



# Learner Code of Conduct

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Course Name	
Course Reference	



# Purpose

At Urban Training Centre / Urban Energy, we strive to provide all course participants with quality course content and services that meet their needs. Our goal is to offer a positive learner experience, supporting all participants to the highest standards before, during and after courses. To ensure the highest chances of success, we ask you to fully engage in the courses, and actively contribute to your learning.

This document is intended to set out the expectations for both the course provider, Urban Training Centre / Urban Energy, and the learners on the course.

## Code of Conduct

### I confirm that:

#### **Pre-course information administration**

- I have read and understood the information contained on the website at the point of booking.
- I have met all the prerequisites of the course - i.e. without an STA membership where applicable, you may not be able to attend the course and your certificate will not be issued.
- I have received all the resources for the course via e-manual or ordered a hard-copy manual.

#### **On course**

- I realise I may have homework to complete on an evening after sessions if I am completing a multi-day course. There may also be coursework to complete. I commit to completing the homework set by the tutor and meeting the timeframes set.
- For online courses, I must punctually attend all sessions, my camera must be on, and I must have access to a microphone. I will ensure I have a good learning environment and set up and accept a noisy environment and/or attending from a moving vehicle is not acceptable.
- For classroom-based courses and practical pool sessions, I must punctually attend all sessions in a professional and organised manner.
- I have notified Urban Training Centre / Urban Energy of any medical conditions or additional needs which may hinder my progress on the course or cause difficulties during assessments including learning difficulties such as dyslexia and dyspraxia.
- I will treat everyone with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability or social class. Urban Training Centre / Urban Energy will not tolerate any discrimination, harassment or bullying, including cyber bullying, and expects learners to report any such incidents to their tutor as soon as possible.
- I will not be abusive, threatening or intimidating to any other member of the course or people in the vicinity of the course (for example but not limited to Centre staff, venue staff, parents, swimmers, other course participants, Tutor and external assessor).
- I will not speak negatively of Urban Training Centre, Urban Energy, the STA, other swim schools or the venues in areas where customers or members of the public may hear. Constructive discussions like these can, however, take place away from public areas with Tutors.
- I am aware of the relevant Safeguarding Procedures for the online delivery and for venue(s) where I am taking my course.
- I am aware that all Urban Training Centre / Urban Energy's policies and procedures including swim school/learner policy, complaints, appeals and data protection, are available at [www.urbanswimacademy.com](http://www.urbanswimacademy.com)

- If my employer/swim school/potential swim school has paid or organised the course, they may be copied in on all correspondence regarding the course organisation. However, some aspects of the course regarding learning will remain confidential between the learner and Urban Training Centre / Urban Energy team.

## **Assessment**

- Certificates will be withheld until all prerequisites are fulfilled.
- I will ensure that all portfolios are completed and returned to the course Tutor on the respective deadlines.
- I will ensure that all work completed is my own work and not copied or plagiarised from the manual or another learner either present on this or previous courses.
- I understand that the tutors/assessors' decisions are final during assessments although an appeals process is available if an assessment has not been completed per the syllabus.
- Where a set number of days/hours is a key part of the course I understand that should I miss any session I either need to catch up the time at my own expense with the Tutor (at a mutually agreed time/venue/cost) before the assessment day or I cannot be entered in for assessment.
- I understand any re-assessments are at my own expense.
- I also understand that at any time I am able to speak to the Tutor and ask for clarification on any part of the syllabus or help should I be struggling with any task. Or, if they are unavailable, email Urban Training Centre / Urban Energy and speak to a course organiser.
- I understand that a pass provisional confirmation will be awarded on successfully completing the course. Certificates should be dispatched by the STA within 28 days in line with their terms and conditions.
- I understand this learner agreement and all correspondence with Urban Training Centre / Urban Energy is confidential and cannot be passed to 3rd parties without written consent.

**Any learner found to be in breach of this Code of Conduct may be removed from the course without refund.**

## **Urban Training Centre / Urban Energy agree to:**

- Provide access to all the appropriate resources needed to complete the course.
- Provide a course which is safe, fun and informative.
- Offer hands on advice and support as and when needed.
- Provide at least the minimum number of contact hours.
- Make sure all assessments are run fairly and in accordance with current guidance.
- Provide an inclusive teaching environment and treat every candidate fairly and professionally.

Signed: \_\_\_\_\_

Learner's Name: \_\_\_\_\_

Signed: \_\_\_\_\_

On behalf of Urban Training Centre / Urban Energy

Date: \_\_\_\_\_