

## P218 CAFRE Learner Agreement

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	CAFRE Quality Manual Index (Tick as appropriate)	CAFRE Website (Tick as appropriate)
<b>Document Available</b>	√	√

**This document can also be produced in alternative formats upon request.**

## P218 CAFRE Learner Agreement

### Version History

Version	Description of Changes	Date
2	<ul style="list-style-type: none"> <li>• Updates in terminology</li> <li>• Changes to Learner Agreement</li> <li>• Inclusion of Code of Conduct</li> <li>• Uploaded onto CAFRE policy template</li> </ul>	July 2023
3	<ul style="list-style-type: none"> <li>• Updates in terminology</li> <li>• Revision of codes of misconduct</li> <li>• Transfer of appendices into associated procedures D218.1 / D218.2 / D218.3</li> </ul>	May 2024

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## 1. Introduction

CAFRE has a duty of care to all of its learners and seeks to ensure that all learners experience an inclusive, enjoyable, and safe environment, in which they feel respected and valued. CAFRE is also committed to ensuring that any learners who are under the age of 18 receive the same quality of experience as those learners aged over 18, whilst also meeting the additional legal requirements that apply to this age group.

The purpose of this policy is to underpin the creation of a college community, in which learners can enjoy their learning experience, and reach their full potential both academically and socially. This includes the ability to study, live and thrive in a safe, respectful college community. It is supported by a set of procedures which aim to encourage and develop positive learner behaviour. The Learner Disciplinary Policy (P219) outlines the steps which we will take where a learner is not being respectful, acts in a way that is damaging to the college community or when behaviour expectations are not met.

## 2. Scope

This policy and associated procedures apply to all learners enrolled at CAFRE.

This includes all activities of learners wherever they may take place, for example, when they are on/off College campuses, on a placement or in their place of employment.

In some instances, this policy may be superseded by policies from the relevant Awarding Organisations, Higher Educational Institutions, Public, Statutory and Regulatory Bodies.

## 3. Objectives

As far as is reasonably practicable, the college will:

- a. Protect the right of learners to act in a fair manner providing equal opportunity to all and complying with appropriate legislation.
- b. Ensure that members of the college community can work or study within a safe and secure environment.
- c. Promote positive behaviour and encourage learners to become active members of the college community and wider society.
- d. Encourage and promote a focus on learning and personal progress for learners.
- e. Provide a secure and safe physical environment for learners and staff.
- f. Take appropriate action when learners do not meet college expectations, which can include early intervention warnings; provision of support for learners appropriate to their needs; identification of opportunities for improvement; and disciplinary sanctions according to the circumstances.
- g. Maintain contact with parents, carers, social workers and employers, **where appropriate to the age of the learner and/or circumstances**, to ensure that learners are appropriately

supported. Learners who are under 18 are expected to assume an adult level of responsibility, a key part of personal development.

## 4. Learner Charter

### 4.1 CAFRE Commitment

- To providing an environment that supports and develops learners through high quality teaching and learning thus promoting a positive learner experience.
- To promoting an active learning community in which learners have the opportunity to develop as an independent learner.
- To respecting the rights of both learners and staff, treating all with dignity; including having policies and procedures in places which will work towards equality, diversity and prevent discrimination.
- To being professional in our dealings with learners including setting out the standards of service learners can expect; to providing learners with fair and efficient complaints, appeals and disciplinary procedures.
- To providing well-designed, relevant, and quality-assured courses, which optimise learner choice as far as is reasonably possible and to enable learners to develop academic knowledge and applied skills.
- To delivering the programme that learners have been accepted onto as described and inform learners of any substantial changes to the programme structure in terms of content, delivery or assessment.
- To having all submitted coursework, assignments and examination scripts marked, moderated as appropriate, and made available with feedback to learners in accordance with the Awarding Organisations/Validating University's timescales and policies relevant to the programme of study.
- To providing an appropriate learning environment with a range of study areas and access to resources and support, both on campus and online.
- To communicating with learners as efficiently as possible through a variety of channels.
- To providing learners with timely and accurate information about the fees they are liable to pay and relevant academic administrative processes such as registration and assessment.
- To providing learners with a wide range of learner and academic support services designed to promote well-being and enhance progress.
- To creating opportunities for learners to feedback and comment on their CAFRE experience and become involved in CAFRE's decision-making processes at various levels as far as is reasonably possible.
- To protect information learners supply, in compliance with the requirements of the General Data Protection Regulation (GDPR), the Data Protection Act 2018, the Freedom of Information Act 2000 or any other statutory obligations; including explaining to learners why we need to collect information.

