

# Code of Conduct for All

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The core values of the Cambridge Spanish Centre network are respect and common benefit. As such, we expect and seek to maintain tolerance, understanding and courtesy, and cannot accept any abusive or violent behaviour.

We always seek to maintain a pleasant and safe learning and working environment. This environment means that where a behavioural issue occurs on site or online, our students, clients, visitors and staff have a right to expect that it will be handled promptly and appropriately, and as such we reserve the right to refuse admission, to ask a client/student/visitor to leave the premises and/or to expel a student or revoke cultural membership without refund in the event of serious or repeated non-respect of this Code of Conduct. A system of warnings is in place; steps taken in the case of infringement of this code may include:

- Verbal warning from a teacher or another member of staff
- Verbal warning from the Course Director or the Director
- Written warning from the Course Director or the Director
- Student expelled / membership withdrawn / client or visitor refused admission or asked to leave the premises.

The following are the basic rules that apply to all clients, visitors, and members of staff:

1. Anti-social behaviour (such as being rude, aggressive, bullying, sexually suggestive or disruptive) will not be tolerated. This includes such behaviour when communicating with other members of the Cambridge Spanish Centre community off the premises at social events, on our student platform Oncord, on Zoom and via social media.
2. In line with the Cambridge Spanish Centre values of respect and common benefit, you must not discriminate against anyone because of their nationality, race, religion, gender, sexual orientation, age, disability, political beliefs, marital status, or parental status.
3. The teacher reserves the right to ask a student to leave the class / the online class if they display any behaviour that is threatening to anyone present or negatively affects the atmosphere of the class. In such cases, the student will automatically be referred to a member of the Management team of the Cambridge Spanish Centre and will need to attend a meeting before returning to the next class of the session.

4. If you are invited to a meeting with a member of the Management team at the Cambridge Spanish Centre due to a perceived or suspected contravention of the Code of Conduct, you must attend this meeting before you return to your next class. Meeting times will be arranged in good faith and scheduled to fit your timetable insofar as is possible.

5. Any person expelled or whose membership has been withdrawn shall have the right of appeal BUT the notice of appeal:

a) shall be in writing and shall be delivered by either recorded delivery post or electronic mail and in either case addressed to the Director at the Cambridge Spanish Centre within seven days of the expulsion or withdrawal of membership.

b) shall set out the grounds on which the appeal is based.

The notice and grounds will be considered by two members of the Board within seven days of receipt and their decision notified within seven days thereafter. Such a decision shall be final.

6. You must not act in a way which causes injury or a risk of injury to any person or damage to the Cambridge Spanish Centre premises or equipment.

7. You must not interfere with the safety equipment, fire-fighting equipment and alarm systems and you must respect the safety and evacuation procedures.

8. You must not smoke in any part of the Cambridge Spanish Centre premises.

9. Unless expressly authorised by a member of staff, the consumption of alcohol is prohibited on the premises. The use of drugs on the premises is prohibited under all circumstances. We reserve the right to ask to leave any person who visits the premises or attends class under the influence of alcohol or drugs.

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**I confirm that I have read and understood the Code of Conduct, which I will adhere to.**

**Name:** .....

**Signed:** .....

**Date:** .....