

## College Users Code of Conduct (including Parents, Carers, Next of Kin and Visitors)

### Introduction

Truro and Penwith College is fortunate to have supportive college users, who recognise that educating our learners is a process that involves a partnership between all involved with a learner. As a partnership those involved will understand the importance of a good working relationship to equip learners with the necessary skills for adulthood.

At Truro and Penwith College we believe it is important to:

- Work in partnership with college users to support young people's learning.
- Create a safe, respectful and inclusive environment for learners, staff and their next of kins.
- Always model appropriate behaviour for learners.

To help the college achieve the above, we set clear expectations and guidelines on behaviour. This includes staff (through the staff code of conduct) and learners (student code of conduct).

This code of conduct aims to help all the college users work together by setting guidelines of appropriate behaviour.

We use the term next of kin to refer to:

- Anyone with parental responsibility for a learner.
- Anyone caring for a learner (such as grandparents or other relatives).
- A trusted adult over the age of 18 nominated by the student (who may be in independent living, and they use as an emergency contact or support network).
- Social Worker/Local Authority with parental responsibility.

### Our expectations:

We expect college users to:

- Respect the ethos, vision, and values of Truro and Penwith College.
- Work together with staff in the best interests of our learners.
- Treat all members of Truro and Penwith College with respect.
- Seek a peaceful resolution to any issues.
- Request appointments to discuss concerns before arriving on the college campus.
- Contact our safeguarding team – 01872 305712, for safeguarding matters.

- Be considerate of staff schedules and allow 72 hours for a response to contact, including emails and calls.

### **Behaviour that will not be tolerated**

The following behaviour will not be tolerated at Truro and Penwith College:

- Disrupting, or threatening to disrupt, college operations (including events on the college grounds).
- Swearing or using offensive language.
- Any aggressive behaviour (including verbal, physical or written) towards staff members or other learners.
- Threatening or intimidating staff members or other learners.
- Abusive contact to staff members or other learners, this includes but is not limited to text, email, phone call and social media.
- Posting defamatory, offensive or derogatory comments about the college, its staff or other learners on social media platforms.
- Making defamatory, offensive or derogatory comments about the college, its staff or other learners.
- Harassment or bullying of staff members or other students on campus.
- Repeated calls, emails to staff without allowing appropriate time to respond.
- Use of physical force against staff members and other learners.
- Consumption of alcohol on college premises.
- Possessing or taking drugs on college premises.
- Repeated visits to college or roaming college grounds without reporting to main reception and following visitor sign in procedures. Next of kin should make advance appointments unless in an emergency.

### **Breaching the code of conduct**

If the college suspects or becomes aware that a college user has breached the code of conduct, the college will gather information from those involved and speak to the relevant persons about the incident.

Depending on the nature of the incident, the college may:

- Advise the person of the formal college complaints procedure (see separate policy)
- Invite the person into the college to meet with a member of the Senior Management Team or Principal.
- Send a warning letter.
- Contact the appropriate authorities (in cases of criminal behaviour or safeguarding concerns for learners).
- Seek legal advice regarding further action (in cases of conduct that may be libellous or slanderous).
- Limit communications to written communications and cease in person meetings/calls.



- Ban the person from college premises.

Truro and Penwith College is committed to responding to incidents in a proportionate way. The final decision for how to respond to breaches of the code of conduct rests with the Principal.