

2. CNELM Etiquette Policy



PURPOSE:

This document sets out the 'CNELM Etiquette Policy' for CNELM. The aim is to help set standards of conduct that in turn create a conducive learning environment for all students whether studying online or attending sessions at the Centre.

SCOPE:

This Policy is primarily aimed at all students attending the Centre whether onsite or webinars and tutorials online or engaging in forums and emails. However, the spirit of this policy applies to all staff and should inform professional, respectful and courteous conduct for all staff and students.

The majority of modules and events taught at CNELM are distance learning modules.

Please note that all courses are currently taught online. Attendance opportunities for clinic and coaching modules will be reviewed in the spring of 2022.

The following modules require attendance at CNELM:

- Coaching in Personalised Nutrition Practice - 5 days
- Clinic and Coaching Skills Development (SD)
- Additional Coaching days leading to Verification to meet NLP Practitioner requirements
- Why Weight Practitioner (WW8) - 5 days
- Diploma in Business & Life Coaching - 2 days

Please note that

- Examinations for students completing the BSc Hons Nutritional Science programme are currently conducted online via CNELM Zoom facilities. CNELM is currently in discussion with Middlesex University regarding continuing online-only examinations as part of the revalidation of the programme.
- Clinic Supervision for students completing the CNELM Nutritional Therapy Practice Diploma or the CNELM Personalised Nutrition Practice Diploma if exceptionally required.

GUIDELINES:

Staff, students and contributing lecturers are expected to behave professionally; with courtesy to each other whether attending at CNELM or via online platforms including webinar, or communicating via forums and social media platforms.

CNELM's web-forums for example facilitate communications between students and staff; everyone using these forums should refrain from any behaviour which could be considered discriminatory, bullying, aggressive, malicious, dismissive, inciting radical behaviours, and/or unreasonably critical or libellous toward any individual, profession or organisation.

CNELM wishes to create an appropriate environment for students/staff to share views in a professional way via the various channels open for communication. CNELM is committed to facilitating Freedom of Speech in a manner conducive to the needs of Higher Education.

CNELM recognises that the diversity of academic and cultural backgrounds; as well as work experience of staff, students, contributing lectures and external Stakeholders. Nutrition and related subjects including lifestyle, environment and industry are complex subjects and views and opinions can vary widely.

CNELM expects students to be respectful of the views and opinions of all and to communicate any concerns in a professional manner. The range of professional backgrounds of staff and students will include both representatives from mainstream healthcare and complementary healthcare as well as industry. Healthy debate is encouraged.

Etiquette Taught Lectures/Sessions/Tutorials - Taught academic lectures and practical sessions occur some of which can be attended at the Centre or joined online whilst taught live at the Centre. Other lectures/sessions/tutorials may take place via Webinar online. Whether attending online or at the Centre please be mindful, as applicable to the following. Some students will only listen to a recorded session of a lecture, tutorial or session. Recorded sessions are generally made available to all eligible recipients of the lecture/tutorial/session unless deemed inappropriate for circulation after the Event. Students are recommended to schedule in time to attend tutorials.

Mobile phones - At the start of each attendance lecture, mobile phones should be turned off (or on aircraft mode), rather than placed on silent mode. Mobile phones can interfere with the recording even if silent, and can disturb the listening experience.

Students participating online should ensure they are 'Muted' to avoid sounds from their place of study impacting the focus of the lecturer, the experience of other students and the quality of the recording. Should the student wish to speak they would need to ensure that they are unmuted.

The lecturer, Module Leader or a member of CNELM staff will remind students to turn off their phones before recording commences. If a student realises that this instruction has not been given, they may politely remind other students to switch off their mobiles.

If students attending the Centre are aware that someone (e.g. relative, friend or employer) will need to contact them in an emergency they should be given the CNELM's phone number. Reception staff can be made aware of such a possibility, and will alert the student if necessary.

All CNELM staff members are asked to keep their mobile phones off (or on aircraft mode) whilst lectures or consultations are being recorded as the interference can still affect the quality of recording.

