Learner's Code of Conduct

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Punctuality and Attendance

- IAL expects all learners to:
  - Be punctual for all classroom and online lessons. Attendance will be taken every AM and PM session.
  - Attend all classes for each module. Supporting document(s) of 'Recognised Absences' must be submitted for re-scheduling purposes. Absence without official reason and notification will result in withdrawal from the programme/module with forfeiture of paid fees.
  - Submit module assignments by the set deadline. Late submissions will not be accepted.

For Online Class

- Every training and assessment session(s) will be recorded, and the webcam must be turned on at all times.
- Learners' faces must be fully visible (i.e., the entire face and not just the forehead and eyebrows).
- Full name as per NRIC must be reflected throughout the session(s).
- No training and assessment video recording(s) would be released for public viewing due to learners' data and privacy.

(updated on 05 June 2024)

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 shorts, bermudas, and flip-flops are allowed.

- IAL reserves the right to take disciplinary actions against learners who are inappropriately attired.

Behaviour

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 the assignment submission deadline(s).

- In the event that learners display persistent, disruptive behaviour despite attempts to reconcile, IAL will take disciplinary action against the learners.

- Examples of disruptive behaviour would include but are not limited to the following:
  - Being uncooperative and/or interrupting the facilitator, and fellow learners unnecessarily or repeatedly monopolizing 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.

Learning Environment and Devices

- Learners should refrain from engaging in any non-course related activities.

- Learners must participate in all activities, discussions and assessments assigned during the course duration.

- Suitable devices such as laptops are required for both classrooms and online sessions.

- Learners should ensure their environment is free from distractions, noise and interruptions when attending online session(s).

- Learners must mute themselves on Zoom when they are not speaking.

(updated on 05 June 2024)

Academic Integrity and Professional Ethics

- IAL learners are expected to display a 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;
  - Completing assignments with integrity and honesty;
  - Exhibiting responsibility for proper citation and giving due acknowledgement to the original author;
  - Ensuring no falsification of work; not consenting to other learners copying your work; and
  - Upholding integrity in all dealings with facilitators, fellow learners and IAL staff.

(updated on 05 June 2024)

Academic Integrity and Professional Ethics

Plagiarism

- Plagiarism is the 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, journals, works and/or artefacts from other learners. Plagiarism includes:
  - Downloading text from the Internet, and/or material and information generated from artificial intelligence tools, borrowing statistics or assembled facts from another person or source, and/or copying or downloading figures, photographs, pictures or diagrams without acknowledging sources appropriately;
  - Verbatim copying in part or whole without referencing the source;
  - Paraphrasing other's work without proper acknowledgement; and
  - Presenting ideas consolidated from various sources without proper acknowledgement.

Academic Integrity 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. Learners may be called upon to attend a meeting on the suspected plagiarism or collusion.

- Plagiarism or collusion, whether intentional, reckless or unintentional, is established, the following penalties may be imposed:
  - Issued with formal advisory/warning letter which will be filed in the learner's record;
  - Immediate award of 'Not Yet Competent' for the module;
  - Re-assessment and paying re-assessment fee;
  - Re-module at full course fee without funding and subsidies;
  - Suspension from IAL programmes;
  - Expulsion without refund of course fees; and
  - Reporting the case of professional dishonesty to professional bodies, where applicable.

(updated on 05 June 2024)

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.

IAL also reserves the right to suspend and disallow the learner(s) from continuing with the course without a refund of course fees to uphold integrity and educational quality.

Institute Public Disengagement Policy

IAL is committed to providing exceptional service and support to ensure that your learning experience is enriching and rewarding. All learners are expected to treat IAL staff members with respect, courtesy and professionalism. While IAL encourages open and constructive communication to address any questions, concerns, or assistance needs, abusive behaviour will not be tolerated under any circumstances.

(updated on 05 June 2024)

Institute Public Disengagement Policy

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.

- IAL 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, IAL will take appropriate action to ensure their safety and well-being.

(updated on 05 June 2024)

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 and terminate the provision of all services without further notice to the 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 maintaining a positive and respectful environment at IAL.