

There is a Welsh version of this document available.

Learner Relationship Management (Citizenship and Conduct) Policy

Scope and Purpose of Policy

This policy is underpinned by the College vision – Inspirational, Inclusive and Influential and will support the College to work towards our key drivers of Quality, Efficiency and Growth. The policy will incorporate the following principles:

- Those who access Cardiff and Vale College must be **free from discrimination**.
- Learners will be supported to **enable** them to achieve their **potential** while at College, in an environment which removes or minimises disadvantage, takes steps to meet their needs and which encourages participation.
- We will support learners to develop the skills they need to **progress** successfully through their lives.

The purpose of this policy is to:

- Ensure a fair and consistent framework where positive behaviour is encouraged and recognised and in which disciplinary issues can be resolved within a supportive environment.
- Encourage a whole College approach to issues relating to behaviour management and the promotion of positive working relationships between all staff and students.
- Provide clarity regarding behaviours expected of learners and staff.
- Determine the principles and procedures which will apply in the event of a learner of the College being considered to behave in an unacceptable manner or, if they fail to sustain a satisfactory academic record.
- Determine procedures and guidance and support to all staff when dealing with issues relating to behaviour management or poor academic progress.

This policy applies to all students on learning programmes regardless of mode or location of study.

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This policy applies to all staff, whether an academic or business role within the college.
This policy applies to all partners and franchise organisations.
This policy applies to visitors to college.

Policy Statements

The College is committed to:

- Developing procedures to outline how the requirements of the policy will be carried out in practice and which will fully meet associated legislation and guidance.
- Outlining roles and responsibilities as part of the linked procedures.
- Training all staff fully in the linked procedures and the underpinning legislation and guidance; this training will be at an appropriate level for their role.
- Informing all those affected by this policy and the linked procedures of their content along with implications for them; this will include partners and franchise organisations.
- Providing the necessary resources to enable the linked procedures to be achieved efficiently and effectively.
- Recording and monitoring data associated with this policy and its procedures, paying particular reference to any external requirements such as legislation, guidance etc.
- Reviewing the above data to consider the effectiveness of this policy and its procedures to support continuous improvement.

We will ensure that learners on all levels and types of provision are clearly signposted to any external organisation or body which oversees provision, standards, expectations or redress such as an awarding body, the QAA or the Office for Independent Adjudicators for HE (this list is not exhaustive).

Responsibilities

The Governing Body will be responsible for ensuring that:

- The Policy is reviewed on a regular basis (as per the policy terms of review) and appropriate advice is given on content.

Executive and Senior Leadership Team will be responsible for:

- Have overall responsibility for ensuring that arrangements for behaviour support and management are effective across the college. They are responsible for developing effective governance arrangements and ensuring that relevant policies are in place across the college.

All staff are expected to:

- Ensure that this policy and accompanying procedures are effectively implemented across the Group.
- Ensure that systems are in place to keep detailed, accurate and secure records of concerns and referrals using case recording mechanisms. (OnTrack)
- Undertake appropriate training and knowledge updates.
- Work in a collaborative approach to ensure that behaviour across the college is consistent and robust.
- Read and understand the LRM policy and procedure and understand the recording procedures for their respective organisation within the Group.
- Be aware of potential signs and symptoms of abuse.
- Understand that behaviour is everyone's responsibility.

All learners are expected to:

- Attend induction and tutorial/review sessions to ensure they are aware of the policy and the issues it raises.
- Behave in a way that supports the Policy, including raising any concerns with teaching or support staff to enable them to access the support they need.

Legislation and Guidance

None

Equality and Diversity Statement

In accordance with College procedures, an Equality Impact Assessment (EIA) will be undertaken on this policy.

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Welsh Language Standards

This policy provides opportunities for persons to use either the Welsh or English language. The duties which come from the Standards mean that organisations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language i.e. making it easier for people to use in their day-to-day life.

Health and Safety Implications

None associated with this policy.

Linked Procedures

- Learner Relationship Management
- Bullying and Harassment
- Complaints and Compliments
- Fit to Study
- Substance Misuse
- Health and Safety
- Equality and Diversity
- Safeguarding

Location and Access to the Policy

This is available from the website and may be out of date if printed.

Date approved:	01/06/2012
Approved by:	Main Board
Next Review date:	07/09/2024

Responsible Manager:	Assistant Principal, Learner Journey
Executive Lead:	: Vice Principal, Learner Journey & Quality
Accessible to Students:	: Yes

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