



Code of Conduct - Learner Policy

Policy Statement

Debut Academy aim to give all learners the support and guidance they need to achieve success. The Code of Conduct includes specific important expectations what we expect from learners so that they help to support a harmonious, safe, enriched learning and inclusive environment for all.

Other related and important policies that should be read in conjunction with this policy are the Learner Positive Behaviour Management Policy, Apprentice Expectation Policy and Learner Charter Policy, all of which provide fundamental guidance of appropriate behaviour and expectations within the training centre.

Responsibility and Authority

Debut Training Academy has ultimate responsibility for staff, learner and employees and will ensure that the arrangements for overseeing learner code of conduct are effective, robust and reviewed on a regular basis. As such three senior members of staff have been designated as Complaints Personnel.

The designated complaints personnel are:

1. Charlotte Hughes
Head of Teaching & Learning
01268 560552
charlotte@debutacademy.com
2. Linda Edwards
Safeguarding Officer
01268 560552
linda@debutacademy.com
3. Zoe Jones
Head of Apprenticeships & Traineeships
01268 560552
zoe@debutacademy.com
4. Kersti Harding
Business Director & Head of ALL Funded learners
01268 560552
kersti@debutacademy.com



Learner Expectation

Learners receive a Welcome Pack when they have enrolled. One element within this pack relates to guidelines and expectations that learners should meet. They are asked to sign this declaration to confirm they agree to abide by Debut's policies and rules. Learners should abide to with following at all times:

- Behave and speak in a way that does not offend others, e.g. using foul/abusive language, sexist, racist or anti-social behaviour. Considerate behaviour within Debut Premises or whilst on educational visits is expected at all times.
- Adherence to the Dress/Uniform Code at all times. Any deviance of this (due to medical or religious reasons) must be pre-agreed by the Director of Tuition or Center Manager (a GP letter to clarify restrictions and alternatives to be worn will be sought if under medical grounds). Learners who are consistently in breach of this will be dealt with in accordance with the Disciplinary Procedure.
- Be courteous, responsible and mature and respect the rights of others.
- Use polite and appropriate language in class and within the academy. Debut will not tolerate swearing, offensive/bad language or any language that is lewd.
- Be understanding of your tutor's role as supervisor and instructor for the classroom, responsible for the classroom environment and the behaviour of everyone within it. If you have been requested by your tutor to complete any work or undertake a task then you must respect their instruction and comply. You may not argue or dismiss their authority. Disrespectful learners may be subject to a disciplinary meeting if their behaviour does not improve.
- Treat everyone with respect. Any form of bullying will be treated seriously and may lead to exclusion from the Centre.
- It is every learner's responsibility to sign in and out (including break times) in the designated book on arrival and departure (including signing the daily register).
- Be on time to all timetabled lessons, workshops or other training opportunities (unless absence is explained or agreed). Punctuality for all sessions is essential to help you achieve the most from your course. Persistent lateness or absence will be monitored and followed through with further action. Disciplinary procedure may be instigated if the lateness is ongoing, and the learner is not trying to resolve it. It is only polite and courteous to apologise to your Assessor if you are unavoidably delayed for any reason.
- Have your camera on and ensure your head/shoulders are visible on screen at all lessons or activities on Zoom/Teams, participating and communicating with the tutor as required, ensuring you are fully dressed and sitting at a table or similar.
- Inform our Administration team if you are absent or delayed prior to your lesson.
- Debut will not tolerate learners failing to return on time from a break, not returning at all or walking out of class. If a learner fails to return on time from break then they will forfeit time from their next break or be asked to stay on later after class to make up time missed in class. Learners must not walk out of class, they must show respect to the tutor by speaking with them to advise them of any problems. Learners under 18 who fail to return to class after a break will immediately be a cause for concern for safeguarding reasons and their next of kin will be notified.



- Agree with your Tutor what you need to do to catch up if you have been absent for any part of a session.
- Respect the fact that course commitments take precedence over other activities during your pre-agreed lesson times. Personal appointments with doctors, dentists etc., as far as possible should be made outside your training days.
- Work hard in class to the best of your ability.
- Complete work set outside the lesson time.
- Meet deadlines for homework and case studies.
- Arrange for your own models to come in on designated assessment days so that you can complete essential practical treatments required of the NVQ standards of your course.
- Take part and complete mandatory workshops (including tasks) on Health & Safety, Equality & Diversity, Safeguarding, E-Safety, Prevent, Fundamental British Values.
- Be willing and open to regular review meetings with your tutor and be proactive on setting your own SMART targets.
- To attend any catch-up sessions or complete work if detailed on an action plan to any deadlines.
- Make sure all work produced for case studies and exams are your own work. Plagiarism and/or cheating may lead to disciplinary action by Debut and/or the Awarding Organisation/Examinations Board.
- Do not allow any part time work or (paid or volunteer) to interfere with your course commitments.
- Treat all Debut property with respect and in line with any health and safety instructions/requirements.
- Follow Debut Academy's health and safety rules at all times.
- It is a criminal offence to carry an offensive weapon and Debut has a right to search you. The Police could be involved if necessary.
- You must not use mobile phones in class or have them visible except at break times in the kitchen or other designated eating area. Turn them off or on silent and do not hold conversations on them whilst walking through Debut Salon or other public walkthrough areas. Persistent offenders will be dealt with under the Disciplinary procedure.
- Do not take any food or drink into any classroom (still water is allowed). If there is no other area for eating at break times, you may ask the permission of your Tutor, and learners must tidy away completely before lesson recommence.
- Do not use radios, MP3 players or wear earphones in any part of the premises.
- Smoking is discouraged. If you wish to smoke, please do so only in designated areas and at designated break times.
- Dispose of litter responsibly and in accordance with Debut's Recycling Policy.
- Bring all the necessary equipment and work with you to all your lessons.
- Leave all rooms (including kitchen, toilet and eating areas) in the condition you would wish to find it.
- Have due regard to and a shared responsibility for the public image of Debut Academy and all associated salons. Broadcasting and publishing information about



the training Centre or members of the college community, in print, electronically should only be conducted with the express approval of the Director of Tuition, Carla Hales.

