



Inspiring Great British Manufacturing


Code of Conduct for Learners

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Policy Approved By: David Grailey

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Signature: 

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1. Introduction

MTC Training is dedicated to providing a safe, fair, transparent and inclusive learning environment. Our learners play a crucial role in this process and need to contribute to MTC Training's endeavour to ensure successful learning and a positive work experience for everyone contributing to the learner's journey.

1.1. Purpose & scope

- 1.1.1. This Code of Conduct sets out the expectations in relation to the behaviours of all our learners. It does not constitute an exhaustive list of accepted and prohibited conduct and should be treated as guidance.
 - 1.1.1.1. In any situation or behaviour not specifically covered, learners are expected to act reasonably and seek guidance from their Wellbeing & Pastoral Mentors, Programme Manager and assessors.
- 1.1.2. This Code of Conduct applies to all learners receiving education or training from MTC Training, including but is not limited to apprentices, HNC learners, and bootcamp learners, regardless of the form of delivery.
- 1.1.3. It applies to all learners regardless of the form of delivery of their education (e.g., face-to-face, hybrid learning, online learning, etc.).
- 1.1.4. This Code of Conduct applies to learners interacting with MTC Group colleagues, visitors, contractors and partners within MTC and MTC Training premises as well as:
 - 1.1.4.1. outside of them, e.g., when learning is taking place at an external venue such as employer's facilities,
 - 1.1.4.2. when learners represent MTC Training internally and externally during official events, e.g., award evenings.
- 1.1.5. This Code of Conduct applies to learners representing MTC Training in both physical and digital environments, e.g., in the training centre, awards ceremonies, on social media (such as LinkedIn), online meetings, etc.
- 1.1.6. Failure to adhere to this Code of Conduct can trigger a disciplinary procedure as outlined in the Learner Disciplinary Policy, which can result in immediate exclusion from learning if a learner is found guilty of gross misconduct.
 - 1.1.6.1. Examples of gross misconduct include but are not limited to:
 - 1.1.6.1.1. Learner endangers themselves or others,

- 1.1.6.1.2. A learner brings the training centre into disrepute,
- 1.1.6.1.3. Abuse directed towards MTC group colleagues and third-party staff or learners,
- 1.1.6.1.4. Unauthorised interference with software or data,
- 1.1.6.1.5. Harassment and sexual abuse,
- 1.1.6.1.6. Relationship of sexual nature with MTC Group colleague (e.g., trainer, assessor, member of business support team, etc.) or third-party staff (contractors).
- 1.1.6.2. MTC Training recognise that our learners come from different backgrounds and have additional support needs. Equality, Diversity and Inclusion are treated seriously by the leaders and managers at MTC Training. Therefore, MTC Training reserves the right to an equitable approach to outcomes of disciplinary procedures.

1.2. Definitions

- 1.2.1. The terms 'learner' and 'learners' in this document refer to everyone receiving any form of education from MTC Training, either through a direct agreement, contract, or sub-contracting. This includes apprentices, higher national programmes learners, and individuals participating in skills bootcamps.
 - 1.2.1.1. This term does apply to individuals enrolled on courses managed by MTC Training's Training Services (Future Skills).
- 1.2.2. The term 'MTC Training colleagues' refers to all employees of MTC Training and is not limited only to those individuals involved in or supporting learning delivery.
- 1.2.3. The term 'MTC Group colleagues' refers to anyone directly employed by the MTC Group and its subsidiaries, such as MTC Training, that come in contact with learners.
- 1.2.4. The term 'MTC Group colleagues and third-party staff' refers to everyone included in point 1.2.2. and as well as to subcontractors provide services to MTC Group.

2. Internal and external policies and legislation

- 2.1. This Code of Conduct should be read alongside all relevant MTC and MTC Training policies, especially but not limited to:
 - 2.1.1. Health and Safety Policy EHS-001
 - 2.1.2. MTC Training's Personal Protective Equipment (PPE) leaflet
 - 2.1.3. IT Policy IT-002
 - 2.1.4. Learner Handbook
 - 2.1.5. Learner Disciplinary Policy APP-033
 - 2.1.6. Pledge

2.1.7. Safeguarding Policy APP-008-G1

2.1.8. Malpractice and Maladministration Policy APP-014-G3

2.1.9. Prevent Policy App-008-G6

2.2. Additionally, apprentices must familiarise themselves and adhere to the expectations relating to knowledge, skills and behaviours (KSBs) as set out in their relevant apprenticeship standard. The up-to-date specification for each programme can be found on the **Institute for Apprenticeships & Technical Education** website: <https://www.instituteforapprenticeships.org/>

2.3. Learners must also adhere to all policies provided by their employers.

3. Communication, training, CPD and monitoring

3.1. Communication

3.1.1. This Code of Conduct should be reviewed annually and presented to the Education Committee for approval.

3.1.2. The approved code will be published on the MTC's Business Management System (BMS) and communicated to relevant MTC Group colleagues via internal channels (business briefs, emails, team meetings, etc.). New colleagues joining MTC Training are required to review this policy during their induction. The relevant line managers should monitor this.

