

LEARNER BEHAVIOUR POLICY



Policy Group: Curriculum

Effective: September 2025

Approved: Emma Barrett-Peel, Chief Operating Officer

Responsible Officer: Tim Williams, Student Services
Director

Next Renew Date: September 2026

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GUIDANCE

Vision

Transform lives through learning

Values



PASSIONATE - We are passionate about inspiring young people, adults and our Purple People to be their best and we take pride in creating a positive learning environment to fulfil their potential.



UNSTOPPABLE - We are unstoppable in our quest for the pursuit of excellence. We are dedicated and resilient to develop ourselves and our learners.



RIGHT - We treat each other with respect and strive to do the right thing through insight, inclusion, honesty, growth and trustworthiness.



PARTNERSHIPS - We support the people surrounding us in our everyday lives, building effective partnerships with businesses, learners and all stakeholders where we can pass on our knowledge and skills to help them meet their goals.



LEARNERS - Learners are at the centre of everything we do and we are driven to provide life-changing and life-long learning for them.



EMPOWERED - We encourage our Purple People to be independent and autonomous to maximise their goals surpassing their barriers and targets. Feel it, believe it, live it.

Tone of voice

Our tone of voice takes its direct influence from our core values. We are passionate about people and learners and are driven to get the best out of everyone by understanding them. We are caring and supportive, as well as being determined and striving for growth. We talk with purpose and enthusiasm in a way that connects and empowers people. Innovation is at the heart of Learning Curve Group and we're always thinking about what's next!

SUMMARY CHANGES

Date	Page	Details of Amendments
10/04/2020	All	Reflection of LHAA processes
04/06/2021	All	Consideration of all acquisitions
01/09/2022	All	Review and consolidate for Group Change of job titles.
1/9/22	All	Annual review
02/09/2025	All	Annual Review, Change of Ownership, Amendment of Learner Disciplinary Process as an Annex

INTRODUCTION

Learning Curve Group (LCG) is one of the largest national training providers in the UK, providing education and training nationally. All companies within the LCG family uphold the same company Vision, Mission and Core Values and follow our group policies and procedures.

This policy is providing a clear and consistent approach when managing behaviours, establishes guidance regarding to key aims and actions relating to developing and supporting positive behaviour expectations, whilst enabling celebration of success and ensuring that we:

- Recognise behavioural norms and positively reinforce them.
- Promote self-esteem and self-discipline.
- Teach appropriate behaviour through positive Interventions.
- Seeks to develop and maintain a community of motivated staff and give learners the confidence, skills, attitudes, and qualities to realise their full potential, gain employment or progress to further education or training.

Applies to

All learners enrolled onto qualifications with the Learning Curve Group family.

Reason for policy

Our aim is to ensure that learners enjoy their learning experience and have a positive experience. We will offer support and advice to all parties in cases where events or incidents arise that are a cause for concern, and we will seek to de-escalate situations and manage concerns to minimise their impact across the business.

POLICY

Appropriate behaviour is achieved by establishing an appropriate environment for learning. Positive learning environments enable learners and staff to be safe, happy and focus on gaining new skills or knowledge.

Everyone has the right to access education training and support, free from fear of harm and protected from mistreatment and abuse. In addition, they should be able to access learning and support without disruption from behaviours which impinge on their learning. Learners should be supported to take responsibility for their behaviour and offered solutions to improve it. Everyone attending or working at LCG has a right to:

- Recognition of their unique identity.
- Be treated with respect and dignity.
- Learn and work in a safe environment.
- Be protected from harm, violence, assault and acts of verbal abuse and sexual harassment.

Positive learning environments are underpinned by the 3 Rs principles. These are:

Respect. Respect all others' right to learn by:

- Following instructions.
- Listening to each other.
- Contributing positively without discrimination.
- Helping and supporting others.

Responsibility. We are all responsible for our own actions, we have a responsibility to:

- Arrive on time.
- Be prepared for learning.
- Have the correct equipment.
- Behave appropriately.
- Give your best effort.
- Persist in your tasks.

Rights. Everyone has the right to:

- Be safe.
- Be happy.
- Be healthy.
- Work and learn without interruption.
- Be treated fairly.
- Be treated with respect.

Learners and their parents/carers have a right to:

- Individual consideration of learner needs by the staff who have responsibility for their care and protection.
- Expect staff to undertake their duties and responsibilities in accordance with company policies and relevant legislation.

- Be informed about company rules, relevant policies and the expected conduct of all learners and staff working across the company.
- Be informed about the company complaints procedure.

