



Policy : Clint Stamper Training Ltd - Learner Behaviour and Conduct Policy

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Responsible Person: Clint Stamper

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1. Purpose

Clint Stamper Training Ltd is committed to providing a professional, safe, and respectful learning environment for all learners, trainers, staff, and visitors.

This policy sets out the standards of behaviour expected of learners and explains how unacceptable behaviour will be managed to support learner progress, achievement, and wellbeing.

2. Scope

This policy applies to all learners attending training delivered by Clint Stamper Training Ltd, including:

- Classroom-based training
- Short courses and refresher training
- Regulated and non-regulated qualifications

3. Expected Standards of Behaviour

Learners are expected to:

- Treat trainers, staff, and fellow learners with **respect and courtesy**
 - Follow reasonable instructions given by trainers or centre staff
 - Engage positively in learning activities and assessments
 - Behave in a way that supports a safe and productive learning environment
 - Comply with health and safety requirements at all times
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4. Professional Conduct

As a professional training provider, we expect learners to:

- Act in a manner appropriate to a professional learning environment
 - Use appropriate language and behaviour
 - Refrain from disruptive conduct that affects others' learning
 - Use mobile phones and electronic devices only when permitted by the trainer
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5. Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Disruptive or disrespectful behaviour
 - Aggressive, threatening, or abusive language or actions
 - Harassment, bullying, or discrimination of any kind
 - Failure to follow health and safety instructions
 - Being under the influence of alcohol or drugs
 - Cheating, plagiarism, or malpractice during assessments
 - Repeated lateness or behaviour that disrupts training
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6. Managing Behaviour and Conduct Issues

Where behaviour falls below expected standards:

- Issues will normally be addressed **promptly and proportionately** by the trainer or centre staff
- Learners may be given a verbal warning and reminded of expected behaviour
- Continued or serious issues may result in the learner being asked to leave the session

All actions taken will be fair, consistent, and appropriate to the circumstances.

7. Serious Misconduct

Serious misconduct may result in **immediate removal** from training. This includes:

- Violence or threats of violence
- Serious breaches of health and safety
- Harassment or discriminatory behaviour
- Being unfit to attend due to alcohol or drugs
- Behaviour that places others at risk

In such cases:

- The learner may be excluded from the course
 - Certification may be withheld
 - No refund or rescheduling will normally be offered
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8. Impact on Progress, Achievement and Certification

Learner behaviour and conduct form part of the evidence used to confirm:

- Engagement in learning
- Progress throughout the course
- Achievement of course outcomes

Where behaviour prevents effective participation or assessment, certification may not be issued.

9. Equality, Diversity and Respect

Clint Stamper Training Ltd is committed to equality, diversity, and inclusion. Discrimination, harassment, or victimisation on any grounds will not be tolerated.

Learners are expected to respect differences and contribute to an inclusive learning environment.

10. Appeals and Complaints

Learners who wish to raise concerns about decisions made under this policy may do so through the company's complaints procedure.

11. Acceptance of Policy

By booking and attending a course with Clint Stamper Training Ltd, learners confirm that they have read, understood, and agree to comply with this Learner Behaviour and Conduct Policy.

12. Review of Policy

This policy is reviewed periodically to ensure it remains effective, appropriate, and aligned with quality assurance and regulatory expectations.