3.1.3. Learners will be made aware of this code during their induction and asked to confirm they have read and understood the contents in the *documents I have read* section in Pro Monitor.

3.1.4. Learners under 18 years of age should inform their parents/legal guardians about this policy.

3.1.5. The Code of Conduct for Learners should be published on MTC Training and OAS website. Programme Manager should ensure it is available to all employers.

3.2 Training & CPD

3.2.1 Learners must read this Code of Conduct during their induction week or in situations where this is not possible (e.g., learners join late due to illness) as soon as practicable possible after their programme start date.

3.2.1.1 Unnecessary delay in familiarising with this Code of Conduct will not excuse learners from the consequences of not adhering to it.

3.2.2 If learners do not understand (or need further clarification on) the content of this Code of Conduct, they should notify their Wellbeing and Pastoral Mentors so appropriate

training can be arranged.

- 3.2.3 MTC Training colleagues are responsible for familiarising themselves with this Code of Conduct to ensure they can support maintaining high standard of learner behaviours at MTC Training. They should notify their line manager in situations when additional guidance on the content of this Code of Conduct is required.

3.3 Monitoring

- 3.3.1 All MTC Group colleagues and third-party staff involved in learning delivery, management, quality assurance, business support, etc., play an essential role in ensuring learners adhere to this Code of Conduct and display exemplary behaviours at all times.
- 3.3.2 Unwanted and/or prohibited behaviours must be challenged by MTC Training colleagues and reported to the relevant line manager to allow assessment and reasonable response.
- 3.3.3 Third-party staff should report any questionable behaviour to the MTC Group colleague, e.g., their host manager at MTC.
- 3.3.4 Line managers and Senior Leadership Team at MTC Training are responsible for the implementation of this policy.

4. Code of Conduct

4.1. General expectations

- 4.1.1. Honesty, mutual respect and safety must be central to all learners' behaviours.
- 4.1.2. Learners are expected to treat everyone with honesty and respect, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, or role individuals play in their education.
 - 4.1.2.1. Any form of discrimination is not allowed.
 - 4.1.2.2. Learners should ensure they contribute to creating and maintaining an inclusive environment.
- 4.1.3. Any form of abuse and/or violence or threats of abuse and/or violence is strictly prohibited. It applies but is not limited to physical, verbal and non-verbal forms of abuse.
- 4.1.4. Learners need to adhere to all instructions relating to Health and Safety as given by the MTC Group colleagues (e.g. trainers, assessors, mentors) and their employer. They need to be mindful that their behaviours are important in ensuring safe learning and working environments for all.
 - 4.1.4.1. Any health and safety risks should be reported to the closest MTC Training colleague (e.g., trainer, assessor, business support team, workshop technician, manager, etc.) immediately.
- 4.1.5. MTC Training reserves the right to involve government agencies and the police forces if suspect that a learner is a source of danger to fellow learners or anyone else in contact with them or is involved in any criminal offence.
- 4.1.6. Learners must ensure they do not bring the training centre into disrepute.
- 4.1.7. Learners should respect other people's personal space.
- 4.1.8. Sexual harassment and abuse are strictly prohibited. Touching, comments, jokes and gestures of sexual nature are not allowed.
 - 4.1.8.1. Learners should be aware that sense of humour varies between people, and some jokes can be considered offensive.

