LSVN Learner Behaviour Policy

Last updated	08.09.2026

Definitions

LSVN	means Lynwood School of Veterinary Nursing.
Responsible Persons	means Heads of School

Lynwood School of Veterinary Nursing (LSVN) vision is:

Our Intent

- To deliver an individualised and ambitious curriculum that builds the knowledge, skills, and behaviours required for learners to achieve their professional and personal aspirations.
- To provide consistently high-quality training that stretches, challenges, and engages learners throughout their apprenticeship journey.
- To offer robust guidance and tailored support that enables learners to develop essential skills for life and employment.

Implementation

We will:

- Deliver a comprehensive and ambitious curriculum led by subject-specialist tutors, with integrated English and maths to meet the needs of learners and employers.
- Develop individualised learning plans and support structures that recognise prior learning and respond to each learner's unique profile.
- Work collaboratively with employers to map off-the-job training effectively to the curriculum.
- Monitor progress through structured tripartite reviews, ensuring alignment between learners, employers, and the training team.
- Sustain a professional, safe, and respectful environment in which civility is modelled, and the voices of learners, employers, and staff are actively valued.

The Impact

- Inspirational and high-quality teaching, training, learning, and assessment.
- A safe and supportive environment that enables learners to develop confidently and successfully.

- Transparent accountability to stakeholders through timely, accurate reporting and continuous performance improvement.
- A learner- and employer-focused approach that drives all strategic decision-making.
- A culture of high expectations, ambition, and professional excellence for learners and staff**.**
- A responsive organisation that listens to and acts on feedback from learners, employers, and staff.
- A sustained commitment to equality, diversity, and inclusion across all aspects of the organisation.
- Employers equipped with capable, qualified employees who enhance and add value to their business.
- Putting the learner, apprentice, and employer first
- Promoting high expectations and ambitions for learners, apprentices, and staff
- Listening to learners, employers, and staff and responding to feedback
- Ensuring the achievement of equality, of opportunity and diversity throughout the organisation
- Employers gain qualified employees to support their business.

Purpose:

The staff at Lynwood School of Veterinary Nursing (LSVN) wants its learners to enjoy their experience at college and be able to maximise their potential through their individual learning journey.

We expect all learners to demonstrate a professional and mature approach to their peers, the college team and colleagues in the workplace. You should respect the opinions and rights of others at all times.

LSVN embraces diversity and believes that every individual has the right to work and study in an environment which is free from discrimination and that promotes a highly effective learning environment.

In order to promote this ethos, the college conveys its values of Respect • Teamwork • Commitment • Integrity below:

- A spirit of co-operation and understanding between all learners and staff based on mutual respect, teamwork, and trust.
- An environment that is built on tolerance and openness within high professional standards.
- A commitment to dealing with oppressive behaviour, harassment or bullying.
- A culture where diversity is celebrated, and all learners and staff are valued equally.
- An environment of equality of opportunity that encourages an understanding and appreciation of the needs of others.
- All learners, staff and partners have responsibility to act with integrity which supports and promotes these values and vison.

General Principles

- Learners are expected to behave in a courteous and respectful manner to fellow learners, staff and members of the outside community.
- Learners are expected to observe all lawful regulations i.e. Health & Safety
- Learners are expected to adhere to speed limits whilst on Hampton Business Park premises.
- Learners are expected to follow directions relating to their attendance and studies as given by staff at the College.
- Learners should always show respect to and in the environment (classrooms, online sessions, equipment/facilities with care).
- Poor behaviour will not be tolerated, and the College's Disciplinary Procedure may be invoked.
- Any behaviour that constitutes a criminal offence will not be tolerated and will be reported to the relevant agency.
- Any behaviour that damages the good name of the LSVN or brings the LSVN into disrepute will not be tolerated and could result in removal from programme.
- Harassment and bullying can take a variety of different forms ranging from repeatedly ignoring a fellow learner or subjecting them to unwelcome attention, to intimidation, humiliation, ridicule, or offence.
- More extreme forms of harassment and bullying include physical threats or violence. Harassment and bullying may consist of a single incident or a series of incidents. Harassment and bullying behaviour may not always be intentional, but is always unacceptable, whether intentional or not. Differences in individuals' attitude, background or culture can mean what is perceived as harassment by one individual may not seem so to another.
- Every individual has a responsibility to behave in a way that is not offensive or likely to cause injury or offence to others.
- Every individual has a responsibility to acknowledge that the views and opinions held by others may not always coincide with their own; such differences are unlikely to constitute harassment however the failure to acknowledge them could.
- Each individual has a responsibility to behave professionally and responsibly when offline and online and to ensure that they do not contravene any internet or social media policy set out by the College, awarding body or professional body.

