

# Conduct Policy

AUGUST 2025



Aiming to improve the quality-of-life skills and employability of residents in the borough, making Wandsworth a vibrant and prosperous learning community.

Version	1
Original Policy issued:	January 2023
Reviewed:	August 2025
Next review date:	August 2027
Review cycle:	Every 2 years
Name originator/author:	Paul Brimecome – Quality Assurance Manager
Contact details:	<a href="mailto:paul.brimecome@richmondandwandsworth.gov.uk">paul.brimecome@richmondandwandsworth.gov.uk</a> T: 020 8871 7639   M: 07989 223060
Target Audience	All

# Content

<b>Section</b>	<b>Page</b>
Mission Statement	3
Introduction	3
Scope	4
Role of Wandsworth Council Lifelong Learning	4
- Role of all staff	
- Role of Managers	
- Role of WCLL Head of Service	
Support Structure and Procedures. Back-on-Track log	5
Appeals Procedure	6
RESPECT	7

# Conduct Policy

## 1 | Mission Statement

“All Wandsworth residents will have access to a wide range of high-quality learning opportunities in a safe learning environment. Provision will be demand-led, flexible and held at times and in places designed to meet the needs of learners, employers and the local community. The Lifelong Learning team aims to improve the quality-of-life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community”

## 2 | Introduction

Through the implementation of our Conduct Policy, we are working to ensure all our learners or apprentices achieve their goals while attending a Wandsworth Council Lifelong Learning (WCLL) course. This policy addresses any issues that may arise during their course, promotes positive attitudes towards learning and aims to ensure individual success by creating a cohesive support system. The policy indicates the procedures and support available when a learner or apprentice needs encouragement to make progress on their chosen course. We will manage our learners' and apprentices' conduct in a way that means WCLL can achieve and maintain the high standards which are essential to providing outstanding training. We will foster a culture based on mutual respect, trust and honesty in which learning can thrive for all. The procedures apply to all learners and apprentices enrolled on any course delivered by WCLL or one of our subcontractors. This procedure should be followed if concerns are raised about a learner or apprentice by any member of staff and could include any of the following factors:

- Poor attendance
- Illness or mental health difficulties
- Conduct
- Non-completion of work required as part of the course
- Other factors in line with WCLL Learner Code of Conduct and Online Learner Code of Conduct

This is a three-step process, and each stage of the process is designed to be supportive of the learner/apprentice and their personal goals. Learners and apprentices will usually start on support stage 1 and, if necessary, progress to support stage 2. Learners or apprentices may be placed on any stage of the support process, depending on their individual needs, barriers, or conduct. They do not need to begin at stage 1. Learners or apprentices who are involved with any incident of gross misconduct will be seen by the WCLL Head of Service. This is equivalent to support stage 3 (see page 5).

## **3 | Scope**

The policy applies to all learners and apprentices enrolled on a course with Wandsworth Council Lifelong Learning or who are participating in any learning-related activity and covers both academic and non-academic misconduct. This policy also relates to the provision for 14-16 year olds.

## **4 | Role of Wandsworth Council Lifelong Learning**

WCLL aims to foster a culture of RESPECT (see page 7), self-awareness, and personal responsibility among our learners and apprentices and that they participate in the process and take the appropriate steps to manage their own health and wellbeing to fulfil their learning and social potential.

### **Role of Staff**

All staff have a role to play in the conduct of learners and apprentices. Members of staff should challenge anyone they see acting in a manner that contravenes the WCLL Code of Conduct or Online Code of Conduct.

The member of staff will request that the learner or apprentice cease the conduct that is causing the problem and, if necessary, ask them to leave the immediate area or building. If required, the Duty Manager may be called to assist with the incident.

If, having challenged a learner or apprentice, the staff member considers that further action is required, the name and course of the learner or apprentice should be established, and the matter referred to the relevant WCLL Manager via email, with full details of the incident.

### **Role of the Manager**

If a learner or apprentice breaches the WCLL Code of Conduct or Online Code of Conduct, receives a referral from a member of staff, repeatedly engages in minor misconduct despite previous warnings, or has poor attendance, a formal procedure will be put in place to address the issue.

The manager will review the learner's or apprentice's conduct and, if necessary, arrange a one-to-one meeting to discuss the concerns and offer appropriate support. If needed, an action plan or verbal warning may be put in place, with a minimum deadline of two weeks to show improvement.