Entering/Leaving Lecture Rooms during Lectures/Sessions/Tutorials - It is sometimes unavoidable for students or staff to enter/leave the classroom at CNELM during a lecture; however, where possible this should be avoided. If arriving late, then students and staff are asked to check at reception whether it is appropriate to join the lecture: if for some reason, it is not appropriate then students should join the lecture at the next break. Again students joining online late need to ensure they are 'Muted' and not to disturb the session. If they leave the session for any reason to either log out or remain Muted.

For the benefit of all students, and those watching the recordings, please enter/leave quietly, taking care not to slam doors. If you have reason to believe you may need to leave the lecture early, then sit towards the back of the lecture room, and quietly leave by the back door (main lecture room).

Drinking/Eating during Lectures/Sessions - It is the policy that no food is to be consumed in the lecture rooms during a lecture. The noise can be a distraction to attending students and those listening to the recording. You may drink water, and hot drinks prepared in the student kitchen – provided they are in a cup with a lid (in line with the Health & Safety Policy). Students online should be 'Muted' and therefore not disturb sessions in this way.

Talking during Lectures - If students are attending a live lecture that is being recorded, they need to be conscious of the needs of students who are accessing the lectures online, as well as their fellow students in the classroom. Talking will affect the listening experience for all, and diminish the quality of the lectures as a continued resource for yourselves and other attending students. Again students online should ensure they are Muted to avoid any unanticipated background disturbances such as calls, visitors and other individuals in the location in which they are studying.

By talking, we do not mean asking appropriate questions in line with the guideline below. Talking amongst students in the Classroom at CNELM or online as a result of conversations with others due to not being Muted that interferes with the quality of the learning experience of other students is not acceptable.

Asking Questions in Lectures/Tutorials/Sessions - Questions are a vital part of a student's learning experience, however, students are asked to be aware that the questions they ask should be relevant to the lecture, and limited in number. This is to avoid adversely affecting the learning experience of peers. Practically, the principle underpinning questions is to give everyone a chance of being heard and to avoid asking more questions than necessary.

We acknowledge that students have different learning styles, and it is the aim of CNELM, and all its lecturers, to answer your questions as a mechanism to help you fully understand the learning outcome and objective of the lecture. To this end, CNELM staff members, especially the Module Leader or Module Manager, are available for students to contact via email or phone in order to support them in the learning process. In addition, group tutorials and in some instances one-to-one support may be offered on modules. Where the Event may be a Contributing Lecturer on a module, CPD Event, Professional Enhancement Workshop or other similar event; access to the contact details of the Event Trainer may be made available to attendees after the event. Contact with a Contributing Lecturer after the Event is at the discretion of CNELM and the Contributing Lecturer.

In order to facilitate a positive learning experience for all students whilst maximising student comprehension, Module Leaders will be asked to adopt one of the following strategies with respect to student questions and give direction to outside lecturers. In principle, the lecturer will give guidance on the management of questions for the lecture/tutorial/session.

- a) Allow time for reasonable questions (a limited number of questions from a variety of students) at the end of a session and these questions will be recorded for the benefit of all students. Students joining a session that is taught live in the Classroom at CNELM or via Webinar only for all students can take themselves off Mute to ask a question. Students can also send their questions via the Chat option so that the lecturer can raise the question at the end of the session. It is important after asking a question via Webinar to ensure that you reinstate Mute mode.
- b) Questions may be raised during the presentation if appropriate and necessary for clarification before a presenter moves on. Coaching sessions will be run differently from academic lectures and different

recommendations would apply. In principle the fewer questions raised during a lecture the smoother the presentation and likelihood that the material for the lecture will be covered. Too many diversions, although potentially interesting and informative, may take the lecture off-track and limit the benefit of the lecture in the context of stated learning outcomes for a module. Tutorials are different and may well require student engagement in different ways throughout the tutorial. It is the role of the lecturer or leader of a tutorial on how to set the guidance at the outset for the management of questions.

