**DEWDROP VOCATIONAL INSTITUTE**

**POLICIES**

**& PROCEDURES**

**Learner Code of Conduct Policy**

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| **Title: Policy on learner code of conduct** |
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# OBJECTIVE

The objective of this policy is to outline all the rules and regulations which must be adhered to by Learners to successfully participate in the training delivery and assessment processes at Dewdrop Institute.

# RESPONSIBILITY

*Review and Maintain Policy:* Internal Quality Assurer, Head of Center, Director of Training and Executive Director

*Operational Responsibility to Implement:* Facilitators, Assessors, Internal Quality Assurer and Learners

# SCOPE

This policy relates to all Learners engaged with Dewdrop Institute.

# DEFINITION OF TERMS

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| --- | --- |
| **Assessor** | A person who assesses a portfolio of evidence material and formative andsummative assessments with the purpose of evaluating if a learner is competent or not yet competent. |
| **Learner** | A person who is undergoing training to fulfill the criteria for a Dewdrop Institute-accredited course. |
| **Learning activities** | -Activities that must either be recorded in written format and/or demonstrated in practice/role - plays.-These activities indicate the learner’s competence in applying the content of the module and knowledge of the topic. |
| **Code of Conduct** | This means principles, standards, moral and ethical expectations that Learners and staff and third parties are held to as they interact with the Institute. |
| **Ethics** | Moral principles that govern a person's behaviour or the conducting of an activity |
| **Complaints** | Complaint means a statement expressing that something is unsatisfactory or unacceptable. |
| **Appeal** | A process to make a serious, urgent, or heartfelt request. |

**PURPOSE OF A CODE OF CONDUCT**

* State in broad terms the standard of conduct and rules, which apply at the Institute
* Ensure that Learners have knowledge of such matters and other staff understand in clear terms the rules and regulations that guide people’s behaviors and activities in the Institute
* Promote certainty and consistency in the application of discipline;
* Set out examples of circumstances, which can lead to warnings or dismissals.
* To become a source of ethical information and example of a well-structured Institute.

**DUTIES REQUIRED OF LEARNERS**

* Learner must understand the meaning of code of conduct, its types and principles.
* Learner must understand the code of conduct as it applies to Dewdrop Institute
* Learners must follow the due procedure for filing complaints and appeals within the Institute
* Do not bypass the decisions of Quality Assurance team in case of any judgement.
* Be answerable to any case of miss conducts in which you were involved

**PARTICIPATIVE PRACTICES**

Dewdrop Institute supports participative structures on the issues that affect Learners directly and materially, so that relevant information is shared, effective consultation is made, and conflict is swiftly identified and effectively resolved. These structures embrace goals relating to productivity, corporate governance, avoidance of corruption, “whistle – blowing”, Learner input, career development, legitimacy and identification with the Institute.

**GUIDELINES ON CODE OF CONDUCT**

The Institute expects, as a general rule, that Learners will not have or acquire outside interests, whether directly or indirectly, which may affect the Learner’s judgment and loyalty with regard to the Institute’s business interests. In addition, the Learner has a duty to avoid situations involving not only actual conflict, but also situations, which give the appearance of conflict between personal interest and the interest of the Institute. In complying with this policy, Learners are expected to observe the following principles:

To be truthful and conscientious in their approach to, and the performance or furthering of their work, relationships or interests. These include any relationships or interests which could adversely impact the capacity or perception to act free from influence, with integrity and in the best interest of learning

To treat other Learners, partners, colleagues, competitors and third parties with honesty, with dignity, integrity and respect, communicate courteously and taking care to be helpful, fair and open

· To observe a high standard of ethics in all learning processes and reporting

· To comply strictly with all laws, regulations and the Institute’s rules relating to dishonesty,

corruption and/or breach of the Learner’s duty to loyalty towards the Institute

To comply strictly with all laws, regulations and the Institute’s rules relating to dishonesty, corruption and/or breach of the Learner’s duty to loyalty towards the Institute.