- Be responsible when using any group WhatsApp or other media such as Facebook when posting – any negative comments about any learner, tutor, course content, Academy rule, matter that may be confidential or had been aired in class should not be posted.
- Learners must follow specific procedures if they have any grievance or complaint about anything to do with their course, their tutor, a learner, staff member, any grade they have been given, how they have been treated. Complaints and grievances must not be aired by confrontations, arguments, airing matters on social media as this will lead to a disciplinary matter.
- You must co-operate with all staff with any procedures not specifically mentioned above.

Learners who do not follow the above guidelines will usually have a 1:1tutors and the support staff to work through any problems. However, where a learner continues to break any elements of this Code of Conduct, the disciplinary procedure will be implemented which may result in exclusion from the college.

Serious Offences/Gross Misconduct

Some things are not permitted under any circumstances and are considered to be serious offences. These include:

- Using or having drugs on site
- Dealing in drugs
- Being drunk or under the influence of alcohol
- Theft of any property belonging to another or Debut
- Bullying (physical/verbal – including text messages, posts on media sites or email)
- Physical, Sexual, Racial Assault or Harassment or violent or abusive behaviour directed at other learners, staff, tutors or visitors
- Inappropriate use of video/camera phones – including videoing and showing of images without permission
- Deliberate damage to property belonging to Debut or another person
- Selling anything deemed to be appropriate
- Failure to comply with the Right to Search Policy
- Not adhering to the Awarding Body Examination Guidelines
- Any other act or omission which may result in the security, safety, or health of other students, members of staff, visitors or the general public being put at risk or the disruption of college activity
- Bringing the Academy or any associated Debut premises into disrepute

If you are found to be involved in any of these, the **disciplinary procedure** will be immediately implemented which could result in exclusion from the college.



Disciplinary Procedure

Staff will make you aware of any issues of concern by conducting a review on a Cause for Concern or Learner Disciplinary Form and this will help to set out action plans to improve your performance. If these efforts fail after repeated attempts, then the disciplinary procedure will be followed.

All learners are normally entitled to go through each stage of the disciplinary procedure (other than for incidents of a serious offence listed above). However, there may be times when the nature of the behaviour results in a written warning being given even though it may be the first time such behaviour has taken place, especially if the Director of Tuition considers the behaviour is of a nature that a verbal warning is not adequate.

There are normally four stages of the Disciplinary Procedure:

- Verbal Warning
- Written Warning (Stage 1)
- Final Written Warning (Stage 2)
- Disciplinary Panel

Discretionary Arrangements/Equality & Diversity

If the learner has previously disclosed a mental health, emotional or behavioural difficulty it is necessary to access information on these difficulties before commencing with the disciplinary procedure. Learners with specific mental health problems will usually be given a separate contact of behaviour to outline specific boundaries and rules that they are to abide by (individualised to their needs).

If the learner's difficulties are the primary cause of poor discipline and the incident is not of a serious nature, then alternative options can be considered, e.g., putting in place a behaviour plan or updating an existing one, linked to the disciplinary procedure before the procedure is implemented.

Each case will be considered on a case-by-case basis taking into consideration any difficulties, but even if there is evidence that the student has mental health/emotional or behaviour needs, it may still be appropriate to invoke the disciplinary procedure because this in no way lessens the duty of care the College owes to other students and staff.

Linked Policies

Please refer to Debut's linked policies below for additional information regarding Learner Code of Conduct Standards:

- Academic & Vocational Appeals Policy
- Access to Fair Assessment Policy
- Academic Work Completion & Plagiarism Policy
- Anti-Bribery & Anti-Fraud Policy

- Appropriate Use of Technology Policy
- Attendance, Lateness & Punctuality Policy
- Banned Substances Policy
- Confidentiality & Disclosure Policy
- Communications Policy
- Contingency & Change of Circumstances Policy
- Complaints Policy
- Counselling Policy
- Data Protection Policy
- Dress Code – Learner Policy
- Disciplinary Policy
- Equal Opportunities & Inclusion Policy
- Employer (Work Based) Support & Expectation Policy
- Functional Skills Policy
- Food & Drink Consumption & Hygiene Policy
- Freedom of Information Policy
- Grading, Academic Standards & Feedback Policy
- Guidance Policy
- Grievance Policy
- Health & Safety Policy
- Health & Wellbeing Policy
- IAG Policy
- Induction Procedure – Learner Policy
- Internal Quality Assurance (IQA) Policy
- Learner Support & Super Group Policy
- Learner Safeguarding & Safeguarding Vulnerable Adults Policy
- Learner Charter Policy
- Learner Positive Behaviour Management Policy
- Learner Contribution & Learner Voice Policy
- Lone Worker Policy
- Meetings Policy
- Mentoring – Learner Policy
- Mobile Phone - Acceptable Use Policy
- Observation of Teaching, Learning & Assessment Policy
- Off-site Educational Trip & In Workplace Tutoring Policy
- Prevent Policy
- Personal Belongings Policy
- Promoting Fundamental British Values Policy
- Quality Assurance Policy
- Questionnaire & Feedback Policy
- Resource Loan Policy
- Right to Search Policy
- Review & Appraisal – Learner Policy
- Security of Premises Policy



- Smoke Free Policy
- Teaching & Learning Policy
- Testing & Invigilation Policy
- Termination of Work Policy
- Whistle Blowing Policy

Policy Revision

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