

South Devon College Transport Code of Conduct

South Devon College wants everyone to stay safe and to be able to travel in comfort. By applying for a travel pass, you are agreeing to abide by this Code of Conduct.

Failure to abide by the Code of Conduct may result in confiscation of the travel pass and depending upon the circumstances, the College and/or the transport provider may wish to follow the college disciplinary procedure and further action may be taken.

On the Transport:

- Treat the driver or train conductor with respect and follow their instructions.
- Stay in your seat and use the seatbelt if there is one.
- Don't distract the driver, except in an emergency.
- If you have to stand on a public bus don't stand forward of the driver or in the stairwell.
- Only use emergency exits if there is a genuine emergency or when told to by the driver.
- Don't eat, drink or smoke on the transport.
- Don't drop any litter.
- Don't use foul or abusive language or language which could offend others.
- Bullying of any kind will not be tolerated.
- Don't carry real or replica weapons.
- Don't throw things.
- Don't play music through portable speakers.
- Don't spray deodorant or perfume as this may affect others around you.
- Don't damage the bus or train. If it is damaged the police will be contacted and you will have to pay for the damage.
- If the bus breaks down or is in an accident, follow the driver's instructions and stay with the bus until another one arrives.
- Always try to set a good example for younger passengers.
- If you see others behaving inappropriately tell the driver, train conductor or the college.

Your Travel Pass:

- Carry your travel pass with you when you travel to and from college.
- Be ready to show your pass. If you can't show it, you will not be allowed to travel.
- Do not use anyone else's pass or let them use yours or it may be deactivated and only use within the specified dates.
- If you have any issues with your electronic pass or if you have a printed pass and lose it phone **08000 380123** or email transport@southdevon.ac.uk

Keeping Safe:

- Queue sensibly for the bus, or train and stand well away from the edge of the road or platform.
- Don't push or trip others.
- Don't try to open the doors of the bus yourself. Be careful opening the train doors.
- Mind the gap between the train and the platform.
- Let other passengers get off before you get on.
- Get on and off in a sensible way so you don't hurt yourself or other people. Don't try to get back on the bus or train once you have got off.
- Be careful not to get coats, bags or scarves caught in the doors.
- If you need to cross the road once you have left the bus, wait till the bus has driven away so you can see other vehicles and their drivers can see you.
- Don't use a mobile phone or earphones while crossing the road.

Your Pick-up Point:

- You are responsible for making sure that you get to the pick-up point safely.
- Arrive at the pick-up point at least five minutes before the bus or train is due. It runs to a timetable and can't wait if you're late.
- When you're waiting at the pick-up point don't go onto, or damage, private property.
- If the bus or train is late, only wait at the pick-up point for 20 minutes. Decide in advance what you will do if the transport doesn't arrive. This could be going home or going to a friend's house to arrange another way to get to college.
- If there is a storm or snow, listen to the local BBC radio station or phone your college for advice before setting out. If you make your own way to college in the morning because you're not sure if the transport is running, you must be prepared to make your own way home, if the weather is still bad.

How to Contact the Transport Team/Helpzone:

The Transport Team are located in the Helpzone on Level 3 of the *Vantage Point* Paignton Campus. The contact number is 08000 380123. All Helpzone staff are trained to deal with transport related queries and are also able to refer queries accordingly.

Transport enquiries can also be sent to: transport@southdevon.ac.uk

Further information and application forms can be found on our Transport web page: <https://www.southdevon.ac.uk/help-advice/travel-support>

