

Learner Code of Conduct

By booking and attending one of Hertfordshire FA's courses you agree to be bound by our Term and Conditions. You are also required to adhere to Hertfordshire FA's Code of Conduct for the duration of the selected course. Failure to do so may result in Hertfordshire FA withdrawing you from the course. In this instance, no refund will be provided.

What are our expectations of learner behaviour?

Learners will:

- Attend all course dates.
- Arrive on time for all segments of the course.
- Come prepared for all segments of the course (Theory and Practical)
- Help keep the venues used by Hertfordshire FA clean and tidy, they will not drop litter.
- Act safely and sensibly and take responsibility for the safety of themselves and others when on a Hertfordshire FA course
- Act respectfully towards staff, other learners, visitors and course venue property, this means not using offensive language whilst on site.
- Take an active part in their lessons and not disrupt the learning of others in any way.
- Abide by the protocols and rules each venue wishes to administer.
- Follow reasonable instruction from any member of staff (Hertfordshire FA and venue).
- Complete their work to the best of their ability and hand it in on time.

We operate a zero tolerance policy in relation to the following forms of poor behaviour. We will take immediate action against any learner found to have engaged in any of these actions and in the most serious cases this could lead to the exclusion of the learner permanently from the course and future courses with Hertfordshire FA.

- Bullying and harassment whether this is in person or over the internet, text messages or telephone
- Any form of discrimination, this includes making racist, sexist or homophobic comments or offensive comments about students or staff with a disability.
- Bringing illegal drugs, alcohol or offensive weapons to the course and venue or attending the course under the influence of either.
- Putting young people or vulnerable adults at risk, whether this is physically, sexually or emotionally.

Keeping you safe

If you think that you have suffered – or are suffering from – any form of abuse (e.g. physical, sexual, emotional, stealing, discrimination, neglect), please contact Hertfordshire FA's Raising Standards Officer or Hertfordshire FA's Education Administrator who will be available to help and support you.

**Raising Standards Officer (Safeguarding Officer)
Education Administrator**

**01462 650215
01462 650211**

You can report any concerns that you have to a trusted member of staff at the Hertfordshire FA.

Hertfordshire FA Main Office

01462 677622

Contactus@HertfordshireFA.com