## 4.2 Learner Commitment

- To comply with all CAFRE policies and procedures. A breach of these could result in disciplinary action.
- To fully engage with their educational experience and to take ownership of their own learning and development. This includes actively engaging in the process of learning and valuing the contributions of others such as their peers, staff or external experts.
- To study diligently and organise work effectively.
- To seek help if needed.
- To always endeavour to produce and submit quality assessment tasks/assignments by the required deadlines whilst observing adherence to the Plagiarism Policy (P305).
- To pay attention to and act on all assessment feedback given by lecturers.
- To attend all scheduled sessions punctually and follow Attendance Management (P213) procedures in relation to absences.
- To be compliant with Health and Safety requirements.
- To respect the rights, beliefs, and values of, and to treat with dignity regardless of their ability, background or cultural identity, all fellow learners and staff; to observe regulations, policies and procedures which support equality and diversity and to refrain from the use of inappropriate language. Learners must not act or behave in any manner which is or may be perceived to be discriminatory to others on the basis of religion, gender, political opinion, marital status, dependency, age, disability, ethnic origin or sexual orientation.
- To behave in a responsible manner, on and off campus and ensure that their actions do not have an adverse impact on CAFRE's reputation, its environment, neighbours, the local community or those who work or study at CAFRE.
- To respect other users of the learning environment and the learning environment itself.
- To pay all fees and charges, if applicable, when they are due.
- To engage positively with the Student Support Services as appropriate.
- To provide constructive feedback and comments on the quality of learning and the overall CAFRE experience. This may include contributing to CAFRE's decision making procedures, at various levels as far as is reasonably possible, for the benefit and advancement of all.
- To declare any relevant criminal convictions in line with Handling Declarations of Criminal Convictions Policy (P410).
- To provide CAFRE with accurate information when requested and keep their information updated particularly their contact details, nominated contact (D218.1) and medical details.

## 5. Learner Code of Conduct

CAFRE recognises the importance of creating a college environment which enables all learners to succeed in safe and friendly surroundings. It recognises that the wider college community deserve the same respect.

The Learner Code of Conduct (the 'Code') applies to all learners of the college from enrolment through to completion of their programme of study. The Code imposes mandatory standards of conduct in relation to all activities of a learner wherever they may take place (e.g. when they are on/off college campuses, on a placement or in their place of employment), where there is deemed to be a sufficient connection between the learner's activity and the wellbeing, interests or reputation of the college, its staff, other learners, or visitors.

Compliance of the Learner Code of Conduct is a condition of enrolment/continued enrolment.

### 5.1 Learners must:

- Read the Learner Code of Conduct during enrolment, or following any in-year update of the Code and adhere to the Code thereafter.
- Abide by the undertakings made in their registration process.
- Be respectful, polite and courteous to all staff, other learners and visitors.
- Respect differences in relation to gender, race, nationality, ethnic origin, disability, sexual orientation, religion, belief, age, political opinion, dependant status, marital status and class.
- Respect and take reasonable care in relation to the property of the college, its staff, other learners, or visitors.
- Always carry their CAFRE identification card whilst on college premises or on activities connected with the college.
- Familiarise themselves with and comply with all relevant policies and procedures.
- Maintain satisfactory standards of academic performance as set by their lecturer(s).
- Not use mobile technology in lectures/class/practical sessions without the permission of their lecturer(s)/instructor(s).
- Not take food or drink into classrooms or other prohibited areas.
- Not bring animals on to college premises, apart from approved assistance dogs.
- Not smoke or vape on college premises outside of the designated areas.
- Avoid causing a nuisance using mobile telephones, personal radios or music players (including in-car equipment).
- Drive courteously and carefully whilst on college premises, observing speed limits and refrain from using vehicles unnecessarily on college grounds.
- Avoid parking inappropriately including parking in spaces designated for disabled persons or reserved for other persons.
- Avoid any anti-social behaviour on campus, and in the neighbourhood of the college (enroute to or from).

## 5.2 Misconduct

Any breach of the Code may trigger disciplinary action. The mechanism for dealing with alleged breaches of the Code are set out in Learner Disciplinary Policy (P219). Learners are advised that some breaches of the Code may result in suspension or expulsion from the college and/or in the involvement of the police.

The following is a **non-exhaustive list of examples** of misconduct which would constitute a breach of the Learner Charter and Code of Conduct which may lead to disciplinary measures.

