



*Training Tomorrow's Engineers*

## *Learner Code of Conduct*

## Introduction

TTE Training Limited provide an inclusive approach to learning. We believe that learners should be treated with respect by their Trainers, Mentors and all support staff. In return, we ask that all learners conduct themselves in a respectful manner with our team and other learners.

This document aims to set out our expectations for learner behaviour and to explain our processes when that behaviour is unacceptable. All learners are expected to adhere to the code of conduct and a breach of this code may lead to a learner being removed from their programme of learning. Note that this Code of Conduct must be read in conjunction with the Apprentice Handbook, which provides further details on your time at TTE. The Apprentice Handbook can be found on LISA and accessed via QR codes on noticeboards.

Under the General Data Protection Regulation, learners have the right to see material concerning them that is kept on file and to request its removal if it is found to be incorrect.

We ask that all learners:

- Follow TTE's site rules and procedures
  - Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
  - Show courtesy and respect to all.
  - Show a positive commitment to their own development and learning and respect for another learners' development.
  - To use their swipe access card to enter the building and 'swipe in' at the trainee entrance by 08.30am, arriving punctually by 08.35am for any learning and assessment activity. At the end of the day you must also swipe out when you leave the building from 4.35pm onwards.
  - Under no circumstances will you swipe another learner in or out of the building.
  - Arrive in the classroom or workshop with all equipment ready for the day, this includes, but is not limited to; laptops, calculators, stationary, PPE [as appropriate] and course notes.
  - Online learners are required to switch on cameras (if available) so they are able to fully engage and interact with the trainer and other learners
  - All work submitted must be legible and well-presented and completed/submitted within the agreed timescales
  - Take care of equipment, facilities and buildings and show respect for another person's property.
  - Produce work without plagiarism
  - Take due notice and care of your own health and safety and respect for the well-being of others.

## Health and Safety

TTE consider the health and safety of everyone at TTE to be of the utmost importance and we all have a responsibility to act in a safe and responsible manner. Learners are expected to:

- Always wear the appropriate Personal Protective Equipment (PPE) in the workshops and when on site.
- Take a proactive approach according to TTE's policy by reporting Near Misses and accidents promptly to your Training Officer or the Health & Safety Manager.

- Participate in Health and Safety committee meetings where appropriate.
- Do not hesitate to raise any concerns regarding health and safety with any senior manager at TTE, your mentor and/or your on-site supervisor.

## Equal Opportunities and Diversity

TTE Training Limited is an equal opportunities employer. We at TTE are committed to achieving equal opportunities with dignity, courtesy and integrity for all of our staff (including part time tutors, consultants and sub-contractors etc), learners, former staff, job applicants, visitors and organisations or agencies with whom we work.

We are opposed to any form of behaviour that discriminates because of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation ("the Protected Characteristics" as defined in the Equality Act 2010) or any form of behaviour that discriminates because of family responsibility, political affiliation, social background, unrelated criminal conviction, trade union membership or activity or educational need.

We will actively implement this policy to ensure that all TTE staff, learners and visitors learn and work in a safe, appropriate and supportive environment in which all individuals are able to pursue successfully their chosen activities free from discrimination and harassment and in which all decisions are based on merit.

### **Equal Opportunities Value Statement**

TTE is committed to the active promotion of equality and diversity in all its activities and to the elimination of all forms of discrimination that may lead to anyone suffering disadvantage. TTE's primary purpose is to support learning. The potential of all individuals for lifelong learning towards personal development and achievement is recognised for learners and employees. TTE will ensure that all new learners and staff are made aware of its aims and values in relation to Equality and Diversity and Human Rights.

### **Equal Opportunities Objectives Regarding Learners**

- TTE will monitor the recruitment, retention and achievement of learners in relation to the Protected Characteristics.
- Reports will be made to the Senior Management Team and Board of Directors and appropriate action taken where necessary
- TTE will analyse learner satisfaction questionnaires and use this information to make reports to the Senior Management Team and the Board of Directors. Appropriate action will be taken where necessary.
- TTE will analyse complaints and grievances in relation to Equal Opportunities. And provide feedback where appropriate
- TTE will monitor compliance with the Equal Opportunities Policy through the Equality and Diversity Co-ordinator and Training Manager.

