
POLICY

CONDUCT POLICY

Owner:

Deputy Director of People

Document Control

Reference: HRCON01

Status: Operational

Classification: Confidential

Issue No.: 1.0

Issue Date: 24/08/2024

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1. Introduction

1.1 Scope

This Policy applies to all UK-based employees or workers under a contract of employment with Regent, whether full-time, part-time, permanent, fixed-term, zero-hours or working as a freelancer.

1.2 Purpose

This Policy is designed to provide guidance in respect of expected professional standards of conduct. The aim of this Policy is to ensure consistency and fair treatment for all and to ensure that we meet our professional and regulatory responsibilities to our students and each other ensuring everyone in the workplace is treated with dignity and respect.

Expected standards of conduct are essential for the smooth running of Regent so that everyone understands what is expected of them and operates safely, lawfully, with dignity and respect for all. Regent expects all staff to follow all rules, policies, codes of practice, guidance, practices and procedures at all times, as well as those of our partners, which may be applicable from time to time. This Conduct Policy is necessary to ensure that all employees maintain high standards of professionalism and those who breach the rules of conduct expected by Regent are treated reasonably, consistently, objectively and fairly in every case.

Breaches of the Policy may require action under the disciplinary policy and procedure and may be treated as misconduct or gross misconduct.

2. References

- 2.1 ACAS Code of Practice on Disciplinary & Grievance Procedures
- 2.2 Equal Opportunities Policy

3. What we expect from you

- 3.1. Comply with Regent rules, policies, guidance, practices and procedures at all times
- 3.2 Act professionally at all times, this includes but is not limited to:
 - a. Meet all deadlines for marking, submitting reports and any other work for which a

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deadline has been set. Where you are unable to meet a deadline, you must inform your line manager and other interested parties in a timely manner

- b. Respond to all meeting invitations, where a response is required
- c. Complete all mandatory requests for information
- d. Attend/complete all mandatory training and information sessions
- e. Uphold Regent values and culture and work with integrity at all times
- f. If you witness unprofessional behaviour address it appropriately; this can include where appropriate directly with the person concerned and /or their line manager, or raising it with your line manager
- g. If you carry out any type of work, paid or unpaid for any other organization or entity, this must be disclosed, and approval obtained from the Dean of Faculty using the appropriate pro-forma.

3.3 Carry out your job to the rules and standards expected of your role, including but not limited to:

- a. If required, ensure that you collect a minimum of 80% of student feedback for end of module feedback surveys
- b. Be ready to start classes at the scheduled time to ensure students receive an excellent high-quality education
- c. You attend all standardization and module meetings. Where your attendance is not reasonably possible due to teaching, annual leave or takes place on a non-working day you listen to all relevant recordings
- d. Ensure that your marking meets the required standard and if remedial action is required it is carried out carefully and aligned to the required marking standards
- e. Comply with the annual leave policy as set out in the employee handbook. Manage your annual leave to ensure you use your annual leave across the year to ensure you have regular breaks from work
- f. Use the out of office function on your emails to ensure that you leave a professional and informative message when you are not working or on annual leave
- g. Comply with all reasonable requests from your line manager

3.4 Behave appropriately at all times, and in line with the law, Regent Values & Culture, rules, guidance, practice, policies and procedures with colleagues, students, customers, and visitors to Regent, understanding the impact of your behaviour on others.

3.5 Maintain effective and professional work and study relationships with colleagues, students, clients, agents, suppliers and partners and treat all with dignity and respect; this includes but is not limited to:

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- a. Maintain courteous and professional communication, either in person, in writing or any other medium with students, work colleagues and visitors to Regent.
 - b. Not engage in a romantic or sexual relationship with any current students
 - c. Disclose to your line manager any personal relationship with a student
 - d. Disclose to your line manager personal relationship between Regent staff and freelance workers, clients, agents and suppliers or partners.
- 3.6 Clarify expectations, behaviours and rules with your line manager if you are unsure of your responsibilities.
- 3.7 Co-operate with any investigation and provide honest responses (i.e. Student Complaints, Grievances and Disciplinary)
- 3.8 Fully engage in any disciplinary hearing you are invited to.

4. What you can expect from Regent

- 4.1 To treat conduct matters fairly, consistently and reasonably across Regent.
- 4.2 To act promptly when potential conduct matters come to light.
- 4.3 To deal with minor breaches of conduct informally in the first instance, using resolution-based methods where appropriate.
- 4.4 Investigate the facts as they may be appropriate before taking action under the formal parts of the disciplinary procedure.
- 4.5 To advise you in writing at all stages of the formal procedure of the nature of the complaint and give you the opportunity to state your case and present any evidence, witnesses and mitigating factors before a decision is reached.
- 4.6 The right to be accompanied by a 'companion' (as defined by the ACAS Code of Practice) – a Regent work colleague or trade union representative – to any formal meetings, except the investigations and informal meetings.
- 4.7 For the meeting to be rearranged (on one occasion) if you or your companion cannot attend a disciplinary hearing for a reason that was not reasonably foreseeable at the time the meeting was arranged.
- 4.8 To have the right to appeal against disciplinary penalties awarded.
- 4.9 To be treated with courtesy and respect at all times throughout your case.
- 4.10 To be given reasonable notice of any disciplinary hearing, with hearings occurring at a reasonable time and location. All parties must take all reasonable steps to attend meetings punctually.

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- 4.11 To record all cases of disciplinary action taken under these procedures and to supply, on request, copies of any such records held that relate to you.

5. Line manager responsibilities

- 5.1 Set an example to all staff through their own conduct and behaviour
- 5.2 Reinforce clear standards for the conduct of all staff that they manage and provide appropriate and timely feedback to their staff in respect of their conduct
- 5.3 Manage the conduct of their staff, adhering to the Policy and procedures contained in this document and other Regent policies
- 5.4 Ensure that the Dean of Faculty is aware of breaches of conduct and seek guidance where appropriate
- 5.5 Maintain required records regarding the management of breaches of conduct
- 5.6 Raise and resolve issues related to conduct and behaviour promptly, not unreasonably delay meetings, decisions, or confirmation of those decisions, and use the informal resolution procedure where appropriate.
- 5.7 Ensure any necessary investigations are carried out, where appropriate, to establish the facts of the case
- 5.8 Inform employees of the basis of the problem/allegations identified and allow them to put their case in response before any decisions are made.
- 5.9 Seek and consider professional advice from The People Team as identified in this Policy and procedure (e.g. throughout a case)

6. The People Team have a responsibility to:

- 6.1 Advise and guide managers on the application of the Policy and the adherence to employment law.
- 6.2 Ensure consistency, reasonableness and fairness in the application of the Policy.
- 6.3 Ensure the provision of all necessary information and documentation in relation to the process.
- 6.4 Review the Policy on an ongoing basis to ensure that it meets Regent's strategic objectives and all legal and regulatory requirements.

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Breaches of this Conduct Policy fall into two categories:

- misconduct
- gross misconduct

For detailed information regarding the way in which breaches of conduct may be dealt with by Regent in respect employees see the detailed disciplinary policy.

Document Controls

Date	Author	Version
25/07/2024	Dean of Faculty	V 1.0
10/08/2024	Deputy Director of People	V 1.1

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