- 4.1.9. Learners who do not feel well or safe or have concerns about the safety and wellbeing of their fellow learners should contact a member of the safeguarding team immediately. Posters displayed in each centre indicate members of the safeguarding team. If a member of the safeguarding team is not available, they should notify any available MTC Training colleague.
- 4.1.10. Learners are expected to know, adhere to and evidence in their behaviours the British Values: **respect and tolerance, rule of law, individual liberty, democracy.**
- 4.1.11. Learners, regardless of their age, are not allowed to bond in any form of personal relationship with MTC Group colleagues and third-party staff. Relationships of sexual nature between learners and MTC Group and third-party staff are strictly prohibited.
- 4.1.11.1. If such a relationship is pursued by the MTC Group colleague or third-party staff, the learner must report this to the safeguarding team immediately.
- 4.1.11.2. Learners should not ask to nor accept a lift offer from MTC Group colleagues and/or third-party staff.
- 4.1.11.3. It is not allowed for learners and MTC Group colleagues and third-party staff to meet outside of professional situations, e.g., in restaurants, bars, or hotels.
- 4.1.11.4. An exception from points 4.1.11.2 and 4.1.11.3 is allowed in an immediate family relationship (parent, sibling), e.g., a trainer gives a lift/meets in a restaurant with a learner who is their child. When unsure, learners should seek clarification from their Wellbeing & Pastoral Mentor or a member of the safeguarding team.
- 4.1.11.5. In the situation when urgent medical attention is needed and ambulance is not available, MTC colleague may transport a learner to hospital. In such situation two MTC colleagues must accompany the learner.
- 4.1.11.6. Exempted from point 4.1.11.3 are the official MTC Training events, e.g., awards evenings taking place in a restaurant. This must be always authorised by the MTC Senior Leadership Team.
- 4.1.12. Learners must not contact MTC Group colleagues and third-party staff outside of their working hours.
- 4.1.12.1. Learners will only contact MTC Group colleagues only through the official communication platforms (work/training centre email, work telephone number, Smart Assessor, etc.). Communication via personal platforms (e.g. Facebook, messenger, etc.) is not allowed.
- 4.1.12.2. Third-party staff should not be contacted directly by learners outside of the training centre in any form.

- 4.1.13. Learners should only use respectful language and be mindful of people's different backgrounds and experiences. Sarcastic, derogatory comments and hurtful ways of communication, including but not limited to homophobic, transphobic, ageist and religious discriminatory language will not be tolerated.
- 4.1.13.1. Learners should remember that people learn and achieve at different paces and it should not be commented on in a negative way.
- 4.1.13.2. This also applies to non-verbal communication, e.g., sighing, rolling eyes, etc.
- 4.1.14. Learners should resolve their differences in a diplomatic way. They should seek assistance from MTC Training colleagues, or their employers when needed.
- 4.1.15. Learners cannot consume or be under the influence of alcohol or any illegal substance when they receive learning (including online learning) or represent MTC Training during official events.
- 4.1.15.1. Reasonable consumption of alcohol is allowed for adult learners (18 years of age or older) during official professional events, e.g. awards dinners. However, learners must be mindful that they are still responsible for their behaviours, and alcohol cannot be used as an excuse for inappropriate behaviour and breaching this Code of Conduct.
- 4.1.16. Learners receiving learning at Oxfordshire Advanced Skills (OAS) centre need to adhere to UKAEA's site rules. A relevant document outlining these rules must be provided to them by OAS based Wellbeing & Pastoral Mentors.
- 4.1.17. Damaging MTC and MTC Training properties will not be tolerated. The learner will be held responsible for any substantial damage to MTC property and will be charged with the cost of repair/replacements.
- 4.1.18. Learners must respect fellow learners' property. Damaging or authorised use of someone else's belongings will not be tolerated. Stealing will be reported to the police and employer.
- 4.1.19. Lifts in the centres can only be used by learners with relevant medical conditions after permission from the programme delivery manager, commercial training manager or apprenticeship programme manager is obtained.
- 4.1.20. Smoking and vaping are only allowed in designated places (smoking shelters). Learners should ensure they leave these areas clean and tidy after each use.
- 4.1.21. Learners must not misuse the fire alarm.
- 4.1.22. Learners must not misuse any MTC Training equipment.
- 4.1.23. All forms of bribery are strictly prohibited. Gratitude gestures from learners and their

parents/legal guardians, such as cards and flowers, may be allowed; however, learners should seek advice from a delivery or programme manager before giving any token of gratitude.

4.1.24. Learners need to follow parking instructions relating to speed and parking. These instructions can vary between different centres; learners should seek clarification from MTC Training colleagues if they are not certain about these rules.

4.2. Classroom/workshop behaviour

4.2.1. Learners must be present on time in the classroom/workshop and ready for all lessons by the time a trainer fills in the register for each session.

4.2.1.1. For the 1st year apprentices, the time is 8.15am.

4.2.1.2. For the 2nd and following years of apprenticeship, it is 8.30am.

4.2.1.3. For HNC learners, the lesson start time is 9am.

4.2.1.4. For other learners, this will be confirmed in their induction.

4.2.1.5. Trainers will advise if any variance to the above timings.

4.2.1.6. Lateness will only be accepted in exceptional circumstances. Learners need to call the attendance line to inform about their lateness as soon as possible prior to the start of the session.

