

Discipline and Code of Conduct Policy

International Language Centre is very committed and proud to offer a welcoming and friendly environment at the Centre. All students are welcome to our family where our staff and teachers are dedicated to providing students with a friendly stay.

To ensure that all students, staff and representatives of the centre continue to feel safe and free to study and work in a supportive environment, we have a list of what comprises misconduct:

- Using the centre computers for any illegal activity (e.g. copying files illegally or viewing illegal images).
- Disrupting classes or social activities.
- Committing fraud, being dishonest and not telling the truth about their qualifications or background or using false documents (visa, passport, qualifications) to enter the centre.
- Not paying the fees on time without a valid reason.
- Behaving on the premises in such a way that it endangers the lives of other students or staff members.
- Being violent, swearing or threatening other students.
- Being indecent.
- Damaging centre property.
- Being noisy and/or disruptive to the neighbours in the building.
- Harassing other students or staff members.
- Smoking, drinking alcohol or taking/possessing illegal drugs on the premises.
- Behaving in an unacceptable manner in the homestay or other accommodation.
- Having an attendance below the centre's requirements or frequently being late for class.

Disciplinary procedure

The disciplinary procedure has been put in place at the International Language Centre in order to emphasize that the standards of conduct are adhered to as well as to monitor and ensure consistency of treatment across the centre in relational to every person involved within the organisation.

1. This procedure is applicable to all staff, students and visitors who breach the rules stated in the document Disciplinary Rules.
2. Breach of any of the rules listed in the document Disciplinary Rules will result in disciplinary sanctions after the investigation is carried out.
3. The Disciplinary Procedure consists of three parts which are:
 - a. Investigation
 - b. Formal disciplinary procedure
 - c. Appeal

4. All complaints must be investigated before any disciplinary action is taken.
5. The investigation will be carried out by the Managing Director.
6. Fraud, theft and assault will normally be reported to the police.
7. During the investigation time, the Managing Director will obtain and gather as much information as possible regarding that particular issue including interviews with complainants as well as witnesses. Any complaint and statement should be made in a written form, with the name of the complainant and the date. The complainant will be informed that those documents will be passed on to the person accused.
8. The person who is accused will be informed of the fact that the investigation is taking place and of the alleged charges. This will give that person the possibility to respond to the allegation.
9. The person may be asked to attend an interview or respond in writing to the allegation.
10. After the investigation is finished there will be three possible courses of action:
 - a. Following an investigation, no evidence is found. A formal letter will be sent to all parties involved.
 - b. An informal approach will be taken if the offence is of minor nature. By informal approach we mean:
 - i. Informal advice
 - ii. Informal coaching
 - iii. Informal counselling

These actions are not part of the formal disciplinary procedure. However, in case a similar situation takes place again the formal disciplinary procedure will apply.

- c. Commencement of the Formal Disciplinary Procedure if the alleged misconduct is of a serious nature, the offence is repeated, or the accused person does not agree to an informal approach.
11. Formal Disciplinary Procedure should commence at the earliest convenient date. The panel will consist of Managing Director and Director of Studies.
12. A letter will be sent to the person accused, informing him/her about the date, place and time of the hearing as well as allegations. Furthermore, information about the possible consequences of being found guilty will be included in the document.
13. The letter will be created by the Managing Director.
14. Accused person of the alleged misconduct may bring witnesses as well as other relevant evidence. However, the panel should be informed about the presence of any witnesses as well as evidence brought prior to the hearing.
15. The procedure:
 - a. Managing Director will present allegations to all parties interested

- b. The panel will have the opportunity to ask questions concerning the allegations
 - c. All evidence will be presented

 - d. A final statement will be welcomed from all parties involved
 - e. Within the next three working days, the panel will decide if the allegations are proven and what steps need to be taken.
 - f. All parties will be informed about the final decision as well as about the consequences in person (after three working days) and in a written form (within ten working days).
16. The consequences may be as follows:
- a. Verbal warning – applies to minor offences and infringements of the disciplinary rules; a written notice will be composed for the record of the centre
 - b. Written warning – applies to more serious offences or if the minor ones continue to be committed. It will contain the explanation of consequences if there is no improvement of conduct.
 - c. Final warning – applies to very serious offences or if there has not been any improvement on the minor ones identified and addressed before.
 - d. Dismissal – applies to very serious offences which have already been addressed before but nothing has been changed. In the case of employees committing gross misconduct, dismissal will result in an immediate termination of the contract without notice or payment. If the dismissal is the result of misconduct (not gross misconduct), termination of the contract will be with notice and payment.
17. Anybody against whom the allegation was proven, has right to appeal.
18. An appeal can be raised on the grounds relating to the severity of the penalty, new evidence coming to light, irregularities during the investigation or unfairness of the judgement.
19. Request for an appeal should be made in a written form and submitted at least ten working days before the date. It should also include details of new evidence as well as names of new witnesses.
20. Appeal procedure:
- a. Appeler will give his statement and present new evidence.
 - b. The panel will ask questions.
 - c. Final statement will be given by all parties involved.
 - d. Within five working days, the panel will decide on their final decision which will be forwarded to all the parties involved.
 - e. This decision will be final and there will be no right to appeal.