Student Expectations and Behaviour Policy

September 2023

Purpose

We aspire to create an environment where students enjoy their experience and are able to maximise their potential through their programme. We expect you to demonstrate a professional and mature approach to your peers, the college team, colleagues in the workplace or while on curriculum related activities. You should respect the opinions and rights of others at all times. We embrace diversity and believe that every individual has the right to work and study in a highly effective learning environment, which is safe and free from discrimination.

In order to promote this ethos, we have adopted the following values:

- **P**rofessionalism
- **R**espect
- **I**ntegrity
- **D**iversity
- **E**xcellence

In embracing these values, we promote and expect:

- A spirit of co-operation and understanding between peers, staff and stakeholders based on mutual respect and trust

- An environment that is built on tolerance and openness within high professional standards

- A commitment to dealing with oppressive behaviour, harassment or bullying

- A culture where diversity is celebrated, where students and staff are valued and feel safe

- An environment of equality of opportunity that encourages an understanding and appreciation of the needs of others

General Principles

Our general principles are guided by the fundamental British Values:

- Democracy
- The Rule of Law
- Individual Liberty
- Mutual Respect and Tolerance of Others

People

- You are expected to behave in a courteous and respectful manner to fellow students, our employees and members of the outside community. Every individual has a responsibility to behave in a way that is not offensive or likely to cause injury or offence to others in person or online

- Every individual has a responsibility to acknowledge that the views and opinions held by others may not always coincide with their own; such differences are unlikely to constitute harassment however the failure to acknowledge them could do so

- As a college community we have zero tolerance of harassment and bullying. Harassment and bullying can take a variety of different forms ranging from repeatedly ignoring a fellow student, subjecting them to unwelcome attention, intimidation, humiliation, ridicule or offence, in person or online. Extreme forms of harassment and bullying include physical threats or violence. Harassment and bullying may consist of a single incident or a series of incidents. Harassment and bullying behaviour may not always be intentional, but is always unacceptable, whether intentional or not. Differences in individuals' attitude, background or culture can mean what is perceived as harassment by one individual may not seem so to another

- Everyone has a responsibility to behave professionally and responsibly and to ensure that they do not contravene any policy set out by the College, awarding organisation or professional body. Derogatory comments about any individual or group of people must not be made either verbally or in writing, to include the internet and social networking sites

The College

- You are expected to respect to our facilities and the college environment

- Behaviour that damages the reputation of the College or brings the College into disrepute will not be tolerated

Law, Legislation and Policies

- You are expected to observe all lawful regulations e.g. Health & Safety

- You are expected to follow published policies and procedures

- Any behaviour that constitutes a criminal offence will not be tolerated

- You should not be under the influence of any substance, alcohol or chemical whilst on college premises or representing the College e.g. work placement

Professionalism, Attitude and Behaviours

When in the learning environment/session we expect you:

- To wear your college ID badge/lanyard, ensuring that it is visible at all times whilst on college premises

- To ensure that you are dressed/presented appropriately for learning and in the case of virtual for being on camera

- Not to use offensive/discriminatory language

- To be punctual and prepared for all learning activities (virtual or face to face), learner progress reviews and other scheduled meetings

- To refrain from disruptive behaviour and attitudes during any college related activity e.g. monopolising discussions/public chat, raising questions unrelated to the session, inappropriate talking during learning activities or group tutorials, eating during learning activities

- To engage fully in the session and participate in all activities e.g. polls, Q&A, sharing relevant experiences

- Not to use mobile devices for any activities unrelated to learning activities e.g. accessing social media, messaging etc.

- Whilst on college premises to follow CAW guidance in relation to personal health and welfare

As part of enrolment you will be asked about your health and learning support needs, it may be helpful in some instances to share both past and current health issues so that we can ensure you have the correct support in place, and the make the necessary/recommended adjustments. For some programmes that involve practical or clinical duties you may be asked to complete a further health assessment. Occasionally this may identify Fitness to Practise or Fitness to Study concerns, in which case referral to the relevant panel will be made.

Requirements for Virtual Delivery

If you are attending a programme of study that involves virtual delivery, it is important that you can fully participate in the sessions to ensure that your learning is optimal and that you are able to attend the full session without interruption.

Ensure that:

- Your learning environment is private and suitable for learning e.g. at a table/desk and free from distractions
- You know how to blur your background when on camera to protect your privacy
- You fully engaged in the session responding to tutor requests for participation in polls and other activities
- You are able to switch on your microphone to answer tutor questions if requested

Equipment/IT Requirements

To access the virtual sessions, you are required to use a laptop or PC. Mobile phones are **not** suitable.

IT equipment, including broadband speed must be in line with the specifications below:

	Minimum specification	Preferred specification
PC/Laptop	Less than 5 years old	Less than 3 years old
Hardware	i3 (or equivalent)	i5 (or equivalent) or faster
Operating System Version	Windows 10 with all updates	Windows 11 with all updates
Memory (RAM)	4 Gb	8 GB or more
Hard disk	256 Gb	256 Gb or more
Broadband speed*	10 Mbps download 5 Mbps upload	20 Mbps download 10 Mbps upload or better
Browser	Chrome or Firefox	
Accessories	USB Headset with microphone and webcam	

Your broadband speed needs to be adequate enough to ensure a consistent connection.
Be mindful that multiple users in the same household may affect the connection
To check your broadband speed, go to:

https://www.broadbandspeedchecker.co.uk/?&again&getBestServerAndUserInfo=true&serverID=147&serverTitle=Maidenhead%205%20GB

You should have a fully functioning microphone and camera and know how to use them.
If using a lap top, ensure it is plugged in or sufficiently charged to last the duration of the session.

If any of your equipment fails during a session, you must private message the tutor to inform them and there is an expectation to ensure that this is resolved in a timely manner i.e. by the following week. If you are unable to send a direct message please telephone the college and ask for a message to be passed on to the tutor.

Consequences and possible actions

If your behaviour is considered inappropriate, you may be asked to leave the activity/session and the incident will be reported to your personal tutor and Head of Programme/School.

Depending on the circumstances of the incident, action may be taken under the Student Disciplinary Procedure and/or Fitness to Practise. You are expected to follow the relevant Code of Professional Conduct (if applicable) and Fitness to Practise Code.

Always be mindful of CAW Learner Expectations

Be respectful…

- Demonstrate mutual respect and be tolerant of differences
- Actively listen when other contribute
- Help and support your peers
- Speak quietly during group learning activities
- Only use your electronic devices for related activities
- Follow our policies and procedures

Be responsible…

- Be accountable for your own actions
- Be punctual, arriving late disrupts others' learning
- Be prepared, organised and ready to learn
- Actively engage in learning activities and embrace different approaches to learning
- Be responsive to feedback and requests
- Meet agreed targets and deadlines

Be safe…

- Seek help when you need it
- Involve your peers, social exclusion is unacceptable
- Look out for your peers & be aware of your surroundings

- A visible ID badge shows that you are permitted on site; please help us to keep you safe by always having this visible

- If you need to leave the room please inform the tutor

- Ensure that you know the campus emergency procedures

- Help us to maintain a safe environment; check around you for hazards or anyone acting inappropriately

  …. report any concerns without delay

Online Declaration or to be signed by the student:

I have read the information within this document and agree to adhere to the terms listed. I understand that breach of these terms may result in disciplinary proceedings, referral to the Fitness to Practise panel or exclusion.

Name:		Course:	
Signature:		Date:	