

The background features a grey gradient with white circuit-like lines and a central network of glowing white nodes connected by thin lines, resembling a digital or neural network.

Learner's Code of Conduct

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Punctuality and Attendance

- IAL expects all learners to be punctual for lessons.
 - Attendance will be taken twice a day - once in the morning and another in the afternoon for Day classes and once for Evening and Saturday classes.
- Learners are strongly encouraged to attend all classes for each module. Supporting document(s) of 'Recognised Absences' must be submitted for re-scheduling purposes.
- Absence without official reason may result in withdrawal of course fee funding and eligibility to proceed with assessment.
- Learners are expected to submit module assignments by the set deadline. Late submission will not be accepted.

For online class:

- The entirety of each training/assessment session will be recorded, and learners must turn on their webcam at all times for attendance purposes with their faces visible. (i.e. the entire face and not just the forehead/eyebrows).

Note: No training/assessment video recordings would be made available for public viewing as they include the learners' personal data.

- Learners should use and reflect their full name as per NRIC in the online sessions.

Dress Code

- As aspiring or incumbent adult educators, IAL expects all learners to uphold the professional image befitting of an educator by dressing appropriately when they attend classes.
 - Smart casual workplace attire is expected.
 - No sports or bermuda shorts, slippers and flip-flops are allowed.

Behaviour – F2F Classroom

- At IAL, we are committed to create a positive learning environment that encourages active learning. All learners are expected to participate actively and constructively in class and adhere to assignment submission deadlines.
- In the event that a learner becomes disruptive in a class and would not heed the advice of the facilitator, IAL would take disciplinary action against the learner.
- Examples of disruptive behaviour would include the following:
 - Being uncooperative and/or interrupts the facilitator, fellow learners unnecessarily or repeatedly monopolising classroom activities;
 - Constantly making inappropriate comments e.g. about the institution, the facilitator, fellow learners or the learning topic at hand;
 - Using abusive and offensive language, making physical or verbal threats directed at the facilitator, assessor, fellow learners or IAL staff;
 - Imposing unreasonable demands on facilitator, assessor, fellow learners or IAL staff;
 - Making loud and distracting noises, constantly using mobile phone in class; or
 - Exhibiting irrational behaviour.

Behaviour – Online

Device Usage

- Learners are expected to have access to a safe and robust network connection and a laptop running on Windows Operating System 7 and above (or MAC OS system).
- Learners should access the online session content using suitable devices, such as a computer or laptop, a pre-installed webcam or a headset with a USB webcam, and a stable internet connection.
- While mobile phone usage may be allowed for supplementary purposes, it is disallowed as the primary device for attending online classes, as it may hinder the learner's ability to fully engage with the course content.

Behaviour – Online

Learning Environment

- Learners should create an appropriate learning environment conducive to focused engagement with the course material.
- The learning environment should be free from distractions, noise, and interruptions. Learners should refrain from engaging in other non-course-related activities during online sessions.
- Learners are required to actively participate in all activities, discussions, and assessments assigned during the course duration.
- Learners to mute themselves when not speaking and to avoid distracting backgrounds or actions.
- If a learner displays persistent, disruptive behaviour which prevents the facilitator and fellow learners from engaging in a meaningful learning experience, disciplinary action could include removing the learner from the course without refund of course fees.

Academic Honesty and Professional Ethics

IAL is committed to upholding high standards of academic and professional integrity.

- As a learner from IAL, you are expected to display high level of academic and professional integrity at all times, and this may include:
 - Attending all classes and furnishing authentic documentary proof to substantiate absence from classes;
 - Completing assignments for assessment with integrity and honesty;
 - Exhibiting responsibility for proper citation and giving due acknowledgement to the original author;
 - Ensuring no falsification of work submitted for assessment; not consenting to other learners copying your work; and
 - Upholding integrity in all dealings with IAL staff, Adult Educators and fellow learners.

Academic Honesty and Professional Ethics

Plagiarism

- Plagiarism is a practice of taking someone else's work or ideas and passing them off as one's own without giving appropriate acknowledgement. This includes material sourced from books, learner's guide, course materials, the internet, journal, works and/or artefacts from other learners. Plagiarism includes:
 - Verbatim copying in part or whole without referencing to the source;
 - Paraphrasing other's work without proper acknowledgement; and
 - Copying ideas, concepts, research statistics without referencing to the source.

Academic Honesty and Professional Ethics

Collusion

- Collusion means unauthorised collaboration with someone to produce work, in part or whole. The learner who willingly allows others to copy and the learner who submits the copied assignment are considered parties to the collusion. Collusion can occur with another IAL learner or someone outside IAL and includes:
 - Engaging others to produce or edit the work in part or whole;
 - Copying ideas of others without giving proper acknowledgement;
 - Allowing others to copy their work or sharing answers; and
 - Producing/completing work for another learner with/without payment.

Academic Honesty and Professional Ethics

Institutional Procedure

Where plagiarism or collusion is suspected, an Assessment Review Panel will be convened to examine the evidence for and against the act of plagiarism and/or collusion to determine the course of action. You may also be called upon to attend a meeting on the suspected plagiarism or collusion.

Penalties for plagiarism and collusion include:

- Issuing warning letter which will be filed in the learner's record;
- Immediate awarding of 'Not Yet Competent' for the module;
- Depending on the severity of the cases, if assessment is completed, assessment result outcome could be downgraded (e.g. from 'Competent with Merit' to 'Competent') or 'Competent' grading could be rescinded;

(NB: The willing party who allows others to copy may have his/her result downgraded where applicable)

- Sitting for re-assessment and paying re-assessment fee;

(NB: Only 2 assessment attempts are allowed for each module. Learners who exceed 2 assessment attempts will be requested to pay the full, non-subsidised course fee to re-attend the whole module)

- Expulsion without refund of course fees; and
- Reporting the case of professional dishonesty to professional bodies, where applicable.

Other Forms of Misconduct

IAL reserves the right to report all other cases of alleged misconduct, for example, falsification of documents, bribery, fraud, harassment, assault, etc. to the relevant authorities for further investigation. In such events, IAL also reserves the right to suspend and disallow the learner(s) from continuing with the course without refund of course fees to uphold integrity and educational quality.

Appeal against IAL's decision:

Learner may appeal against IAL's decision and upon review, IAL's decision will be final.

Institute Public Disengagement Policy

At IAL, we strive to provide exceptional service and support to ensure your learning experience is enriching and rewarding. We expect all learners to treat our staff members with respect, courtesy, and professionalism. We understand that you may have questions or concerns or require assistance, and we encourage open and constructive communication. However, abusive behaviour will not be tolerated under any circumstances.

Staff Abuse

Staff abuse encompasses any behaviour, action, or communication that prevents our staff from carrying out their responsibilities, is disrespectful, or harassing. This includes but is not limited to, physical aggression, verbal abuse, personal attacks, threats, excessive and repetitive phone calls, and incessant demands for immediate responses.

We recognise the importance of fostering positive interactions between staff and learners. However, in cases where the line is crossed, and staff members are subjected to repeated abusive or harassing behaviour, we will take appropriate action to ensure their safety and well-being.

Institute Public Disengagement Policy

Disengagement & Service Termination

If a learner engages in behaviours that constitute staff abuse, IAL reserves the right to disengage from further communication with and terminate the provision of all services without further notice to that individual. This decision will be made after careful assessment and consideration of the situation to protect the staff member(s) involved and, in fairness, the other individual involved.

We appreciate your understanding and cooperation in helping us maintain a positive and respectful environment at IAL.