



Serco Skills and Training Services

Local Operating Procedure

Behaviours, Disciplinary and Expectations Policy

Version Control Sheet

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Approval

Name	Job Role	Date	Signature
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Change Control

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Contents

Introduction 3
Scope 3
Responsibilities of the Learner..... 3
Responsibilities of Serco Skills and Training Services. 4
Disciplinary Procedure 5
Appendix A - Verbal Warning..... 6
Appendix B - Written/Final Warning..... 7

Introduction

Skills and Training Services (STS) is committed to creating an environment where exemplary behaviour is at the heart of productive learning. Everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage others to do the same.

Skills and Training Services has high expectations for behaviour of all their learners and this should include the development of core values such as respect for self and others, resilience, and motivation to succeed. Skills and Training Services have a zero-tolerance approach to any forms of bullying, harassment, and sexual misconduct.

This policy must be read in conjunction with:

- Safeguarding Policy
- Equality, Diversity, and Inclusion Policy
- Attendance and Punctuality Policy
- Online Safety Policy
- Acceptable Use Policy
- Complaints and Appeals Policy
- “Whistleblowing” Procedure

Scope

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Skills and Training Services, this also includes those learners enrolled with subcontractors. The policy relates to but not limited to the attendance to the following:

- Workshops
- 1 to 1 learning sessions
- Group delivery sessions.
- Coach visits/progress reviews.
- Any other planned and agreed activities.

This policy also covers behaviour between learners, as well as between learners and Skills and Training Services staff outside of the above planned activities.

The aims of this policy are:

- To create a culture of exceptionally good behaviour: for learning, for community for life.
- To ensure that all learners are treated fairly, shown respect and to promote good relationships.
- To refuse acceptance of bullying, harassment, and sexual misconduct.
- To help learners to have control over their behaviour and be responsible for the consequences of it.
- To build a community which values kindness, care, good humour and empathy for others.
- To promote community cohesion through improved relations.
- To ensure that excellent behaviour is a minimum expectation for all.

Responsibilities of the Learner

Learners must demonstrate adherence to the expectations listed below:

- Complete all work tasks set (during classroom, workshop, experience activities, or online learning) to the expected level advised by Tutors. The level of acceptable standard will be based on the Tutors knowledge of the individual’s abilities and where appropriate, relevant support needs.
- Use Skills and Training Services’ equipment/devices and internet in line with the Online Safety Policy and STS Acceptable Use Policy.
- Do not partake in any bullying or harassment (this includes sexual harassment/ violence) towards

peers, face to face or online.

- Respect Skills and Training Services' property and resources by ensuring appropriate care is taken when using any equipment and/or materials and returning any equipment loaned to you during your time on programme, in a condition fit for purpose, as outlined in the STS Acceptable Use Policy.
- Complete all independent study tasks and remote learning tasks, by given dates and to the expected standard, as outlined in the Attendance and Punctuality Policy.
- Attend all scheduled learning and support sessions, turning up on time and where appropriate with the expected equipment and/or resources as advised by the relevant staff member, as outlined in the Attendance and Punctuality Policy.
- Respect and communicate with peers and staff using appropriate language and positive body language both inside the building, surrounding grounds and online - this to demonstrate mutual respect to all including our neighbouring community.
- Learners should dress appropriately for the various activities on programme and wear all personal protective equipment as instructed.
- Learners should ensure they always work and act in a safe and responsible manner and follow instructions relative to health and safety matters, advising their tutor/supervisor of any concerns.
- Correctly follow Skills and Training Services signing in/register procedures.

Learners should demonstrate positive engagement with their training programme through excellent attendance, displaying positive attitudes to learning and respectful behaviours. Where this is not the case Skills and Training Services staff will work with the learner to support their progress. However, if these opportunities are not taken and performance is consistently below expectations further action via the disciplinary procedure may apply.

Where learner behaviour and conduct bring Skills and Training Services into disrepute or impacts on others, whether perpetrated during or outside classroom hours, investigation will be undertaken and where appropriate the individual will be subject to disciplinary action. Serious unacceptable behaviours including fighting, stealing, bullying, sexual harassment/violence, carrying / use of weapons and substance abuse will be treated as gross misconduct and are likely to result in instant dismissal. Learners should report any concerns to an appropriate member of staff.

Responsibilities of Serco Skills and Training Services.

Skills and Training Services will ensure that all staff have appropriate levels of training in applying this policy in a fair and transparent manner. Staff are expected to set out clear expectations regarding acceptable behaviours and standards of work relating to their programme of delivery.

Skills and Training Services will ensure, where we provide a learning accommodation, this area is a suitable safe place to raise concerns or issues, to be free from discrimination or fear and provide all learners with the appropriate support to enable them to progress. All colleagues and learners have the right to feel safe, valued, and free from any form of harassment always. Skills and Training Services exercise Zero Tolerance of bullying and harassment (including sexual harassment), whether it be verbal, physical, cyber or by isolation.

Skills and Training Services value differences of all staff and learners, and the expectations of this are set out during induction. The overall aim is to create a learning culture where learners and staff always treat each other with respect and there is a duty of care to ensure that Skills and Training Services is a safe place to undertake learning.

Skills and Training Services will operate the disciplinary procedure in a proportionate, fair and consistent manner. A designated member of staff with the relevant skills and responsibility will be assigned to investigate any reported potential disciplinary issues. Any reports of incidents must follow the Complaints and Appeals Policy.

