

ETB TRAINING CENTRE Policy on Learner Code of Conduct Infringement Process

The ETB Training Centre will maintain a safe and productive learning environment for all learners on all courses. Where an infringement of the Learner Code of Conduct occurs the following process will apply:

Stage 1 - Verbal warning

For minor infringements, the Instructor¹ will give a verbal warning to the Learner which the Instructor will record on the ETB Training Centre Learner Code of Conduct Infringement Report Form. This should be signed by both the Instructor and the Learner. The Learner should be offered a copy of the recorded warning, which should outline the issue and the expected improvement.

Stage 2 – First Written Warning

For continuous infringements or serious issues, the Instructor² may proceed to Stage 2 and will issue the first written warning to the Learner, using the ETB Training Centre Learner Code of Conduct Infringement Report Form. This will be signed by both the Instructor and the Learner with a copy of this form being sent to the ETB Training Centre Assistant Manager³ and the STB Advisor (where appropriate). A copy will be given to the Learner or where appropriate a formal letter should be sent to the Learner outlining the performance deficiency and the required corrective action.

Stage 3 – Second Written Warning

For continuous infringements or serious issues, the Instructor and the ETB Training Centre Assistant Manager may proceed to Stage 3 and will issue the second written warning to the Learner, using the ETB Training Centre Learner Code of Conduct Infringement Report Form. This will be signed by both the Instructor and the Learner with a copy of this form being sent to the ETB Training Centre Assistant Manager, the STB Advisor and the employer (where appropriate). A copy will be given to the Learner or where appropriate a formal letter should be sent to the Learner outlining the performance deficiency and the required corrective action.

Stage 4 – Termination

Learners who have failed to address performance issues outlined in previous warning(s), or where an action warrants termination, will have their case referred by the Instructor and the ETB Training Centre Assistant Manager to the relevant Officer / Manager who will, based on the severity of case, determine what action to take, up to and including termination from the course. The STB Advisor will also be informed.

¹ The term Instructor also refers to trainer or tutor.

² Where the course is delivered on behalf of the ETB Training Centre through a Second Provider or Contracted Training arrangement, the Instructor will also notify the Second Provider or Contracted Training Manager, who liaises/co-ordinates with the ETB Training Centre in this regard.

³ In the case where there is no Assistant Manager for the programme the Form or referral is sent to the relevant Officer / Manager with responsibility for the programme.

Completed and signed copy of [the ETB Training Centre](#) Learner Code of Conduct Infringement Report Form is forwarded to the [relevant Officer / Manager](#) and copied to the employer, where appropriate.

Appeal Process

Learners will be afforded the opportunity to appeal any action taken at any stage of the process to the next management level in [the ETB Training Centre](#).

