

APPRENTICESHIP CODE OF CONDUCT

LEAP is committed to providing a high-quality and inclusive approach to learning. We believe in encouraging fair and equal treatment of all colleagues, employers and learners.

Policy Overview

This policy aims to set out clear expectations for learner behaviour and the procedures that LEAP will use to resolve matters when unacceptable behaviour has been identified. Our code of conduct is developed to support our learners by bringing the best version of themselves to their apprenticeship/qualification journey.

Our code of conduct applies to all the following activities, whether held at the workplace or online.

- Online Webinar Sessions / Face to Face webinar delivery
- Group Facilitated Discussions
- Individual Learning Sessions, Coach Discussions and Progress Reviews
- Group Support Clinics
- Pre-arranged Group or Individual Learning sessions for functional skills with specialist tutors

Related Policies: Safeguarding and Prevent Policy / Engaged Learner Policy

Responsibilities:

Learners:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Show a positive commitment to their own development and learning and respect for other learners' development.
- Arrive punctually for any learning and assessment activity, including exams
- Online learners are required to switch on cameras (if available) so they are able to fully engage and interact with their coach and other learners. When a learner is unable to switch their camera on they must discuss this with their coach beforehand.
- Inform the Coach if unable to attend any planned activity such as webinars, progress reviews, exams or end point assessment activities
- Learners are required to provide full participation in online session and ensuring they are in a suitable working environment and away from distractions
- Ensure appropriate dress code when attending webinar sessions, online or face to face

- Escalate any unacceptable behaviour to their coach
- Complete/produce all necessary documentation in a timely manner as required by the Education & Skills Funding Agency, End-Point Assessment Organisations and Awarding Bodies
- Meet gateway and EPA requirements complying to EPAOs policies. Please note, Any EPA cancellations outside of policy may incur charges.

Coach:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Encourage equal and fair treatment to all
- Show a positive commitment to their learner's development
- Challenge any unacceptable behaviour/lack of attendance or progress
- Deliver a high-quality service to learners and managers and employers
- Escalate any unacceptable behaviour to employers and manager or apprenticeship manager if required
- Clear dates for webinars, support sessions and progress reviewed allowing the learners to plan their attendance
- Individualising learner support to enhance learner experience
- Promote a professional working environment during delivery of webinars through attitude and appropriate dress code

Group Discussions

As a part of a LEAP programme, learners may be involved in discussions about sensitive topics. These are typically topics which are more likely to cause differing or opposing reactions amongst individuals e.g. politics, religion and finance. We don't ask that these topics be avoided, we ask that these conversations are held in a sensitive manner and that imposing one's own opinions on others is avoided. We ask that everyone respects each other's views whilst partaking in such discussions.

Unacceptable behaviours

Learners must take responsibility for ensuring that they conduct themselves in a professional manner. Unacceptable behaviour such as but not limited to, will not be tolerated:

- Bullying
- Harassment

- Violence
- Disruptive behaviour in group sessions

Unacceptable behaviour will not be tolerated and will be escalated to the manager/employers where required, if a learner is disruptive to the learning of others, they may be asked to leave the activity and there will be further discussion/consultation with the manager/employer.

Attendance and cancellation

Attendance for all programme sessions is a core requirement for any apprenticeship or qualification. Attendance is needed to give the assurance that learners have access to relevant learning materials, and an understanding of standards, qualification and assessments in order to successfully achieve their apprenticeship or qualification. Where a learner misses more than 2 consecutive learning sessions, non-attendance will be discussed at progress reviews with the relevant manager as a concern and lack of engagement to the programme and clear action points will be discussed in order to support the learner.

Process:

- Coach to escalate key concerns with learners manager at progress review
- Plan to be developed to support learners' engagement, behaviour or attitude, where concerns remain, the coach to escalate to their Apprenticeship Manager
- Apprenticeship manager to review the concerns
- Coach and Apprenticeship manager to schedule a meeting with the relevant participants and manager to find a resolution / next steps

Where a learner continuously demonstrates negative attitude, behaviour and lack of engagement towards their coach or programme, LEAP may make the decision to remove the learner from the programme - this will be discussed with the relevant parties.

Need extra support

If you are struggling to complete your apprenticeship/qualification or your job duties as a result of your experiences at home or how you feel, please get in touch and we will try to support you further. In the first instance, tell your coach. If for some reason you don't feel comfortable sharing this with your coach, please contact your apprenticeship manager who will try to find the right person to support your needs.

If you think you or another learner is at risk of harm you must contact the safeguarding team immediately. Please refer to our Safeguarding policy for further guidance.

POLICY REVIEW: *The Policy owner will be responsible for ensuring that this policy is monitored and evaluated annually in line with work practice or in the event of changes in legislation*

Date of Publishing: May2024V3

Review Date: May 2025

Policy/Process Owner: Quality Team

Signed by	Andy Rayner - Director of Apprenticeships and Early Careers
Signature	<p>Signed on behalf of Leap Apprenticeships</p> 