

## College Transport Code of Conduct

- Learners must be at their bus stop 10 minutes prior to collection/departure time and present their Arriva or Weardale travel pass to the driver on boarding the bus. **Access will be refused otherwise.**
- Any absence resulting from refusal of travel is the learner's responsibility. Learners will not be reimbursed for public transport costs incurred in this instance.
- Rubbish must not be left on buses and must be disposed of responsibly.
- Learners must not distract the driver.

**The College will not tolerate unacceptable behaviour.** Learners identified as displaying unacceptable behaviour will have their transport privileges revoked for the remainder of the academic year and will face disciplinary action and deductions to Attendance and Behaviour Rewards or Student Bursary payments. It may also impact on any other financial support provided by the College.

The following is deemed as unacceptable behaviour:

- Vandalism and destruction to any part of the bus.
- The use of abusive language to drivers, students and passengers, the public
- Use of inappropriate language i.e. swearing or offensive language
- Threatening or argumentative behaviour/bullying/fighting
- Refusal to show your travel pass when boarding the bus
- Smoking/vaping
- Other acts deemed inappropriate by the College or travel provider

Buses are fitted with CCTV. Reports of unacceptable behaviour will be investigated and CCTV evidence will be used if necessary to support disciplinary action.

Any concerns regarding transport or recommendations for improving the provision should be forwarded to the Finance Department. Alternatively, you can call 01388 443115, 01388 443113 or 01388 443037.

Should you have any complaints regarding the Arriva or Weardale bus service, this must be raised directly with the bus service provider.