- The Institute will not condone any infringement or violation of any law, nor will it condone any

unethical learning dealings, including verbal abuse to colleagues, fighting in the premises, exam malpractice, corruption, extortion or abuse of influence.

**PRINCIPLES**

1. **Course Registration and Completion**

Dewdrop Institute has a well-planned training plan for each of their qualifications. Learners who enroll in any of our courses are expected to stay focused and adopt a good time management skilll to fit into the agreed learning period for the qualification. In the case of unforeseen circumstances that will impede a Learner’s participation in the Learning processes or in completing the course within the agreed timeline, such a Learner MUST present his/her concern formally to the Institute in writing and obtain approval for extension**.** If a Learner fails to adhere to this guideline without a formal approval from the Management, Dewdrop Institute will not be held responsible for the consequence of the Learner’s action.

1. **Learner Attendance**

At Dewdrop Institute, Learners’ attendance to classes is very importance because we believe it has huge impact on their learning capabilities. Dewdrop Institute’s training schedule outlines the days for both online and physical classes. Learners’ commitment to attending classes is judged at a minimum acceptable percentage of 75. Hence every Learner MUST meet this score to be certified by the Institute. If a Learner will not be able to come to the class due to some unprecedented reasons, he/she is expected to write formally to the management stating reasons as well as the plans to make up for the missed topics. If a Learner fails to follow this guideline, Dewdrop Institute will not be held responsible the consequences of the Learner’s action.

1. **Access & Equal Opportunities**

The following adaptations are examples of what may be considered for the purposes of facilitating access for Learners with disabilities and learning difficulties**,** as long as they do not impact on any competence standards being tested and the Learner in question notifies the Institute about the need for the adaptations prior to commencement of training activities:

* adapting assessment materials
* adaptation of the physical environment for access purposes
* adaptation to equipment
* assessment material in an enlarged format or Braille
* assessment material on coloured paper or in audio format
* changing or adapting the assessment method
* changing usual assessment arrangements
* extra time, e.g., assignment extensions
* providing assistance during assessment
* use of ICT/responses using electronic devices.
1. **Health & Safety**

All Learners and team members will be given instructions for wellbeing and safety of the all parties in Dewdrop Institute. These instructions will be provided to Learners during their orientation and also in the Health and Safety instruction programs held during the Training processes. Boards and instruction signs will be placed in different areas of the premises for each person’s use. Meeting points/lecture rooms will be specified and this information will be given to Learners on orientation and will also be mentioned in their Handbook.

Creating and maintaining a safe working environment is as much every individual’s responsibility as it is the Institute’s.

In order to achieve a safe learning/working environment, the following are to be observed:

Every Learner should read, be familiar with and follow all safety measures presented in the orientation sessions and other training sessions

Any unsafe conditions or potential hazards must be reported to the Head of Administration or QA Manager immediately

Any near misses, accident or injury, involving a Learner, fellow team members, or Clients have to be immediately reported to the Head of Administration or QA Manager. Such person can obtain first aid care for minor injuries from administrator office

1. **Learner Assessment – Conduct of Examination**

The Dean of Dewdrop Institute or the Quality assurance manager shall have overall responsibility for the conduct of examinations in the Institute, and shall in particular, ensure effective implementation of procedures approved by the Learning Council of Dewdrop Institute regarding conduct of examinations.

* Each learner must meet the eligible criteria for writing examination at the Institute. The general guideline holds that for all Learners must ensure that they complete all the required assessments including internship and all portfolio of evidences ascribed to each course unit in the qualification.
* The Learner shall be notified through a written time schedule about the examination
* A Learner who for any reason beyond his/her control would not be able to write the scheduled exam shall be required to notify the management of the Institute in writing within a minimum of one week period.
* Failure to notify the management in time and in the case of a Learner missing his/her exam without a satisfying reason, such a Learner will be required to pay cost of the unit to be retaken.
1. **Disciplinary Procedures**

Discipline and dismissal are regarded as part of the Institute's responsibility which will be exercised where work performance or conduct of Learners is unacceptable or unsatisfactory or a Learner fails to meet his/her terms and conditions of enrolment.

