

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

## TTT POLICY DOCUMENT

# Learner Code of Conduct

*The behaviours, responsibilities and standards every TTT learner commits to on enrolment.*

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### Document Control

<b>Document Title</b>	Learner Code of Conduct
<b>Version</b>	1.0
<b>Effective Date</b>	22 April 2026
<b>Next Review Date</b>	22 April 2027
<b>Policy Owner</b>	Phenil Mehta, Centre Manager
<b>Approved By</b>	Phenil Mehta, Centre Manager
<b>Classification</b>	Public
<b>Applies To</b>	All learners enrolled on TTT qualifications and short courses

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# Learner Code of Conduct

## 1. Purpose

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This Code sets out the behaviours, responsibilities and standards every TTT learner commits to when enrolling on a TTT qualification or short course. It is designed to help every learner succeed, protect the integrity of TTT qualifications and maintain a respectful learning community for all.

## 2. Scope

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This Code applies to every learner enrolled on a TTT qualification or short course, in every interaction with TTT, including:

- The TTT Learning Management System (LMS) and any replacement platform
- Face-to-face classrooms, Live virtual classrooms, tutorials and observed assessments
- Discussion forums and group chat environments
- Email, web chat, phone, SMS and WhatsApp contact with TTT staff and associates
- Any social media platform where a learner identifies themselves as a TTT learner or references TTT
- Any face-to-face activity conducted by TTT or at a venue where a TTT learner is representing TTT

## 3. Commitments from TTT

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In return, TTT commits to:

- Treating every learner with respect, fairness and dignity
- Providing qualified, occupationally competent staff and associates
- Delivering the course with reasonable skill and care and in line with the Course Terms and Conditions
- Making reasonable adjustments for disability or support needs under the Accessibility and Reasonable Adjustments Policy
- Responding to concerns promptly under the Complaints Policy and the Appeals Policy
- Protecting personal data in line with the Data Protection Policy

## 4. Learner Commitments

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### 4.1 Engagement and study

- Participate actively in learning, complete activities on time and dedicate personal time to self-study and assignments
- Read the policies and procedures linked during induction and available on the TTT website
- Keep contact details up to date and notify the Course Coordinator of any changes promptly
- Book calls, meetings and observations in advance through the Course Coordinator

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- Inform TTT of any medical condition or circumstance that may affect participation, as soon as practicable
  - Maintain a personal backup of coursework as required by the Course Terms and Conditions

#### **4.2 Academic integrity**

- Submit only authentic work that is your own, with all sources clearly attributed using Harvard referencing
- Declare permitted use of AI tools in line with the Artificial Intelligence Policy; never present AI-generated material as your own unless expressly permitted
- Do not collude on work that must be submitted as individual evidence
- Do not impersonate or allow another person to impersonate, a learner at any assessment
- Comply with the Plagiarism and Academic Integrity Policy and the Malpractice and Maladministration Policy

#### **4.3 Respectful behaviour**

- Treat TTT staff, associates, fellow learners and any additional participants with respect, dignity and professionalism, in line with the Equality, Diversity and Inclusion Policy and the Anti-Bullying and Harassment Policy
- Use inclusive, non-discriminatory language at all times
- Challenge disagreement through respectful dialogue, not personal attack
- Comply with the Zero Tolerance provision of the Course Terms and Conditions: threatening, abusive or violent behaviour, whether written, verbal or physical, will not be tolerated

#### **4.4 Digital conduct**

- Follow the Online Learning and Digital Conduct Policy during live sessions, in forums and in chat
- Do not record or share a live session without TTT's prior written agreement
- Do not share your TTT account, LMS password or course links with any other person
- Do not reproduce, distribute, resell, upload or publish TTT course materials outside the terms of the learner licence granted in the Course Terms and Conditions
- Report suspected phishing, account compromise or data protection incidents to the Centre Manager without delay

#### **4.5 Safeguarding and wellbeing**

- Raise any safeguarding or welfare concern with the Designated Safeguarding Lead (Phenil Mehta) or the Deputy DSL under the Safeguarding and Prevent Duty Policy
- Avoid behaviour that could harm your own wellbeing or that of others
- Use the support resources TTT signposts, including external services where appropriate

#### **4.6 Consent and recording**

- Obtain and record informed consent from any additional participant appearing in video evidence, under the Video Assessment Policy
- Respect the privacy of any colleague, client or third party who features in your evidence

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- Do not record, photograph or screenshot TTT staff, fellow learners or live sessions without prior consent

## 5. Unacceptable Behaviour

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The following behaviours are unacceptable. The list is illustrative, not exhaustive.

- Plagiarism, collusion, contract cheating, fabrication, undeclared AI use or any other form of academic malpractice
- Discriminatory, bullying, harassing or intimidating conduct, whether online or in person
- Threatening, abusive or violent behaviour directed at TTT staff, associates, fellow learners or any third party
- Sharing another person's personal data without consent, including chat-message screenshots, voice recordings or images
- Using TTT course materials for commercial gain or unauthorised redistribution
- Bringing TTT into disrepute through social media or public communication
- Persistent non-engagement with the course after reminders, as described in the Course Terms and Conditions

## 6. Breach of this Code

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Breaches are investigated under the relevant policy. Proportionate action is taken under the Learner Sanctions Policy and, where applicable, the Malpractice and Maladministration Policy, the Anti-Bullying and Harassment Policy or the Safeguarding and Prevent Duty Policy. Outcomes may include:

- Informal conversation or written warning
- Required training or coaching
- Supervised resubmission of affected work
- Restricted access to specific TTT channels or activities
- Temporary suspension or permanent exclusion
- Referral to the Awarding Organisation or to the Police where a criminal offence may have occurred

Learners have the right to appeal any sanction under the Appeals Policy.

## 7. Support and Help

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Where a learner is struggling with engagement, study, conduct or wellbeing, TTT would rather offer support early than apply a sanction later. Learners are strongly encouraged to:

- Contact the Course Coordinator at admin@theteachertrainer.co.uk or 01908 736 777 to discuss difficulties
- Request a reasonable adjustment under the Accessibility and Reasonable Adjustments Policy
- Use the 'Pause' option where personal circumstances genuinely require it, as described in the Course Terms and Conditions

- Raise a safeguarding or wellbeing concern with the DSL without delay

## 8. Acknowledgement

Every learner signs an acknowledgement of this Code during enrolment, alongside the Teaching and Learning Agreement and the Authenticity Declaration, as described in the Initial Assessment and Induction Policy. The acknowledgement confirms the learner has read, understood and agreed to the Code for the duration of their study with TTT.

## 9. Monitoring and Review

This Code is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by significant incidents, Awarding Organisation changes or feedback from staff and learners. All outcomes are recorded in the Version History at Section 11.

## 10. Related Documents

This Code should be read alongside:

- Course Terms and Conditions
- Safeguarding and Prevent Duty Policy
- Equality, Diversity and Inclusion Policy
- Anti-Bullying and Harassment Policy
- Plagiarism and Academic Integrity Policy
- Artificial Intelligence Policy
- Malpractice and Maladministration Policy
- Learner Sanctions Policy
- Complaints Policy
- Appeals Policy
- Online Learning and Digital Conduct Policy
- Video Assessment Policy
- Data Protection and GDPR Policy
- Initial Assessment and Induction Policy
- Accessibility and Reasonable Adjustments Policy

## 11. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone Code bringing together learner commitments referenced across the Course Terms and Conditions, Safeguarding, EDI, Anti-Bullying, Plagiarism and related policies, signed at induction by every learner.

## 12. Approval

This Code has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta

Name

*P Mehta*

Signature

22/04/2026

Date