

## Student Code of Conduct

The Lean Hub must ensure that any person engaged in training is provided a learning environment that is safe for their mental and physical health and wellbeing. As a learner with us, you are expected to help maintain this environment through your own conduct.

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### Students are expected to:

- Treat people in a respectful and equitable manner
- Be fully aware and compliant with the Health & Safety regulations for their organization or any off-site premises used for training
- Provide information to the Lean Hub that is accurate and not misleading
- Behave in a manner that does not bring The Lean Hub or their own organization into disrepute
- Respect the rights and property of others while in training
- Ensure their own health and safety and that of those around them
- Seek to engage positively with the The Lean Hub and their learning cohort
- Actively contribute to their learning by attending facilitated sessions where appropriate, meeting their obligations and course requirements

### Students can expect The Lean Hub to:

- Treat people in a respectful and equitable manner
  - Provide a high quality learning environment, facilities and services
  - Have policies and regulations that are accessible
  - Manage personal information appropriately
  - Take grievances and breaches of discipline seriously and equitably, and follow a clear and transparent process
  - Provide students with timely, regular and constructive feedback on their academic progress
  - Ensure reasonable access to services that support student learning and their wellbeing
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If you are in breach of any of the student expectations relayed above, we will:

- a. At first instance, facilitator will provide a verbal warning and reference to the student code of conduct.
- b. At second instance, facilitator will provide a written warning to you and your organisation that one more occurrence may result in being removed from the learning environment.
- c. At third instance, ask you to leave the learning environment and send a written follow up through to the main point of contact for your organisation.
- d. Interview you to either resolve point of conflict and re-engage in learning or withdraw from the course if necessary.
- e. Communicate your withdrawal (if necessary) with clear reasoning provided to both you and the point of contact for your organisation.
- f. Provide contact details and process for further refutation directly with NZQA if you are unhappy with the outcome of this process.