### **Role of the Head of Service**

The Head of Service will become involved if there is an appeal against a warning, an incident of gross misconduct takes place, or they are requested to chair the support stage 3 meeting. The Head of Service will make a decision based on evidence presented as to whether the learner or apprentice is able to continue on their WCLL course or be asked to leave.

## 5 | Support Structure and Procedures

**This diagram is designed to help all staff and learners/Apprentices to understand the process and the support that will be in place as part of the procedure.**

<b>Support Stage 1</b>	Any staff member to address inappropriate conduct.  (Informal verbal support/guidance)	<ul style="list-style-type: none"> <li>● Learners or apprentices who behave in ways that contravene the WCLL Code of Conduct or Online Code of Conduct.</li> <li>● Persistent poor attendance.</li> <li>● Inappropriate conduct towards other learners or apprentices and/or staff.</li> <li>● Learners or apprentices disrupting the learning of others.</li> <li>● Learners or apprentices refusing to complete the required work.</li> <li>● Learners or apprentices refusing to act on a reasonable request from staff.</li> </ul>
<b>Support Stage 2</b>	Manager (Formal recorded action plan or warning)	<ul style="list-style-type: none"> <li>● Repeated breaches of the WCLL Code of Conduct or Online Code of Conduct, despite previous warnings.</li> <li>● Persistent poor attendance.</li> <li>● Conduct believed to be serious misconduct.</li> </ul>
<b>Support Stage 3</b>	Head of Service (Formal meeting)	<ul style="list-style-type: none"> <li>● Appeal against a support stage 1 or 2 meeting or judgement.</li> <li>● Incident perceived to be gross misconduct.</li> <li>● Exclusion for WCLL course.</li> </ul>
<b>Back-on-Track Log</b>	Member of WCLL staff	<ul style="list-style-type: none"> <li>● Record the learner's or apprentice's name and date of incident.</li> <li>● Record the conduct or actions that have led to support meeting.</li> <li>● Record what has been agreed with the learner or apprentice.</li> <li>● Keep a record of any formal warnings given and note which stage of support the learner or apprentice is currently at.</li> </ul>

**Note: This log is to be completed after every support meeting**

## 6 | Appeals Procedure

A learner or apprentice may appeal against any support stage decision made against them by a WCLL staff member. Appeals will normally only be considered on the following grounds:


- Where evidence is produced to demonstrate that there was a material administrative error in conducting the support procedures or that it was not conducted in accordance with the published procedure.
- That evidence is produced to demonstrate that some other material irregularity has occurred.
- New evidence that could significantly impact the decision may be considered, as long as it wasn't available at the time the original decision was made.

An appeal letter will be required to detail the grounds for the appeal under one or more of the headings listed above. Appeals should be submitted to the Head of Service within 10 working days of the date on which the support stage was carried out.

The Head of Service, or their nominee, will review all documentation and witness statements and may consult with relevant parties as appropriate, including the learner or apprentice and each member of staff involved.

The decision of the Head of Service will be final, and the learner or apprentice will have no further right of appeal within the WCLL. The Head of Service will arrange for the learner or apprentice to be informed of the outcome of the appeal in writing as soon as possible and normally within 5 working days of the appeal being received.

## 7 | RESPECT

Give Respect, Gain Respect		Wandsworth Lifelong Learning 
<b>R</b>	<b>RESPONSIBLE</b>	<ul style="list-style-type: none"> <li>● Be Independent</li> <li>● Make appropriate decisions</li> <li>● Take responsibility for your actions</li> <li>● Be your best self</li> </ul>
<b>E</b>	<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>● Be Inclusive and kind</li> <li>● Show appreciation for others</li> </ul>
<b>S</b>	<b>SAFE</b>	<ul style="list-style-type: none"> <li>● Take responsibility for the safety of yourself and others, in and around the environment</li> </ul>
<b>P</b>	<b>PROFESSIONALISM</b>	<ul style="list-style-type: none"> <li>● Be on time</li> <li>● Demonstrate a can-do attitude</li> </ul>
<b>E</b>	<b>EFFORT</b>	<ul style="list-style-type: none"> <li>● Solve problems</li> <li>● Get involved</li> <li>● Be determined</li> <li>● Aim high</li> </ul>
<b>C</b>	<b>CONSIDERATION</b>	<ul style="list-style-type: none"> <li>● Share ideas</li> <li>● Show understanding</li> <li>● Be proud of your environment</li> <li>● Value others' contributions</li> </ul>
<b>T</b>	<b>TRUST</b>	<ul style="list-style-type: none"> <li>● Be honest</li> <li>● Work together</li> <li>● Seek help and support from others</li> </ul>