback

Hartlepool Adult Education aims to provide a learning experience that is rewarding and challenging for its learners. To help ensure this remains the case, staff engage with learners with a view to listening and responding to what they say about their experience of their courses, whether individually, collectively or through their representatives.

We welcome your feedback through various methods, including progress reviews, and also through our Compliments, Complaints and Comments Procedure, Enrolment and Induction Surveys, and end-course Student Satisfaction Surveys.

We also invite all learners to become part of our Learner Voice Forum. Meetings are held 2.30 pm to 3.30 pm on the third Thursday of every month. Please ask your tutor, or at Reception for further details.

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