The Institute shall exercise this responsibility in a fair and consistent manner considering the need for the efficient operation of the Institute's business and the safety and fair treatment of its Learners.

The Quality Assurance Department may be requested by a Learner to give guidance or assistance at any stage of the Disciplinary Code and Procedure.

A Learner has the right to be represented at a disciplinary enquiry by a Learner representative. As the disciplinary process is an in-Institute procedure, neither the Institute nor the Learner will be represented by a person who is not a Learner of the Institute nor shall either party enjoy such right.

Records of previous disciplinary action taken against a Learner may be taken into account where a pattern of unacceptable performance / behaviour has developed.

The formal disciplinary measures shall include:

-a verbal warning

-a written warning

-a final written warning and suspension

-a disciplinary enquiry – which could lead to dismissal/summary dismissal

-dismissal/summary dismissal

Management has the discretion to hold a disciplinary enquiry at any stage.

The procedure shall in no way derogate from the right of the Institute to summarily dismiss the Learner, should there be sufficient grounds in law to sustain such a dismissal subsequent to a disciplinary enquiry, unless exceptional circumstances apply.

1. **Fighting on the premises or other forms of violence**

It is the policy of the Institute that all Learners, team members and Clients have the right to work in an environment free from all forms of threats or acts of violence. Therefore, the Institute will not tolerate any form of uncivilized conduct on its premises. Any threats or acts of violence in any form towards one another are strictly prohibited and may be subject to disciplinary action up to studentship or expulsion without notice. Excuses or explanations will not be entertained.

A threat is a verbal or written expression or an act of physical aggression to scare, terrorize or harm another. This includes hand gestures, loud exchange of words and body language. Violence is an act of physical force or aggression that can cause harm or injury to people and damage to property

1. **Theft on the premises**

All Learners are responsible for their personal effects. However, theft or pilfering of any kind will not be tolerated. All Learners are expected to drop their handbags, purses, mobile phones, wallets and their likes at the lockers provided in the office reception

When either is proven beyond any reasonable doubt, the culprit shall be sacked or expelled, as the case maybe, with immediate effect.

1. **Use of Institute assets and Equipment**

All Learner and trainee shall be accountable for any of the Institute’s properties entrusted in their care until such property is returned, and evidenced to have been returned. In the event of any loss or damage of the Institute’s property(s), discretionary powers fall on the Center Administrator or the Quality Assurance Manager to request replacement or repair of the said property at the sole expense of the party that lost or damaged the Institute’s property. The general policy is one of conserving assets and resources.

1. **Confidentiality**

It is the right of all Learners, staff, partners as well as the other team members of the Institute to expect and access a high level of confidentiality in all matters occurring on the Institute especially those which relates to them, these extents to conversations, events, persons, and data both a financial and personal nature. All of such information must be treated as strictly confidential and will only be shared if it has been given proper permission by the assessors, quality assurance manager or the rightful owners.

1. **Appeal and Complaint Procedure**
* All complaints should follow the proper channel beginning with a formal report to the admin.
* No Learner is allowed to take up any issue arising between Learners from the learning activities of the Institute without filing a formal complain to the Institute’ management
* In the case of the rise of any issue, the disputing parties will be invited for a usual dialogue by the Assessors, dean of study or the quality assurance team
* If all dialogue fails, the management reserve the sole write to officially ask the offended party to take up the case, except on this condition, any of such actions will attract penalties such as suspension or delayed certification.
1. **Grooming**

Learners are expected to dress decently and look well-groomed while in the school premises. Indecent dressing is not allowed by the institute, formal, semi formal dressings are acceptable. The quality assurance team of the Institute have the right to ask any Learner whose appearance does not meet the acceptable standard to leave the school vicinity and the Learner will not hold the Institute responsible for missing lectures.

1. **Conflict of Interest**

If a Learner is in doubt regarding any external learning activity which might lead to a conflict of interest on the Institute’s business, the team member will have to inform the Management of the Institute as soon as it arises. Conflict of interest can result out of a Learner, co-Learners, colleagues or other internal partners’ business with other vocational Institutes/Counterparts.