- c) Sometimes lecture/tutorial/session content will raise thoughts that relate to a student's health, family and friends. In certain contexts, it is appropriate to ask questions that relate to the health of self, family or friends health. In the interest of confidentiality, such questions should be framed in the third person. Lecturers are unable to offer advice to students personally, or indirectly to other people, under any circumstances. CNELM staff do not offer private consultations of any kind to students.
- d) On the first lecture day of most academic modules the Module Leader/s will either explain on camera (or Voice over PowerPoint) the module objectives, assessments and key dates for the module. This information will also be presented on the Virtual Learning Environment (VLE) Moodle, which acts as a guide for each Module. Students are expected to have reviewed the VLE, and the first lecture. If further clarification is needed to resolve any potential ambiguity students are asked to contact the Module Leader by email, or in person on a lecture day to seek clarification. Students should avoid contacting other students (including student representatives) for clarification as this can lead to greater confusion within the student body. Should the query result in a clarification that needs to be made to all students on the module this will be done by the module leader by group email at the earliest opportunity.
- e) Questions may be asked to lecturers during breaks, and if the lecturer is prepared to do this then they can either remain in the lecture room and maintain the recording or go with you to the student refreshment room during breaks.
- f) Students are asked not to approach lecturers in the staff kitchen, or a lecturer that is taking a break.

If the lecturer believes that a question asked during a break warrant being asked during the recorded period, they may ask you to raise the question during the lecture so that all students can benefit from the question and answer, or start the next part of the lecture by reiterating the questions that were raised over a break period.

RAISING A CONCERN:

1. An individual student or group of students may have cause for concern regarding the behaviour of a peer/s or member of staff either in the classroom setting, use of forums, online tutorials or any other similar situation where a breach of etiquette has occurred.
2. An individual student or group of students may have cause for concern regarding the behaviour and/or quality and/or academic standing of a lecture.
3. We recognise that it can be difficult for students or staff to address such a concern directly with a peer/s or a staff member/s.

Guidance:

1. A student might talk with the lecturer during a break if it is considered that the lecturer is the appropriate person/s to manage the student in the classroom, forum or online tutorial.
2. If an individual or group of students consider it appropriate they might speak politely with their peer/s to ask them to respect the spirit of the CNELM Etiquette Policy for the benefit of all students.
3. If the above strategies appear to be ineffective students may take their concerns to their Student Representative who would contact the Centre Administrator or Head of Quality Assurance on behalf of a student or group of students. You may also contact the Centre Administrator or Head of Quality Assurance directly.
4. If the concern relates to the behaviour and/or quality and/or academic standing of the lecture the student or group of students should, if appropriate, in the first instance raise their concern with the Module Leader or Event Host after the Event. If the concern is of a serious nature such as inappropriate behaviour of the lecturer then the student or staff member should:
 - if onsite at CNELM raise their concern with the most senior member of staff onsite. There is invariably a member of the Senior Management Team onsite. The staff member will then email the reported concern to Kate Neil kate@cnelm.co.uk and the Centre Administrator Dave Lee dave@cnelm.co.uk unless it is Kate Neil or Dave Lee that the concern was shared with.
 - if online to leave the webinar and email the Head of Quality Assurance Kate Neil kate@cnelm.co.uk and the Centre Administrator Dave Lee dave@cnelm.co.uk to arrange a time to speak with them.
5. If the behaviour of a student or staff member is serious the student or staff member should again contact the Head of Quality Assurance Kate Neil kate@cnelm.co.uk and the Centre Administrator Dave Lee dave@cnelm.co.uk to arrange a time to speak with them. If the concern relates to either Kate Neil or Dave Lee then the student or staff member should contact Michelle Barrow Academic Team Director michelle@cnelm.co.uk or James Neil Principal james@cnelm.co.uk.

At this point the Complaints procedure would likely be implemented (please see the Complaints and Appeals procedure for guidance as detailed in **MU Regulations**). Students and staff can opt to process their concern via the Complaints and Appeals process directly. However, students and staff are recommended wherever possible to

resolve the issue locally in the first instance. CNELM has adopted the guidance detailed in MU Regulations for CNELM only courses.

