

## Learner Code of Conduct

By booking and attending one of Hertfordshire FA's courses you agree to be bound by our Terms and Conditions. You are also required to adhere to this 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 and arrive on time for all segments of the course
- Come prepared for all segments of the course, both theory and practical
- Help keep the venues used clean and tidy, not drop litter etc.
- Act safely and sensibly and take responsibility for the safety of themselves and others
- Act respectfully towards staff, other learners, visitors and course venue property
- 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, by telephone, text messages, social media or elsewhere over the internet
- Any form of discrimination, including making racist, sexist or homophobic comments or offensive comments about students or staff with a disability
- Bringing offensive weapons, illegal drugs or alcohol 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 in football

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

07538 990836 | 01462 650215  
safeguarding@hertfordshirefa.com