

Responsibility:	Director of Quality & Compliance	Date doc. created:	V11.4. February 2022
Print name sign off:	Chris Garcia	Last review date of doc:	April 2025
Signature:	Chris Garcia	Next review date:	March 2026

Owner and version control

Learner Code of Conduct

Best Practice Network (BPN) is committed to upholding the highest standards of professional conduct among our learners. This ensures mutual respect and confidence among colleagues, staff, tutors, employers, fellow learners, and all stakeholders.

This **Code of Conduct** defines the behaviour expected of learners to foster a **safe, inclusive, and productive learning environment**, aligned with our **core values**:

- **Inspire learning**
- **Work together**
- **Act with integrity**
- **Strive for excellence**

Scope

This code applies to all learning activities, including:

- Online classroom training
- Face-to-face group or 1:1 sessions
- Virtual meetings (onsite or offsite)
- Workplace-based learning
- Offsite workshops

Principles

1. Respectful Communication

- Use **polite, inclusive language** at all times.
- Avoid **offensive, discriminatory, or harassing** remarks (including cyberbullying).
- **Listen actively** and respect diverse perspectives.

2. Professionalism

- **Dress appropriately** for the session.
- **Be punctual** and attend sessions **regularly**.
- **Minimise distractions** (e.g., mobile phones, emails) unless urgent.
- **No eating during sessions** (unless pre-approved for medical reasons).

- **Notify the facilitator** in advance if you must leave early.
- **Avoid disruptive behaviour** (e.g., sighing, side comments).

3. Privacy & Confidentiality

- Respect **confidential discussions**—do not share sensitive information.
- Ensure **no children are present** during sessions (if in a shared workspace).

4. Participation & Engagement

- Complete **pre-course work** on time.
- **Engage actively** in discussions and activities.
- Avoid **background distractions** (TV, radio).
- Follow **virtual etiquette** (e.g., cameras on, raise hand to speak).

5. Technology Etiquette

- Test **audio/video settings** beforehand.
- Use a **professional background** (e.g., neutral Teams/Zoom backdrop).
- **Mute when not speaking** and use a headset to reduce noise.
- Join via **laptop/PC** (not mobile, where possible).

6. Attendance & Punctuality

- Give **48 hours' notice** if unable to attend.
- Arrive **on time and prepared**.

7. Safety & British Values

- Adhere to **health and safety** regulations.
- Uphold **British Values**: democracy, rule of law, mutual respect, and tolerance.

8. Conflict Resolution

- Address issues **professionally and privately**.
- Escalate unresolved matters to the **session organiser**.

9. Feedback & Improvement

- Give/receive feedback **constructively**.
- Use critiques for **personal development**.

10. Inclusivity & Diversity

- Respect **cultural, religious, and personal differences**.
- Comply with BPN's **Equality & Diversity Policy**.

11. Prohibited Content

- No **offensive, illegal, or copyrighted material**.

12. Enforcement

- Breaches may result in **removal from sessions** and employer notification.
- **Zero tolerance** for abuse—may lead to **programme withdrawal**.

13. Accessibility & SEND

- Notify tutors **in advance** of additional needs.

14. Continuous Improvement

- Complete **session evaluations**.
- This code is reviewed regularly and available via:
 - BPN website
 - Learner Handbook
 - Induction materials
 - Booking confirmations
 - Learning platforms (BUD/Canvas/Mosaic)

Statement

All learners—whether online, in-person, or in the workplace—must adhere to this code. **BPN will address misconduct fairly**, working with learners and employers to foster professional growth.