### 5.2.1 Abusive Misconduct

- Behaving in a violent, indecent, disorderly, threatening, anti-social or offensive manner, or using offensive language.
- Any action or omission likely to cause injury or impairing the health and safety of the premises, people, or resources.
- Behaving in a manner amounting to, or likely to amount to, bullying or harassment, including the inappropriate use of communication platforms.
- Behaving in a manner amounting to, or likely to amount to, differential treatment or discrimination on grounds of race, nationality, ethnic or national origin, colour, religion or belief, gender, marital status, sexual orientation, gender reassignment, disability, political opinion, age or any other improper criterion.
- Conduct which constitutes a criminal offence where that conduct:
  - a. Took place on or off college premises or
  - b. Affected or concerned other members of the college community.

### 5.2.2 Behavioural Misconduct

- Unwanted physical contact.
- Smoking or vaping outside of the designated areas in the college.
- Possession, use, consumption, sharing or distribution of legal or illegal substances, including the distribution, use or possession of prescription medications contrary to a valid prescription.
- Being in possession, within the precincts of the college or whilst taking part in any college activity, of any 'weapon', defined as being 'any article made or adapted for use to cause injury to the person, or intended by the person having it with him for such use'.
- The learner is under 18 and is found to or suspected to have:
  - a. Possessed or consumed alcohol on campus.
  - b. Arrived/returned to campus under the influence of alcohol.
  - c. Consumed alcohol on a college trips or study tour.
- The possession, supply or under the influence of illegal drugs or prescription drugs which are not prescribed to you.



- Gambling on college premises.
- Disposing of litter inappropriately.
- Off campus anti-social behaviour or criminal behaviour which causes reputational damage to the college.
- Lewd, indecent, or obscene conduct, including nudity or sexually explicit behaviour, that would reasonably be offensive to others.

### **5.2.3 Disorderly Misconduct**

- Causing intentional or reckless damage to, or defacement, misappropriation or unauthorised entry, use or misuse of, any property or equipment belonging to the college, staff, learners or visitors.
- Obstructing, frustrating or disrupting any lecture, class, practical or other instruction, any laboratory work, any examinations, any meeting, or other function (including social or sporting activities) authorised to take place within the college premises or elsewhere.

### **5.2.4 Fraudulent Misconduct**

- Failure to adhere to the Handling Declarations of Criminal Convictions policy (P410).
- Stealing or otherwise obtaining any advantage by deception.
- Altering, falsifying or otherwise misrepresenting documents relating to any member of college staff, other learner or visitor.

### **5.2.5 General Misconduct**

- Infringing any policies of the college, whether contained within the Code or otherwise.
- Failing to comply with any sanction previously imposed for a breach of the Code.
- Dishonest collaborations/mistruths.
- Aiding, abetting, counselling or procuring, or inciting/conspiring with others to commit, any breach of the Code.
- Failing to comply with the reasonable instruction of any member of staff at the college.
- Failure to disclose a name and other relevant details to staff in circumstances when it is reasonable to require that such information be given.
- Failing to show an CAFRE identification card to staff upon reasonable request in circumstances when it is reasonable to require that such information be given.
- Making false, frivolous, malicious, mischievous, or vexatious complaints.

### **5.2.6 Health and Safety Misconduct**

- Interfering with any mechanical, electrical, or other property, services, or installations within the college.
- Tampering with, or unapproved activation of, any safety equipment and/or warning system; setting or causing a fire; engaging in dangerous activity.

- Operating a vehicle or machinery or using tools whilst under the influence of drugs/alcohol.

### **5.2.7 IT, and Internet Misconduct**

- Unauthorised access to or use of a computer, computer system, network, software or data.
- Using the college's computing resources for prohibited activities.
- Breach of the college's IT acceptable use statement.
- Use of college facilities to create, display, produce, store, circulate or transmit any material which may be deemed offensive.

### **5.2.8 Social Media Misconduct**

- Making any statement, publishing or broadcasting any information or opinion (including expressing orally, in writing, via images/sign or by any other visible representation, including electronically) which is prejudicial, threatening or intimidating, abusive, insulting, defamatory, or offensive, or which constitutes harassment or makes others fear violence.
- Commenting on, creating, storing, or distributing photographic, video or audio recordings of members of staff, other learners, or visitors of the college without their permission or taken in a location in which that person has a reasonable expectation of privacy.
- Sharing of CAFRE related photographs, comments and videos which include offensive comments about the college itself, or about staff, fellow learners and/or other stakeholders.

