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LEARNER CODE OF CONDUCT

Distribution	All Learners/ Delivery Staff		
Reference Number	LCC	Version	5.0
Author	Charles Illing, Group Quality Manager- TLA		
Reviewed by	Alison Dann, Group Director of Quality and People		
Authorised by	Luke Muscat, CEO		
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DOCUMENT CONTROL

Version	Name	Comment	Date
1.0	Helen Anderson	New Issue	29.04.2022
2.0	Ben Waite	Review and updated to Group Policy	29.09.2023
3.0	Alison Dann	Review and inclusion of BePro and ECTA.	30.09.2024
4.0	Charles Illing	Review and Inclusion of Online expectations	27.02.2025
5. 0	Charles Illing	Review and inclusion of Artificial Intelligence (AI) use.	30.09.2025



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Policy Statement

For the purpose of clarity, the term "B2W" refers to the family of B2W Group organisations – Back to Work Complete Training, Just IT, BePro and ECTA.

B2W places high expectations on all learners undertaking a course. All learners are representatives of B2W and are expected to act in a way that positively promotes and upholds fundamental British Values.

The learner code of conduct applies to all learning environments including online and face to face.

By enrolling onto a programme of study at B2W and signing the learning agreement, I agree to adhere to the following:

- Attend all lessons punctually and meet deadlines for completing work to a high standard at all times.
- All absences will affect my % attendance and I understand that the % attendance rate expected from all learners is 100%; the attendance target is set to ensure that I have the best opportunity to succeed on my course and as a preparation for the expectations of working life.
- Ensure reliable technical equipment and internet connection for online sessions, communicating promptly with the tutor if issues arise, and understanding that unresolved technical problems may be addressed to support learning and safeguarding.
- Be present on camera in all online sessions unless a temporary exemption has been pre-agreed with the tutor due to personal circumstances. If off-camera, I will actively engage through verbal or written communication, and understand that non-engagement may result in temporary removal from the session to assess technical or safeguarding concerns.
- Follow instructions for completing assignments and exams without cheating, copying or plagiarising (using someone else's work, e.g. from the internet, another student or a book or magazine, and pretending it is my own).
- Artificial Intelligence (AI) must be used appropriately and safely. AI will not be used for assessment work, assignments, or any work products that will be formally assessed. AI will only be used where directed within sessions by tutors, and always in line with guidance provided.
- Not to smoke (including electronic cigarettes), anywhere on B2W premises or in online sessions except designated smoking areas. This includes entrances and exits.
- Respect the well-being and property of other members of B2W and the wider community and treat B2W property with care.
- Keep my mobile devices on silent and non-vibrate mode or switched off in learning areas and use only with permission of the staff.
- Demonstrate respect to all learners and staff and behave in a thoughtful, caring and responsible manner. Violence, discrimination, harassment, bullying or foul and abusive language are not tolerated. This includes wearing or displaying logos or slogans that could offend other people.
- Maintain professional conduct and digital safety in all online learning environments by using appropriate language, ensuring a suitable background, muting when not speaking, staying focused on session content, not sharing access details, not recording or distributing content without permission, and respecting others' privacy.



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- Safeguard the reputation of B2W by not behaving in a way that could damage the good name of the organisation. This includes not posting images or words online which may give a bad impression of B2W, its learners or staff.
- Observe B2W's Health & Safety regulations, pay attention to my own and other people's health and safety and follow instructions given by staff regarding this.
- The possession or use of drugs including legal highs, alcohol, or weapons on any B2W premises is strictly not allowed.
- Be aware of, and follow the wider organisation rules and respond to any reasonable request from a staff member about behaviour and standards.

If I fail to follow this Code, disciplinary action may be taken in accordance with the Learner Disciplinary Procedure. This may lead to exclusion from my course.