- TTE will set targets for and monitor retention, achievement and progression rates for all learners leading to positive action for under-represented groups.
- TTE will promote, in teaching and learning, social inclusiveness and awareness of other cultures. It will employ teaching and learning strategies which will discourage prejudice and stereotyping, respect difference and not disadvantage particular groups of students.
- TTE will assist students who need more flexible arrangements in relation to examination and assessment.
- In workplace assessment, TTE will seek to reflect the company's policies on equality and diversity.
- TTE recognises the individual needs of learners and aims to support these needs in the interest of individual learners' goals. It seeks to provide suitable learning opportunities for all in the community.

## Freedom of Speech

TTE is committed to ensuring that freedom of speech, within the law is assured. We must however take account of our legal obligations beyond those imposed by relevant statute. In addition to the provisions of the Education Act and the Human Rights Act 1998 etc, TTE are bound by the requirements of the Prevent agenda under the Counter Terrorism and Security Act 2015 which states that organisations; 'must, in the exercise of its functions, have due regard to the need to prevent people from being drawn into terrorism'.

TTE strive to ensure that we encourage participation and team working, provide equal opportunities to all staff and learners and provide enriching learning experiences to develop skills and personal growth. We expect all staff, learners and visitors to ensure freedom of speech is assured, however this must be aligned with the legal obligations to guard against actions which may incite to violence, hatred or breaches of the peace. We expect that all discussions and debates will be conducted in a respectful and lawful manner.

## Alcohol and Drugs

No one must be under the influence of alcohol or drugs whilst on TTE's premises or those of a sponsoring company or customer. The possession or consumption of any alcoholic liquor is strictly prohibited during working hours and no one will be permitted to enter the company's premises under the influence of alcohol or drugs.

TTE reserves the right to search a learner and their property held on the company's property at any time if there are reasonable grounds to believe that there has been a theft or a learner may be in possession of illegal drugs, prohibited property (such as a weapon) or substances.

Personal searches will be carried out by security and/or management as appropriate. Searches will be conducted with learner consent and in the presence of at least one agreed witness.

TTE reserves the right to invite the police to obtain a warrant to search TTE's premises and/or people suspected of possession of stolen or other illegal goods or substances or whom are suspected of committing or having committed any other criminal act.

## Dress Code

You are required to **wear your TTE polo shirts at all times, inclusive of BTEC days.**

Please note that the following items of clothing are not permitted to be worn anywhere in the centre: Hats or hoods, sandals, sliders, vests, strappy tops, shorts, or long shorts. Anyone wearing such items will be asked to change into more appropriate clothing if they are to remain at the centre.

Under no circumstance should any clothing, jewellery, make-up or adornments [such as artificial fingernails or eye lashes] prevent you from wearing your personal protective equipment [PPE], unless specifically exempt.

## Misconduct

The following are examples of behaviour which are considered as **misconduct** and may result in a learner's suspension or exclusion from a programme of study.

- Failure to follow Health & Safety Regulations.
- Conduct which prevents, obstructs, or disrupts teaching, learning or administrative activity.
- Cheating and/or Plagiarism
- Failure to follow reasonable instructions.
- Repeated non-attendance or lateness
- Not notifying TTE (or employer when appropriate) with regard to absences.
- Disorderly behaviour or the use of bad or abusive language.
- Causing damage to the premises, equipment or property of others including TTE
- Interference with software belonging to or used by TTE.
- Behaviour or language which is offensive others.
- Lack of commitment and appliance to own learning and development.
- Misuse of the online learning platforms
- Misuse or unauthorised distribution of intellectual property belonging to TTE including programme content, printed and digital support materials.
- Swiping or signing other learners in or out of the buildings
- Leaving site at break times (you can only leave site at lunch)

The following are considered examples of **gross misconduct**.

