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<b>Signature:</b>	Chris Garcia	<b>Next review date:</b>	April 2027

Owner and version control

# Learner Code of Conduct

## Overview

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

This document should be read alongside BPN policies, including Safeguarding, Equality & Diversity, Data Protection, and Complaints procedures.

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## 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
- Self-directed or asynchronous learning via digital platforms (e.g. Canvas, Mosaic, BUD)

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## Principles

### 1. Respectful Communication

Learners must:

- Use polite, inclusive language at all times

- Avoid offensive, discriminatory, harassing, or extremist remarks (including cyberbullying), in line with safeguarding and Prevent expectations
  - Listen actively and respect diverse perspectives
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## 2. Professionalism

Learners must:

- Dress appropriately for the session
  - Be punctual and attend sessions regularly
  - Minimise distractions (e.g. mobile phones, emails) unless necessary
  - Maintain a professional and respectful demeanour throughout sessions
  - Avoid behaviours that may disrupt learning or distract others
  - Notify the facilitator in advance if they must leave early
  - Eating should be minimised during sessions unless necessary (e.g. long sessions or medical needs)
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## 3. Privacy & Confidentiality

Learners must:

- Respect confidential discussions and not share sensitive information
  - Comply with data protection requirements (e.g. GDPR), ensuring that personal or sensitive information is not recorded, shared, or stored inappropriately
  - Ensure their environment supports confidentiality during sessions (e.g. appropriate workspace)
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## 4. Participation & Engagement

Learners must:

- Complete pre-course work on time
  - Engage actively in discussions and activities
  - Minimise background distractions (e.g. TV, radio)
  - Follow virtual etiquette (e.g. use of camera where appropriate, raising hand to speak, active participation)
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## 5. Technology Etiquette

Learners must:

- Test audio/video settings beforehand

- Use a professional or neutral background where possible
  - Mute when not speaking and use appropriate equipment to reduce background noise
  - Join sessions via laptop/PC where possible
  - Not record sessions, take screenshots, or share materials without permission
  - Ensure use of AI tools aligns with academic integrity and programme guidance
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## 6. Attendance & Punctuality

Learners must:

- Give 48 hours' notice if unable to attend where possible
- Arrive on time and prepared

Persistent absence or lateness may impact programme progression and may be escalated to employers.

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## 7. Safety & British Values

Learners must:

- Adhere to health and safety regulations
  - Uphold British Values: democracy, rule of law, mutual respect, and tolerance
  - Report any safeguarding concerns or inappropriate behaviour to BPN staff promptly
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## 8. Conflict Resolution

Learners must:

- Address issues professionally and, where appropriate, privately
  - Escalate unresolved matters to the session organiser or follow BPN's formal complaints procedures
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## 9. Feedback & Improvement

Learners should:

- Give and receive feedback constructively
- Use critiques for personal development

Feedback will be used to improve programme quality and learner experience.

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## 10. Inclusivity & Diversity

Learners must:

- Respect cultural, religious, and personal differences
  - Actively contribute to an inclusive learning environment where all individuals feel respected and able to participate
  - Comply with BPN's Equality & Diversity Policy
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## 11. Prohibited Content

Learners must not:

- Share offensive, illegal, extremist, inappropriate, or copyrighted material without permission
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## 12. Enforcement

Breaches of this Code of Conduct will be managed proportionately and may result in actions including:

- Removal from sessions
- Employer notification
- Formal warnings
- Programme withdrawal in serious cases

BPN operates a zero-tolerance approach to abuse or serious misconduct.

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## 13. Accessibility & SEND

Learners are encouraged to notify tutors in advance of any additional needs.

BPN will make reasonable adjustments to support participation and ensure equitable access to learning.

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## 14. Continuous Improvement

Learners should:

- Complete session evaluations

This code is reviewed regularly and available via:

- BPN website
  - Learner Handbook
  - Induction materials
  - Booking confirmations
  - Learning platforms (BUD/Canvas/Mosaic)
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## 15. Digital Conduct

Learners must:

- Use digital platforms appropriately, securely, and professionally
  - Not share login details or compromise account security
  - Maintain professional behaviour in chats, forums, and messaging functions
  - Respect others in all digital interactions
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## **Statement**

All learners—whether online, in-person, or in the workplace—must adhere to this code.

BPN will address misconduct fairly and consistently, working with learners and employers to support professional development and maintain high standards of behaviour.