4.2.2. The expected level of attendance is 95%. Attendance below 95% can trigger an absence management procedure.

4.2.2.1. When absence is unavoidable, learners should follow the absence reporting process as explained in their induction. They need to call the attendance line as soon as possible and inform about the reason for the absence and expected return to centre date.

4.2.3. Learners should work with their employers to obtain additional equipment required in the classroom as outlined in the MTC Training's Personal Protective Equipment leaflet.

4.2.4. Use of mobile phones to support learning is allowed at the discretion of the trainer. Headphones and earphones are not allowed unless for medial reason with prior permission of delivery manager, programme manager or commercial training manager.

4.2.5. Bags are not allowed in the classroom/workshops and should be kept in the lockers.

4.2.5.1. Day release learners who do not have lockers provided by MTC Training should use cupboards to store their bags during learning sessions. At the discretion of the trainer, bags can be kept in the classroom by day release learners only when they do

not cause any Health & Safety hazards.

- 4.2.5.1.1. Smartwatches are allowed (with the exception of examination) for time monitoring purposes; however, learners should not use them for any other purposes, such as calls, messaging, etc.
- 4.2.6. Chewing gum is not allowed.
- 4.2.7. Learners are expected to leave all spaces, including toilets, shower rooms and their lockers, tidy and clean. Littering is not allowed.
- 4.2.8. Learners are expected to support MTC Training's efforts towards sustainability and not unnecessarily waste any materials. MTC Training recognises that some waste is unavoidable in the process of learning and only asks learners to be mindful of any waste that can be avoided.

4.3. Learning and examination

- 4.3.1. Learners should employ all their skills, abilities, and ambition to ensure the successful completion of their learning programme.
- 4.3.2. Learners should ask for support when they struggle with any aspect of the programme or mental health.
- 4.3.3. Plagiarism is not allowed. Learners must reference their work correctly (Harvard referencing is advised and encouraged) and adhere to rules of award organisations.
- 4.3.4. Use of artificial intelligence (AI) (e.g., ChatGPT) in work submitted for qualification assessments is prohibited.
- 4.3.5. Online assessments must be submitted via Turnitin platform unless different instruction is given by trainer/assessor.
- 4.3.6. Learners with learning needs and/or disability are encouraged to disclose their condition to allow appropriate support to be arranged.
- 4.3.7. Learners should come to the centre prepared for learning, which means being physically and academically ready for each session and bringing their IT equipment and stationery.
- 4.3.8. Learners should actively engage with trainers and colleagues during learning; however, MTC Training recognises the neurodiversity of our learners.
- 4.3.9. Learners will submit their work on time.
- 4.3.10. During assessments and examinations, learners will promptly follow instructions from the invigilator or trainer.

4.3.11. Learners must not use any unauthorised material or help during their assessments/exams and cannot accept any form of unfair help when offered by fellow learners or MTC Training colleagues.

4.3.12. Learners will not go on holiday during term time unless it was agreed by the employer and MTC Training prior to the start of their programme.

4.3.13. Learners must not try to access examination materials (e.g., exam papers) prior to the start of their assessment/examination and will not accept any offer to access these materials from other learner or MTC Training colleagues.

4.4. Dress code

4.4.1. Learners must wear MTC Training lanyards with their ID cards at all times.

4.4.1.1. Learners should not attach any pins or badges to their lanyards.

4.4.2. Learners must adhere to uniform specifications as outlined in the MTC's PPE leaflet.

4.4.3. Hoodies, shorts, skirts, inappropriate footwear (e.g., trainers, sandals) are not allowed, even if company branded.

4.4.3.1. Exception can be made for medical reasons but only when agreed in advance by programme delivery manager, apprenticeship programme manager or commercial training manager.

4.4.4. Learners must wear their PPE as instructed by the MTC Training colleagues.

4.5. Conduct in the digital context

4.5.1. All expectations towards learners' behaviours set out in other parts of this Code of Conduct apply to their conduct in a digital environment.

4.5.2. Learners must not misuse MTC Training's equipment, software or Wi-Fi network in any way.

4.5.3. Browsing content of sexual, extremist, discriminatory or hateful nature is strictly prohibited.

4.5.4. Learners must not take any photos or recordings of their fellow learners, MTC Group colleagues, third-party staff or MTC facilities without expressed permission from the involved parties.

4.5.5. When representing MTC Training on the internet (e.g., posting, commenting and reacting to content on social media such as LinkedIn), learners must ensure they adhere to this Code of Conduct.