Conflict of interest can also arise if a Learner engages in any business activities that are related to Caregiving or hospitality training programs or that affect the attendance, performance or the Institute’s reputation in the career community. Learners will not be permitted to enroll in another caregiving or hospitality training program elsewhere at the same time he/she is attending the training at Dewdrop Institute without a written notification and permission from the quality assurance team to make proper arrangement for the Learner’s commitment to DDI’s training schedules.

In case a Learner is unclear if there might be a conflict of interest about his/her outside engagements, he/she should always approach the assessors or the quality assurance team for clarification.

1. **Discrimination & Harassment**

 Dewdrop Institute is actively committed to protecting the rights of Learners, staff, partners as well as Clients to achieve their full potential in an environment which values and affirms diversity and is free from harassment, discrimination, victimization and vilification. The Institute will take reasonable steps to ensure that all Learners, team members and clients are treated fairly and with dignity and respect while working or training at the Institute.

**“I accept all People –
Even the People I find unacceptable.” -
Jarod Kintz**

Learners are responsible for making themselves aware of and adhering to all Center policies on all forms of discrimination and harassment. Discrimination and Harassment will not be tolerated at the Institute at any circumstances and may in fact be unlawful.

The Discrimination & Harassment policy and associated procedures would be developed with the objective of preventing discrimination and harassment from occurring, and for providing a mechanism for resolving discrimination and harassment complaints when they occur.  The emphasis will be on resolving complaints through a process which encourages informal resolution, where possible and that is conducted in an expeditious and confidential manner, with access to formal mechanisms for resolving complaints, if required.

All Head of Departments and Supervisors, assessors/tutors and the quality assurance team have an obligation and responsibility to promote a workplace free of discrimination, harassment and intimidation whether this is between Learners and team members or between team members or between partners and team members.  All complaints will be managed in an encouraging environment without any victimization of those involved in the complaint or following the complaint.

The Discrimination & Harassment policy and associated procedures can be used to resolve complaints of discrimination, harassment (including workplace harassment), vilification or victimization on the basis of one or more of the following attributes as well as others not listed below

• ‑sex & sexuality

• ‑relationship & parental status

• ‑religious & political belief or activity

• ‑impairment or disabilities

• ‑pregnancy

• ‑age

• ‑appearance

• ‑or an association with, or relation to, a person identified on the basis of any of the above attributes.

For us at Dewdrop Institute, the f*orms of harassment include, but are not limited to:*

Verbal: repeated sexual innuendoes, racial or sexual epithets, derogatory slurs, off-color jokes, propositions, threats or suggestive or insulting sounds;

Visual/Nonverbal: derogatory posters, videos, recordings, pictures, cartoons, or drawings; suggestive objects or pictures; graphic commentaries; leering; or obscene gestures (through any means, including via e-mail);

Physical: unwanted physical contact including touching, interference with an individual’s normal work movement or assault.

Other: making or threatening reprisals as a result of a negative response to harassment.

All and Learners and team members are responsible to assure a workplace free of harassment. To that end, any team member/Learner who is subjected to any offensive comments or conduct should tell the offending person, which is often the best way to see that such comments/conduct ceases immediately.

However, if the team member is not comfortable advising the offending person, or if that does not accomplish an immediate and complete stop to any offending comments/conduct, the team member must contact the applicable authority in the Institute. As soon as a report or complaint comes to the quality assurance team, they will take prompt investigatory, corrective, and preventative action as appropriate in the circumstances.

Any Learner or team member who engages in conduct prohibited by this policy is subject to termination or dismissal for reasonable cause and without notice.

No team member will be retaliated against for bringing their concerns to the Company’s attention. Therefore, do not allow an inappropriate or unlawful situation to continue by not reporting it, regardless of who is creating that situation. No person associated with The Dewdrop Institute is exempted from this policy.

1. **Shared Responsibility**

It is every Learner’s obligation to immediately report any activity or team member conduct that is believed to be considered dishonest or fraudulent. At Dewdrop Institute, we all are responsible to ensure safety and security and integrity for all of our community. We are all there to blow the whistle if we see another person endangering, threatening, others or the Institute’s assets.

