

Learner Code of Conduct.

Best Practice Network (BPN) is committed to maintaining a professional high standard of personal conduct from our learners to ensure the confidence and respect of colleagues, staff, tutors, employers' other learners, and all those with whom they work.

The Code of Conduct is designed to ensure that learners contribute to a safe and successful learning environment by defining the professional behaviour and conduct that Best Practice Network expects of its learners.

The Code of Conduct is underpinned through our core values and defines what we stand for and how we do things;

- ✓ Inspire learning.
- ✓ Work together.
- ✓ Act with integrity.
- ✓ Strive for excellence.

This code of conduct applies to all learning sessions including;

- Online Classroom Training
- Face to face Group or 121 Training
- Virtual meetings or appointments onsite or offsite venues
- Learner's workplace
- Off-site venues workshops

Principles

1. **Respectful Communication:**

- Always use polite and inclusive language.
- Avoid offensive or discriminatory comments.
- Listen actively and consider others' perspectives.
- Behave in a manner that does not discriminate, harass, or bully, including cyber bullying, either in person or using digital platforms or social media.

2. **Professionalism:**

- Dress appropriately for the session.
- Be punctual and attend sessions regularly.
- Avoid multitasking or engaging in unrelated activities during the training such as using your mobile phone, email or other unrelated activities that are not related to the training session.
- Ensure you have a refreshment of your choice ready. Eating and snacking are not allowed during the session unless agreed in advance due to medical reasons. Breaks throughout the training session will be organised by the tutor/facilitator.

- If for any unexpected reason you need to leave the training session early you must notify the trainer/facilitator before you leave the session. If you know, you will not be able to attend the full session you should not register for that session time/date and book onto suitable session where you can attend the full session.
- Respect contributions made in virtual webinars or classes by other learners and not undermine them by inappropriate comments or behaviour such as sighing, tutting, side comments to other learners etc.

3. **Privacy and Confidentiality:**

- Respect the privacy of other learners.
- Do not share sensitive or confidential information discussed during the sessions unless there is a safeguarding concern.
- If you work in an open workspace or setting with children, you should ensure that there are no children in the room during your training session. *If this is not possible you must speak with your trainer/facilitator prior to registering or joining the training session.*

4. **Participation and Engagement:**

- Where required, any pre-course work or pre-reading should be completed and submitted prior to the training session in line with the timescales agreed with your tutor/facilitator
- Actively participate in discussions and activities.
- Contribute constructively to the conducive learning environment.
- Avoid disruptive behaviour, such as talking over others.
- Ensure there are no background distractions such as TV or Radio playing during the training session.
- Follow tutors' instructions and established etiquette regarding active participation to strengthen engagement with cameras on in virtual webinars, answering questions for example, raising the hand to answer a question, allowing others to answer questions, not interrupting other learners when they are contributing.

5. **Tech Etiquette:**

- Check you have received the meeting joining link and joining instructions.
- Test your audio and video settings before the session. If unsure, arrange training/support on how to do this prior to your training session.
- Use a neutral Microsoft Teams or Zoom background and ensure proper lighting.
- Where possible use a headset or earphones during the training session to minimise background noise.
- Mute your microphone when not speaking to reduce background noise.
- Ensure you have suitable Wi-Fi connectivity or mobile phone tethering.
- Where possible join the training session via a suitable PC or Laptop and not your mobile phone.

6. **Attendance and Punctuality:**

- Notify the organiser 48hrs in advance if you cannot attend a session or as soon as you become aware.
- Be on time and ready for the session to start.

7. **Safety:**

- Behave in a safe and responsible manner and in accordance with the requirements of Health and Safety legislation relating to an individual's responsibilities.
- Best Practice Network seeks to achieve a learning environment which upholds the British Values of democracy, the rule of law, individual liberty, and especially mutual respect and tolerance of different faiths, beliefs, and practices.

8. Resolving Conflicts:

- Address conflicts professionally and privately if possible.
- Report any issues to the organiser or moderator for resolution.

9. Feedback and Critique:

- Provide feedback constructively and respectfully.
- Accept feedback with an open mind and use it for improvement.

10. Inclusivity and Diversity:

- Be mindful of cultural differences and diverse perspectives.
- Avoid making assumptions or stereotypes about others.
- Behave in a manner compatible with the Equality and Diversity policy to ensure a safe environment where everyone is treated with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability, or social class.

11. Prohibited Content:

- Do not share inappropriate or offensive content.
- Respect copyright and intellectual property rights.

12. Code of Conduct Enforcement:

- Learners that breach or do not respect the code of conduct may be asked to leave the training session and their manager/employer notified.
- All mandatory or core training sessions will require full attendance to be able to successfully complete your programme.
- Best Practice Network has a zero-tolerance approach to unacceptable behaviour towards all our employees, not limited to learners, tutors, administrative staff or management. Any unacceptable behaviour, e.g. verbal or physical abuse, will be immediately reported to the employer and may lead to withdrawal from the programme.

13. Accessibility and SEND:

- Ensure that materials and communication are accessible to all learners.
- If you require any additional support or special considerations, you must inform your tutor/facilitator prior to booking onto the training session.

14. Continuous Improvement:

- Learners will be required to complete an anonymous training session evaluation at the end of the session.
- This code of conduct will be regularly reviewed and updated and available via:
 1. Company website
 2. Learner Handbook
 3. Learner Induction
 4. Session booking confirmation
 5. Learning platforms BUD/Canvas/Mosaic

Statement

The standards of conduct expected, and procedures apply to all learners, whether attending an online class, virtual meeting/appointment at an on-site or off-site venue, including the learner own working environment.

In case of unsatisfactory or unacceptable behaviour Best Practice Network is committed to working fairly and consistently with the learner and learners' employer as a vital source of support in developing the necessary behaviours and professional conduct they need to progress.