- Violence or a threat of violence.
- Drunkenness or illegal use of drugs whilst at work or in learning.
- Activity that is classified as illegal
- Failure to follow health & safety instructions that may cause or have caused serious injury.

## Disciplinary Procedure

Except in circumstances which are considered acts of gross misconduct, in the first instance, a representative of TTE will bring the issue to the attention of the learner and discuss actions to prevent further issues.

If behaviour continues to be unacceptable/disruptive to the learning of others, they may be asked to leave the activity and there will be further discussion/consultation with the employer. If behaviour is disrespectful to others or is otherwise considered to be gross misconduct, the learner will be asked to leave immediately. In the event of hostile behaviour towards others or suspected illegal activity, TTE will support a decision to contact the police.

When it is necessary to remove a learner from a programme, an investigation will take place, taking note of statements provided by the learner, TTE representative and other eye-witnesses. Where it is found that a learner was removed from a programme with due cause, they will only be accepted back onto future learning programmes on the condition their behaviour improves.

Employers expect all learners to act responsibly and once on site, the employers disciplinary policy will also be relevant.

## Use of the Internet

Access to the Internet during working time should be limited to matters relating to your education. Any unauthorised use of the Internet is strictly prohibited. Inappropriate use of the Internet may result in disciplinary action being taken which could include dismissal. Examples of inappropriate use include, but are not limited to the following:

- Conducting illegal activities
- Accessing or downloading pornographic material
- Racist & right-wing sites
- Disclosing TTE's proprietary/confidential information
- Representing personal opinions as those of TTE
- Soliciting for personal gain or profit
- Making indecent remarks and proposals

Loggings of events for each service supported will take place. The logged information will include:

- The name of the Internet site accessed
- Users of the service
- Duration of connection to the service
- Total amount of data transferred during the connection
- Illegal attempts to access service

The following must never be accessed from the network without prior authorisation from the CEO: online radio and video streaming. You may access instant messaging and webmail (such as Hotmail or Yahoo) and social networking sites (such as Facebook, Bebo, Second Life, YouTube or Twitter) in authorised break times only or when accessing authorised training.

## Use of the Mobile Phones

The use of mobile phones in the workshops and classroom is prohibited, unless their use is explicitly authorised by your Training Officer.

## Lockers

Lockers are provided for your use, personal belongings **must not** be taken into the classrooms or workshops, other than equipment needed during your training. We will issue you with a locker and key but if you lose your key then you will be charged £10 for a replacement. TTE accepts no responsibility for the loss or theft of belongings from unsecured lockers.

## Car Parking

A car park is provided for your use. Parking for learners is strictly limited to the overspill car park at New Horizons House [NHH]. You must not park in the bays at the front or at the side of NHH, or in the car parks of the buildings adjacent to NHH [currently Deeside Precision Engineering].

Please be considerate to other car park users and park squarely within the bay and within the white lines of each bay. Do not occupy multiple parking spaces.

Always follow the one-way system around the car park [following the white arrow to the left as you enter through the car park gates]. Always stick to the on-site speed limit [15mph]. You must not tailgate other road users. Always wear your seat belt and don't use your mobile phone.

## **BULLYING POLICY**

### **PURPOSE**

To outline the procedure to follow if any member of staff feels that they have been subjected to bullying from colleagues, managers, suppliers, clients, or members of the public. TTE is committed to providing a working environment which is free from bullying. Working relationships and standards of behaviour between staff are important workplace issues. This policy sets out principles for behaviour required in the workplace, namely that: -

- All people should be treated with respect.
- All staff should develop an awareness of the impact of their behaviour on others.
- There is agreement about what is appropriate behaviour at work.