All concerns are treated in confidence, every effort will be made to not reveal the identity of the Learner who speaks up. At the appropriate time, however, the Learner may be needed to come forward as a witness.

A Learner must:

Believe the information to be substantially true and /or have proof

Disclose the information in good faith

A Learner must not:

Act maliciously or make false allegations

Seek any personal gain

If a Learner is not comfortable reporting such concerns to their direct assessors, they may contact the Dean of study or quality assurance Manager.

If you become aware of a situation that you feel is a possible infringement of the standards set out in this policy, you must disclose the facts promptly to your assessor, QA Manager, or any member of the management who will ensure the matter is investigated and appropriate action will be taken.

Failure to report such incidents or concerns can result in disciplinary action up to and including termination.

1. **Relationships**

It is the policy of Dewdrop Institute to avoid enrolment situations where potential problems of supervision, safety, security, morale and harmony, or potential conflicts of interest may exist.

If two Learners are married, or marry or become related, they must ensure their relationship do not form a potential problem or threat in any form to the activities of the Institute or distraction to other Learners, staff or Clients. The Institute has the right where necessary to make reasonable efforts to re-assign tasks or learning plans to eliminate such potential problems. For the purposes of this Policy, relatives include your parent, child, spouse, sister, brother, uncle, aunt, cousin, in-laws, and step relations.

1. **Security**

It is Dewdrop’s policy to maintain a safe environment for our Learners, staff and other third parties. To provide for the safety and security of Learners, other parties and the facilities at Dewdrop, only authorized official visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, protects confidential information and avoids potential distractions and disturbances. All visitors must enter through the main reception area. Authorized visitors must be accompanied by a Learner at all times. Personal visitors are not encouraged during working hours, and should be attended to in the reception area. Learners are expected to abide to the Covid 19 rules as observed at the Centre. Any personnel in breach of, or that disregards the organization’s safety rules and procedures, or commits any offence relating to a Safe and Efficient Working Environment as stipulated in this handbook will incur severe penalties. The Institute shall continue to comply with the Local Health & Safety Legislation to ensure the wellbeing and safety of all personnel and Learners

1. **Drugs & Alcohol**

Dewdrop Institute is purely a learning environment; hence the management firmly believes that it is in the best interest of our Learners, staff and Clients and the image of the Institute to take all reasonable steps to ensure that the premises is maintained as an environment in which the abuse of alcohol and consumption of illegal substances is prohibited. Possession, consumption or supplying or trading in illegal/alcoholic substances is not tolerated at all times within the premises.

Being under the influence of alcohol or any illegal or legal drug while in the school premises or during lecture hours may pose serious safety and health risks not only to the user, but to all those who come into contact with the user. This unlawful act creates an unacceptable risk for safe and efficient operations and is, therefore, prohibited. Any team member found in violation of this rule is subject to disciplinary action, up to and including dismissal for reasonable cause and without notice and the Institute also has the obligation to notify the local authorities about such instances.

1. **Publishing Center Content on Social Media Sites**

Learners must not publish Center information of any nature onto social media sites without prior notice and approval from the QA team. If a Learner identifies a need to publish content in a social media site, they must approach an authorized team member of the Institute and the person will publish the content.

Authorized team members include the Center Administrator, QA Manager and designated staff in the IT department.

Learners will be approached through a written request by the Institute at any time while on and after the training program for the use of their skills, learning quality evidences and testimonies produced inform of audio records, contents, blogs, live videos etc. for business development purposes.

**Non-Compliance**

Non-compliance by a Learner will result in disciplinary action, which may lead to termination

of his/her engagement or training at the Institute and in certain instances, criminal and or civil proceedings. Where a Learner suspects that another Learner has contravened this Code, this should be communicated immediately and confidentially to his / her assessment manager or any member of the Quality Assurance team identified by the Learner.

**Acknowledgment by the Learner:**

I have received a copy of the above policy which I have read and understood.

Name: …………………………………….

Signature: ………………………………………

Date: ……………………………………