Disciplinary Procedure

Disciplinary matters will usually be escalated through the following stages. However, stages may be skipped subject to the severity of the disciplinary matter being considered. All disciplinary matters must be reported via the Complaints and Appeals Policy.

Informal Stage: Where there is unacceptable behaviour or where levels of conduct or performance have fallen below expected levels, this will initially be considered by an appropriate member of staff. In the first instance, this will be addressed by the immediate responsible member of staff who will discuss the issues informally with the learner and agree what needs to be improved. All informal stage disciplinaries must be reported to the Apprenticeships or Adults Manager.

Stage 1: If the issue persists, a meeting will be arranged to discuss and agree the expected improvement in performance or behaviour required within a given time. The attendees will include the Skills and Training Services Apprenticeships or Adults Manager, Tutor/Coach, Learner and Employer (where appropriate). A record of the discussion will be made (see appendix A) and retained and a first verbal warning issued. If the improvement required is not forthcoming within the agreed timescale or further misdemeanours committed, a further meeting will be convened and a second verbal warning will be issued, recoded again in the learners file using the form outlined in Appendix A. All stage 1 disciplinaries must be reported to the Skills and Training Services Senior Leadership Team within 24 hours.

Stage 2: In the case of any further unsatisfactory behaviour or if the required improvement is still not forthcoming, a further meeting will be convened, and a final written warning will be issued. The attendees will include the Skills and Training Services Apprenticeships or Adults Manager, Tutor/Coach, Learner and Employer (where appropriate). A copy of the final Written Warning form is attached as Appendix B. All stage 2 disciplinaries must be reported to the Skills and Training Services Senior Leadership Team within 24 hours.

Stage 3: If no improvement is forthcoming following the final warning within a specified timescale, the learner may be dismissed from the programme. Employers (where a learner is employed as an apprentice) will be informed via telephone or email communication when a first or second verbal warning is issued. They will be informed via written letter on issue of a final written warning. Warnings will remain on file but may be considered as spent if required improvements have been achieved and maintained for a suitable period of time. All stage 3 disciplinaries must first be reported to the Skills and Training Services Senior Leadership Team before they take place, for a decision to be made. This must be reported to the Senior Leadership Team via the Apprenticeships or Adults Manager.

Suspension: In some cases, it may be necessary to suspend learners from their programme due to the nature of the alleged incident until an investigation can take place.

Gross Misconduct: In cases of gross misconduct (this would include for example weapons, fighting, theft, substance abuse) we reserve the right to dismiss immediately without following the procedure stages outlined above. Responsibility for all decisions relative to suspensions or dismissals from the programme lie with the Skills and Training Services Senior Leadership Team and Skills Director.

Appeal: Learners have the right of appeal for disciplinary outcomes. This must follow the principles outlined within the Complaints and Appeals Policy.

Induction Periods: Where a learner is completing an induction period of their learning programme, Skills and Training Services reserves the right to end their programme of learning without following procedures outlined above; if the individual has failed to demonstrate suitability for continued programme learning, for example through poor behaviour, lack of engagement or lack of respect for peers.

Appendix A - Verbal Warning

Record of Verbal Warning

Name		Date	
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Warning Procedure

Please be aware that the warning procedure is as follows:

- 1) First Verbal Warning
- 2) Second Verbal Warning
- 3) Final Written Warning
- 4) Managed Suspension
- 5) Dismissal

In the event of gross misconduct, the above procedure does not apply. Skills and Training Services reserve the right to instantly suspend and ultimately dismiss learner who contravene the Behaviours, Disciplinary and Expectations Policy.

Warning Issued

You have been issued with an official warning as detailed below:

Warning Issued

	First Verbal Warning
	Second Verbal Warning
Reason for Warning	
	Inadequate Attendance
	Inadequate Timekeeping
	Unacceptable Behaviour
	Unacceptable Attitude
	Other (specify):

Warnings are entered on your personal file and can lead to a final written warning. If there is no improvement, the next step will be managed suspension of your training.

Staff Signature	
Print Name	

Learner Declaration

'I understand this warning and that I must improve with immediate effect to continue and progress with Skills and Training Services'.

Learner Signature	
Print Name	

Appendix B - Written/Final Warning

Final Written Warning

Name		Date	
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Warning Procedure

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- 2) Second Verbal Warning
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- 5) Dismissal

In the event of gross misconduct, the above procedure does not apply. Skills and Training Services reserve the right to instantly suspend and ultimately dismiss learner who contravene the Behaviours, Disciplinary and Expectations Policy.

Warning Issued

You have been issued with an official warning as detailed below:

Warning Issued

	Written Warning
	Gross Misconduct

Reason for Warning

	Inadequate Attendance
	Inadequate Timekeeping
	Unacceptable Behaviour
	Unacceptable Attitude
	Other (specify):

Date of incident/s:	
Summary of incident/s:	
Corrective Actions Required:	

Warnings are entered on your personal file and can lead to a final written warning. If there is no improvement, the next step will be managed suspension of your training.

Staff Signature	
Print Name	

Learner Declaration

'I understand this warning and that I must improve with immediate effect to continue and progress with Skills and Training Services'.

Learner Signature	
Print Name	