

Derby Adult Learning Service

Learning Opportunities for Adults

LEARNER CONDUCT AND BEHAVIOUR POLICY

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Introduction

In order to ensure a safe and respectful environment that enables student wellbeing and learning success, it's important that all our staff and service users understand what we mean by acceptable and unacceptable conduct and behaviour, and what will happen if someone behaves inappropriately. Staff conduct is covered and dealt with in Derby City Council's Disciplinary Policy. This policy relates to student and service user behaviour.

This policy aims to set out our expectations regarding learner/service user behaviour, and steps that will be taken to manage any situation involving learner misconduct.

What do we expect from learners/service users?

DALS expectations with regards to conduct and behaviour are set out at the start of a learner's enrolment: by signing the enrolment form to join a course, learners are agreeing to abide by the regulations of Derby City Council Adult Learning Service which includes this Conduct and Behaviour Policy, and Learner Charter (see Appendix 1).

Induction and learning activities are also used to set and clarify required behaviour and attitudes, and these are also continuously reinforced through staff role modelling through their own behaviour. Further clarity is provided in our learner charter (see appendix 1) and where there are course handbooks in place.

As a core principle, Derby Adult Learning Service (DALS) follow the Fundamental British Values of Democracy, Rule of Law, Mutual Respect, Tolerance and Individual Liberty to ensure that we are working within and preparing learners for life in modern Britain. DALS expects our learners to behave in a way that upholds these values.

Examples of inappropriate behaviour might include, but is not limited to:

Mild misconduct

- An inappropriate comment made to another service user or staff member
- Using inappropriate language
- Arriving late to class

Medium/moderate

- A raised voice or other negative/aggressive emotional reaction (such as banging a table)
- Over familiar behaviour towards other service users (such as unwanted affection)
- Refusal to follow course or study requirements

Serious

- Theft
- Violent or sexual acts
- Attending the centre under the influence of alcohol or drugs

- Possession of weapons, bladed items or any item that could cause harm (including replica or ceremonial items).

Dealing with any potential immediate risks

If we believe a learner is under the influence of alcohol or drugs, we will ask the learner to leave the lesson/premises, and arrange a follow up meeting to review the situation and the suitability of continuing any enrolments

If a learner behaves in a way that presents a potential risk to others, the learner will be asked to leave the lesson and premises

Where we believe a crime may have been committed, or that there is a potential risk to life or safety, we will contact the police.

What happens if a learner doesn't meet expectations/requirements for conduct and behaviour?

A member of staff, usually the tutor, will review the incident/occurrence to decide if behavioural incident has occurred. This might include speaking to involved parties and witnesses.

If inappropriate behaviour is evident, the staff member will decide if this is a minor incident, in which case a reminder of our expectations will be given, alongside an assertion that the behaviour is not to be repeated.

If the matter is considered of medium seriousness or a recurring matter, the staff member with their manager - usually this will be the tutor and their curriculum manager - will again review the matter, taking statements from the learner and witnesses if not directly witnessed. If the behaviour or the repeat nature is confirmed, the learner will be advised of their potential withdrawal if there is further incident, and reminded of our learner charter and conduct policy, which will then all be confirmed in writing via email or letter to the learner.

If the matter is serious, the learner may be suspended pending a review of the incident, which may result in withdrawal from the course. This review will be undertaken by the appropriate manager and will take written statements from those involved and/or witnesses, including the learner*, followed by a meeting with the learner to deliver the outcome which might include withdrawal if the findings indicate the service is unable to protect the service users in continuing the enrolment. The outcome will be confirmed by a phone call or meeting as appropriate to the situation, and in writing,

** A statement might not be required from the learner if their serious behaviour was directly observed – eg such as in the case of violence.*

What if the learner is unhappy with a decision made?

The learner has the right to appeal at any stage of the disciplinary procedure, using the Complaints Procedure available via our website.



Derby Adult Learning Service



Derby City Council

Learning Opportunities for Adults Learner Charter | 2026-2028

Getting It Right Together

As a learner, you can expect:

- **Respect and privacy** – your personal information is kept safe.
- **A friendly start** – induction and guidance to help you settle in.
- **Clear information** – about your course, support, and funding.
- **A safe, welcoming environment** – where everyone is treated with respect.
- **Support with English and maths** – if you need it.
- **Feedback and encouragement** – to help you progress and achieve.
- **Help when needed** – staff will listen and support you with any concern.
- **Accessible facilities** – safe, clean spaces and equipment.
- **Fair and equal treatment** – everyone is valued and included.
- **Clear communication** – you will be told if a class changes or is rearranged.
- **Positive behaviour** – we all help keep classes respectful and supportive.

What we ask from you:

- **Let us know about any support needs** – so we can help you learn comfortably.
- **Attend regularly and on time.**
- **Tell us if you can't attend** – so we can plan your learning.
- **Take care of equipment and spaces** – keep them safe for everyone.
- **Follow centre guidelines** – including health, safety and wellbeing.
- **Be respectful and kind** – towards staff and other learners.
- **Complete your work** – and record your progress clearly.
- **Ask for help early** – we are here to support you.

Our shared commitment

We all work together to make Derby Adult Learning Service a place where adults feel confident, respected and inspired to learn.

If you ever feel something isn't right, please speak to your tutor — we'll listen and help.

If you feel that any aspect of this Learner Charter is not being followed, you should discuss this with your tutor. If you feel unable to raise it with your tutor, you should talk to a member of the DALs staff at your centre.



dalsenquiries@derby.gov.uk

Alternatively, you can contact us:



01332 956565 | **Relay UK** - 18001 01332 956565 |

Sign Language - www.derby.gov.uk/signing-service/