Course expectations for learners

We are committed to ensuring we deliver the very best learning experience which leads to the successful achievement of a qualification. As part of the course expectations learners are expected to:

- Undertake an initial induction process at the start of the programme and complete an initial assessment to establish a starting point and possible support needs.
- Achieve agreed stretching targets to the best of their ability and within the agreed deadline after discussions with your tutor/coach.
- Engage in positive behaviour, showing respect and consideration to others.
- Be aware of how we will aim to keep you safe from radicalisation and extremist influences.
- Work to agreed targets and timescales, showing a commitment to your practical skills and theory knowledge development.
- Take responsibility for your own learning and engage with your tutor to ensure your progress.
- Participate in regular progress reviews with your tutor/coach.
- Inform your tutor/coach if you are unable to meet deadlines or if you encounter any other deadlines.
- Take responsibility for your learning, completing all assessments and any associated activities before you complete your course.
- Meet the required standards we expect and those of the Awarding Organisation/End Point Assessment Organisations who give you your certification.
- Take part in meaningful next steps discussions with your tutor and support teams.

Tutors are expected to:

- Provide a high standard of teaching and quality learning experience.
- Offer a variety of teaching, learning and assessment styles in a supportive, challenging, and interesting environment.
- Provide appropriate resources to facilitate learning.
- View equality and inclusion as paramount in all aspects of our activity.
- Support you to develop your skills, reach targets and enjoy your experience with us.
- Provide an environment free from harassment and unfair or unlawful discrimination.
- Provide next steps careers education, information, advice guidance for learners towards a career route.

All learners must:

- Observe the expected codes of behaviour.
- Be courteous, considerate, and respectful to other learners, members of staff and other users of our premises.
- Be punctual and maintain good attendance in learning sessions both face-to-face and remotely.
- Refrain from anti-social activities that would reduce their ability to participate fully and safely in the working of the class/session, face to face and remotely e.g. the consumption of alcohol or drugs.

It is not acceptable to:

- Treat company premises and property without respect.
- Refuse to work or co-operate with members of our company or to make life difficult for other learners and staff.
- Abuse members of staff verbally or physically.
- Influence others to conform to your own beliefs and values.
- Behave in a manner intended to demean or demoralise a fellow learner or a member of staff or to act in a way that puts other people at risk.

Bullying is not tolerated at LCG

Statement of Practice

- A learner Code of Conduct appears in the Learner Handbook and is discussed with learners at induction.
- The management of behaviour is the responsibility of all staff and learners and, where appropriate, employers.
- We recognise that events and incidents can be complex and impact on several areas of the learning process. On occasions like this, it may be necessary to involve other internal and external stakeholders.
- All staff should observe the agreed procedures as detailed in this document.
- Any learner who believes that they have been treated unfairly or not in accordance with the procedures may appeal.
- Parents/carers/guardians of learners under 18 will be kept informed unless there is good reason related to the safety of the learner not to do so.
- Employers will be informed should there be any cause for concern.

Tutors/Coaches will be encouraged to deal with minor incidents as part of their learner management strategy. When necessary, the discipline process will be triggered.

1. **First and second verbal warning** – will be issued by a tutor or designated person and this will normally stay on record for 3 months.
2. **Written warning** – there will be a hearing and if deemed appropriate a written warning will be issued by a relevant Operations Manager and will remain on file for six months.
3. **Final written warning** – will be issued as above by an operational Manager and will remain on file for the duration of the course.
4. **Exclusion** – will be issued by a Head of Operations on consideration of the evidence presented during the hearing.

All these matters will be confirmed to the learner and if under 18, a parent/carer/guardian by letter.

If the learner is under 18 years of age a parent or guardian may be informed of any behaviour issues and will be invited to disciplinary hearing if required. If a learner is aged 15-18 years old, they may request to have an adult, such as a parent, carer or social worker accompany them to the meeting. There will be a person of an appropriate level chairing every hearing who will be impartial to the process and not involved at any other stage. The disciplinary matter can be escalated to any stage depending on the seriousness of the incident from warnings at the written and exclusion/final warning stages.

Where appropriate post incident learning will be offered through a discussion exploring what the learner can do/use to avoid repeat incidents, along with what the staff can offer to support the learner in the future.

Learners with disabilities and learning support needs

Factors associated with disability should be considered when learners with disabilities or learning support needs are involved in any discipline procedure. Appropriate and reasonable adjustments should be made including those where adjustments should be in place to avoid the necessity to begin disciplinary procedures.

Learners with disabilities are entitled to receive additional support as necessary at all stages of any procedure, for example by the provision of a support worker or tutor assigned or by providing information in an alternative format.

Appeals

Excluded learners can appeal in writing to the provision area Director within 10 days of the exclusion. The appeal will be fully investigated, and the decision made will be communicated to the learner within 10 working days.

RELATED POLICIES

Group 3

Learner Anti-Bullying and Harassment Policy

Group 4

Teaching, Learning and Assessment Handbook

Appeals Policy

Learner Attendance Policy – England

Learner Attendance Policy - Wales