Expectations of learners:

- To arrive on time and ready for lectures (On site and online), tutorials and meetings with college staff. All learners are requested to arrive by 9.15 am in preparation for teaching starting at 9.30am (this applies to remote sessions as well). If a teaching session does not start until 10am, you will be required to attend no later than 9.30am.

- If you arrive later than 9.35 you will be marked late, and your employer and apprenticeship manager (if applicable) will be informed of your lateness via email. If you have 3 episodes of lateness, a meeting will be called with your employer and apprenticeship manager (if applicable) and a verbal warning may be given. Any further lateness will result in further communication and meetings with you, your employer and apprenticeship manager (if applicable) and a verbal / written warning. Please refer to the academic code in your student handbook.

- Extenuating circumstances for reasons out of your control will still be treated as above but consideration will be given to each circumstance at the discretion of the Heads of School. Extenuating circumstances are classed as - unexpected, unavoidable, and outside of your control.

- Extenuating Circumstances accepted by LSVN included but are not limited to are:

  a) Road Traffic accidents or delay from an RTA
  b) Family emergency or serious illness
  c) Bereavement
  d) Victim of crime
  e) Emergency with family pet
  f) Childcare emergency

  Please note, lateness due to roadworks is not considered extenuating circumstances.

- If you are late, you will also be required to "catch up" on this teaching by writing a self-directed reflective account of what you have learnt from the teaching materials available on your learning journal. **If you do not complete the reflective account, you may be asked to repeat the teaching which will delay your progression, and we are not able to sign off your record of training until this is completed and this will affect your progression to Gateway to completion and End Point Assessment.** Please note, this is the learner's responsibility to complete and LSVN will not be sending reminders.

- Learners attending mandatory online sessions should have their camera and microphone turned on for the duration of the lesson and be visible for the duration of the teaching

- Not to use mobile telephones for accessing social media, messaging, calls or any activities unrelated to the lecture.

- Not to use other electronic devices for purposes other than that outlined by the Tutor.

- To engage fully in the session and participate in all planned activities included within the lesson.
- Not to be disruptive, including talking to other learners during lectures, planned activities and tutorials unless as part of a discussion/activity instigated by the Tutor.
- Not to eat during lectures.
- To refrain from using offensive language at all times when in the College environment or representing the College in person or via remote sessions, taking into consideration other people in the environment.
- Comply with all College policies.

Consequences and possible actions

Learners, whose behaviour is considered inappropriate, may be asked to leave the planned activity/lesson and this incident will be reported to the Quality Manager and Heads of School.

Depending on the circumstances of the incident(s), action may be taken against the individual under the College's Learner Disciplinary Procedure / Academic Code.

Under no circumstances should any learner be under the influence of a substance, alcohol, chemical or non-prescribed drug whilst at College or attending online lessons.

Learners are expected to abide by relevant Code of Professional Conduct

No derogatory comments are to be made about any learner, LSVN staff member or professional colleague, including on social networking sites.

Policies and Documents Associated with this Policy

- LSVN Student Course Handbook and Handbook Declaration
- LSVN Academic Code
- LSVN Academic Code Flowchart
- LSVN Code of Conduct for Learners
- LSVN Complaints and Appeals Policy
- LSVN Equality & Diversity Policy
- LSVN Fitness to Practise Policy
- LSVN Fitness to Study Policy
- LSVN Health & Safety Policy

- LSVN Learner Harassment & Bullying Policy
- LSVN Monitoring and Management of Learner Absence
- LSVN Monitoring Performance Policy
- LSVN Plagiarism Policy
- LSVN Quality Strategy
- LSVN Remote Learning Policy
- LSVN Student Disciplinary Code
- LSVN Social Networking Policy
- LSVN Substance Misuse Policy

This policy will be reviewed annually.

Reviewed/Updated Date	Initials	Job Role
September 2021 (Review)	LT	Quality Manager
09.03.2023 (Review)	ET	Quality and Data Manager
05.02.2023 (Review)	ET	Quality Manager
28.08.2024 (Review)	ET	Quality Manager
06.11.2024 (Review)	ET	Quality Manager
01.08.2025 (Review)	ET	Quality Manager
17.09.2025 (Review)	ET	Quality Manager
08.09.2026 (Review)	ET	Quality Manager

Heads of School Name	Heads of School Signature
Name: Val Belbin Date: 06/11/26	*V a Belbin*