Please note that CNELM takes all student, staff and other Stakeholders concerns and/or complaints seriously and will endeavour to address concerns and complaints fairly and appropriately. Students and staff with respect to all Stakeholders are advised in order to avoid inappropriate escalation of their concern or complaint to manage the issue professionally.

If in order to address a concern if it is mutually agreed to hold an Exceptional Meeting about the quality/academic standing or behaviour of a lecturer then such a meeting can be arranged under the following rules. The student representative for the Level or other designated student representative would usually be invited to such meetings.

1. All parties involved in the meeting must accept the Rules for the meeting to create a 'safe' space for honest discussion.
2. Only students and staff that attended the meeting will have access to an Anonymous Summary of Actions following the meeting where such a document is agreed.
3. The module leader or other designated person, and two members of the Senior Management Team (SMT) must be present one of whom should be the Head of Quality Assurance or other designated member to the SMT to stand for the Head of Quality Assurance.
4. The meeting will be Chaired by the HQA or other designated SMT member of staff. The meeting for the safeguarding of all Stakeholders will be conducted under the principles of Chatham House Rules*
5. If such a meeting is recorded it is so that an accurate account of the meeting can be published and circulated to those that attended the meeting. Once the published Summary document is approved as a fair and accurate representation of what occurred the recording is permanently deleted. The recording should not be recorded to the Cloud.
6. The final published Summary would be signed by the Chair of the meeting and nominated Student Representative for the group.
7. For the protection of all Stakeholders, participants in the meeting are prohibited from sharing such the Summary document with any other person or discussing the content of the meeting outside of the confines of the group that attended the meeting. (to be clear this Rule is not a non-disclosure but intended to promote mutual respect for all participants and to uphold the principles of Chatham House Rules.
8. It might be that the meeting concludes that there will be no formal Summary Document. If such a document is produced then the meeting participants will agree with the parameters for identifying those that took part, the safeguarding of the individual/s who had been the focus for the meeting.
9. If following the meeting an Action is agreed to discuss the Summary with the individual/s under discussion then those individuals would have a right to see any written documentation in order to preserve natural justice. This would include a right to reply. In this scenario further Exceptional Meetings may need to be arranged until the matter is concluded.
10. Once the matter is concluded CNELM will circulate a final Statement to relevant Stakeholders involved including the individual under discussion as relevant to the circumstance.

*[Chatham House Rules](#) are designed to increase openness of discussion allowing people to express and discuss controversial opinions and arguments without suffering the risk of recrimination, dismissal or suspension.

Your concern may relate to the use of CNELM facilities such as the student kitchen. All users should respect other users of the kitchen and are individually responsible for clearing up after use of the kitchen facilities.

You can approach Dave Lee the Centre Administrator if your concern relates to the use of CNELM facilities in any way.

SANCTIONS

Consistent breaches of the CNELM **Etiquette Policy** will be dealt with as a Professional Competency (PC) issue for students on programmes where PC's apply, as it shows a lack of consideration to colleagues, peers, and CNELM staff. The issue may be referred to the CNELM Business & Education Ethics Committee if deemed appropriate by the Senior Management Team.

As etiquette is a PC issue, repeated failure to observe the CNELM Etiquette Policy may ultimately result in you being unable to register after graduation with the regulatory body, the CNHC or become a professional member of the professional body BANT.

Named Contact Person/s responsible for this Policy

Kate Neil Managing Director and Head of Quality Assurance kate@cnelm.co.uk

Dave Lee Centre Administrator, Data Manager and Practice Supervisor dave@cnelm.co.uk

Dr Michelle Barrow Academic Team Director, Clinical Director and Institution Link Tutor michelle@cnelm.co.uk

ASSOCIATED POLICY LINKS AND DOCUMENTS:

This Policy links to the following Key CNELM policies and related documents:

- Business & Education Ethics Committee (BEEC) Policy
- Events and Speakers Policy
- Fitness to Study and Fitness to Practice Policy
- Health and Safety Policy
- IT Acceptable Use Policy
- Managing Concerns Overarching Statements
- Student Access to Facilities Policy
- Student Rights & Responsibilities Statement
- Student Programme Handbooks