### **5.2.9 Safeguarding Misconduct**

- Failure to adhere to the Safeguarding policy and associated procedures.
- Engaged in abusive or behavioural misconduct impacting children, young people, adults at risk of harm or adults in need of protection.
- An alleged criminal offence under PSNI Investigation.
- When a learner is found in an area of the campus where their access is restricted or prohibited.
- When a learner knowingly brings another learner or visitor into an area of the campus where their access is restricted or prohibited.
- Where a learner creates an intimidating, hostile, degrading, humiliating or offensive environment (either in-person or online) including that of a sexual nature and/or when a person is unable to provide consent or whose consent is coerced or obtained in a fraudulent manner.
- Sharing private and personal explicit images or video footage of a learner without their consent.

## 6. Under 18 Learners

Under 18 learners must have a consent form (D218.3) signed by a parent, guardian or carer. This must be completed at registration. This consent form provides a statement of agreement by a parent, guardian or carer, which permits a learner to participate in all activities that a learner is likely to engage in as part of their programme. It also highlights that CAFRE may have to act on behalf of a learner in certain circumstances, such as authorising emergency medical treatment.

*Note that **CAFRE does not act 'in loco parentis'** and the permission of a parent, guardian or carer of under 18s must be sought where a learner may wish to make certain decisions, for example, entering into specific contracts or making a complaint. The permission of a parent, guardian or carer may also be sought in the event of illness, accident, or disciplinary matters.*

Under 18 residential learners must inform staff when they leave campus and return to campus. All under 18 learners staying in our residential accommodation **must** be back on campus before 11.00pm. A late pass enabling learners to return after 11.00pm will only be issued with parental consent and at the discretion of Residential Support Staff. Late passes will be restricted to one per week and learners should note that late pass privileges can be revoked at any time.

## 7. Contact with Parents, Guardians and Carers

The college welcomes all means of support for our learners. However, the college must also comply with General Data Protection Regulation (GDPR), and the Data Protection Act 2018 which regulates how the college process personal data, including any disclosures about our learners. This applies to all learner information, even if they are under the age of 18.

**The college is unable to discuss learner information with anyone unless the learner has provided this consent on their nominated contact details form (D218.1) or where an individual has legal responsibility for a vulnerable adult.** During enrolment, learners are given the opportunity to provide this consent and the name of the person to whom we can discuss their information with.

**Where we have concerns about the life, health, and welfare of the learner the college will contact the person identified as the 'Nominated Contact' (D218.1) on the learner's record.**

The college encourages parents, guardians and carers to communicate with the College if they have a concern about their young person, and the college will assist where possible within the learner's consent. However, the college may on occasions choose not to communicate with a parents/guardians/carers where it is deemed not to be in the best interests of the learner.

For many learners, their parents, guardians or carers play a big part in ensuring that the young person assumes responsibility for their behaviour in college. Where appropriate, the college will ask parents and guardians to work with the college to support their young person's learning. This includes informing the college of any special education needs or personal factors that may result in their young person displaying unexpected behaviour.

The college will promote positive behaviour within the curriculum and provide regular reminders and reinforcement of college rules and expected standards of behaviour. In conjunction with behaviour boundaries and sanctions, a good support system is an important part in building a positive learning community.

## 8. Confirmation of Learner Agreement

**Learners who accept a place on a CAFRE course must agree to the following:**

- To sign a confirmation of the Learner Agreement (D218.2).
- To follow the principles set out in the Learner Charter (Section 3), Code of Conduct (Section 4) and adhere to all CAFRE's Policies and Procedures.
- To be law abiding in relation to matters such as purchasing alcohol or drugs, giving consent, etc. Failure to do so may result in legal and/or disciplinary action and may result in suspension or dismissal. In the case of Veterinary Nursing this may result in being unable to continue with licence to practise qualifications.
- To permit CAFRE to hold details of their nominated contact details (D218.1). It is essential that learners provide such details and it is their responsibility to inform the college of any changes to these details to ensure that the college can contact the appropriate person, when necessary.
- Agree that a record will be kept by the Student Support Officer or the Student Services Team in relation to any support given or disciplinary incidents and their outcomes.
- Acknowledge that it is not legally possible to offer full confidentiality, as certain disclosures must be reported because of age. However, all learners have rights under the General Data Protection Regulation (GDPR), the Data Protection Act 2018, the Freedom of Information Act 2000.
- To pay all academic fees were applicable in accordance with Tuition and Resit Fees (P308 or P310) and were appropriate, accommodation fees in accordance with the Accommodation License Agreement. Failure to settle any outstanding debt will result in the debt being actively pursued which can ultimately lead to court proceedings to recover the debt.