### **SCOPE**

This policy covers all individuals working for TTE Training Ltd or at any of the Company's premises irrespective of their status, level, or grade. It therefore includes all employees, managers, directors, officers, consultants, contractors, trainees, homeworkers, casual and agency staff (collectively referred to as staff in this policy). This policy covers harassment and bullying which occurs both in and out of the workplace, such as on business trips or at events or work-related social functions. It covers harassment and bullying by staff and also by third parties such as customers, suppliers or visitors to our premises.

### **DEFINITIONS**

A bully is a person who uses strength or power to coerce others by fear. To bully is to oppress, persecute, physically or mentally by (threat of) superior force. Bullying is a physical or psychological behaviour or conduct where strength (including strength of personality) and/or a position of power is misused by a person in a position of authority or by a person who perceives that they are in a position of power or authority. Whilst bullying is normally associated with unequal power relationships, peer to peer bullying is not uncommon and is equally unacceptable behaviour and will not be tolerated.

### **REFERENCES**

- Disciplinary Policy
- Grievance Procedure
- Equal Opportunities Policy
- Harassment Policy

### **WHAT IS THE EFFECT OF BULLYING?**

The effect of bullying can be to humiliate or intimidate an individual member of staff or groups of staff and may actually or potentially adversely affect their health and wellbeing. A variety of behaviours and acts may constitute bullying which, over time, create a negative workplace environment. This may include: -

- Sarcasm and other forms of demeaning language.
- Threats
- Verbal abuse
- Shouting
- Coercion
- Punitive behaviour



- Isolation
- Blaming
- “Ganging up”
- Constant unconstructive criticism
- Deliberate withholding of information that a person needs to exercise his/her role or entitlements within the company.
- Repeated refusal of request for leave or training without adequate explanation and suggestion of alternatives.
- Victimisation, is being treated less favourably than another person because they have referred to or asserted their rights.
- Persistent, vindictive, offensive, abusive, intimidatory behaviour.
- Overbearing and/or intimidating levels of supervision.
- Abuse of power or authority by those in senior positions.
- Deliberately excluding someone from meetings or communications without good reason.

The above list is intended as a guide and is not exhaustive. Bullying in the workplace can result in: -

- Absenteeism
- Reduced staff productivity.
- Wastage of experienced and skilled staff through resignation
- Social and health costs to individual members of staff Bullying can affect both men and women at all levels of employment.

## **RESPONSIBILITIES**

Staff have a personal responsibility to ensure that their actions do not negatively affect another staff member’s career, health, or wellbeing. TTE has a responsibility to provide a safe working environment which enables staff to carry out their work responsibilities free from bullying. This includes investigating complaints of bullying thoroughly and reviewing teams where bullying has been found to have taken place. If you feel you are being bullied you should follow the same procedure as outlined in the Grievance Procedure both the informal and formal complaints process as appropriate.

## **PROTECTION AND SUPPORT**

Staff who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under the Disciplinary Policy. Any staff member who deliberately provides false information or otherwise acts in bad faith as part of an investigation may be subject to action for gross misconduct under the Disciplinary Policy. Page 30 of 149 Contents Page If you believe you have suffered any such treatment you should inform your manager or a member of the Senior Management Team. If the matter is not remedied you should raise it formally using the Grievance Policy or this policy if appropriate.

## **CONFIDENTIALITY AND RECORD KEEPING**

Confidentiality is an important part of the procedures provided under this policy. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. Breach of confidentiality may give rise to disciplinary action under the Disciplinary Policy. Information about a complaint by or about an employee may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with the Data Protection Policy.



## *Learner Code of Conduct*

### Declaration of Understanding

By signing the below you are confirming that you have received and fully understand the content of the Learner Code of Conduct which may consolidate information given in your training and TTE induction

You understand that you are required to comply with the instruction and guidance that has been provided to you. If you are unsure or have any problems, you will seek guidance from a member of TTE staff and consult the Apprentice Handbook.

You understand that failure to comply with the Learner Code of Conduct may result in you being liable for disciplinary action.

Name [Print] .....

Signature .....

Employer .....

Date .....