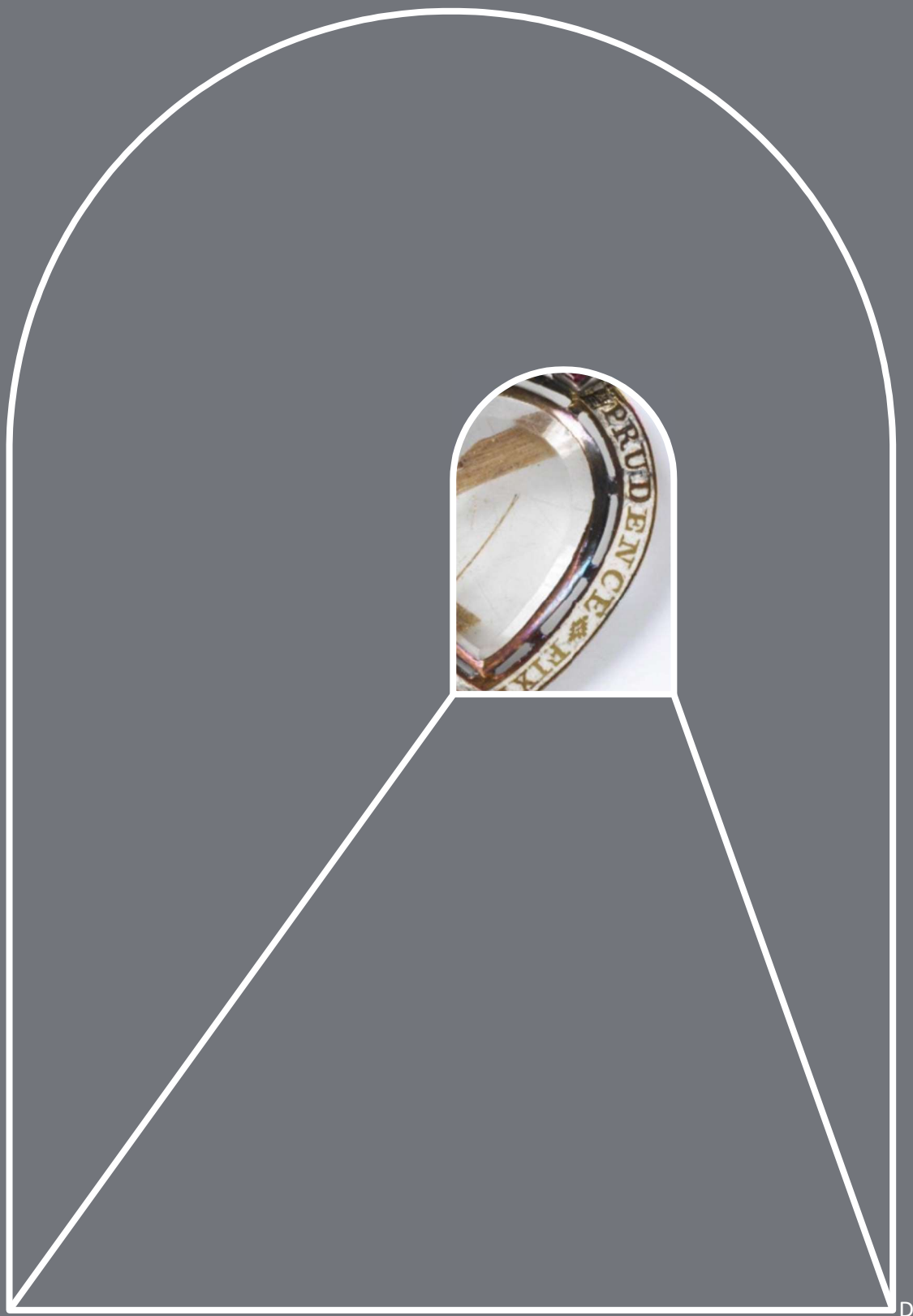


V&A





This document describes our values as a place of learning, the sort of conduct we expect from our staff and students, and what we will do if someone is behaving in an unacceptable way, online or in person.

V&A ACADEMY MISSION

We create warm, creative and rigorous learning experiences, unlocking the power of the V&A's collections to inspire passion for creative life.

VALUES

Our values of warmth, creativity and rigour govern how we conduct ourselves and – because learning is a relationship – what we expect of our learners, too.

We expect our learners to...

- be kind and respectful of each other at all times, helping us to create inclusive and tolerant spaces where ideas can be shared, debated and critiqued and where people of all backgrounds feel welcome to join – and shape – the conversation
- take responsibility for your learning: read your course materials thoroughly, attend your sessions regularly where possible, engage with your fellow learners

- let us know if you encounter behaviour that you feel is unacceptable, so that we can address it

We promise to...

- always look for new ways to unlock the power of V&A's collections, to tell new stories, to reach new people
- make ourselves open to feedback from our learners, tutors and facilitators
- provide the very best student support so that you can focus on learning

UNACCEPTABLE CONDUCT

For us, unacceptable conduct is conduct that prevents people from learning. Here are some examples:

- Harassment of fellow learners, speakers or staff

'Harassment is unwanted behaviour which you find offensive or which makes you feel intimidated or humiliated. It can happen on its own or alongside other forms of discrimination. Unwanted behaviour could be: spoken or written words or abuse; offensive emails, tweets or comments on social networking sites; images and graffiti; physical gestures; facial expressions; jokes. You don't need to have previously objected to something for it to be unwanted.'¹

Sexual harassment can be a one-off instance of behaviour or a pattern of behaviour. It occurs when someone behaves in a way that is of a sexual nature, unwanted, has the intent and/or the effect which would reasonably be considered to be violating to someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

- Any form of bullying, online or in-person
- Property damage, including deliberately damaging digital assets related to online course delivery
- Any illegal activity while on a V&A site or on the V&A digital estate
- Unfounded or vexatious complaints

If you are behaving in a way that is preventing other people from learning, we may remove you from your learning environment temporarily. We will then write to you as soon as possible afterwards to explain our reasoning and let you know next steps.

In extreme cases, we may be forced to exclude you from V&A Academy permanently. If we decide to do this, you will receive written confirmation from the Commercial Director. Being excluded from an online course also prevents you from attending in-person learning with V&A Academy, and vice versa.

¹ Harassment – Citizens Advice (2021) Available at: <https://www.citizensadvice.org.uk/law-and-courts/discrimination/what-are-the-different-types-of-discrimination/harassment/> Accessed 10.05.2021

YOUR RIGHT OF APPEAL

If you feel you have been treated unfairly, you can appeal by sending an email to Ian Ellard, Head of V&A Academy, at i.ellard@vam.ac.uk. If you would like to appeal a decision made by the Head of V&A Academy, you can write to the Commercial Director Nicola Huet at:

Nicola Huet
Victoria and Albert Museum
Cromwell Road
London
SW7 2RL

HOW TO RAISE A CONCERN OR A COMPLAINT

If you have a concern or a complaint about your course or workshop, email courses@vam.ac.uk, where a member of the team will respond or forward your message to the appropriate member of staff.

If you have a serious complaint, or you yourself feel you have been the target of gross misconduct of any sort by a student, speaker or staff member, email Ian Ellard, Head of V&A Academy on i.ellard@vam.ac.uk.

If you are not satisfied with the resolution of your complaint, you can escalate it by writing to the Commercial Director, as above.