



Code of Conduct

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Reviewed By	SLT

Amendments Made Since Last Review Date	Addition of The Prevent Duty Addition to the code of conduct 3.3 and 2.4 Added social media Addition to section 9 about smoking
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1.0 Scope and Purpose

1.1 The Code is designed to help to ensure that the relationships between Challenge-trg Skills and its staff is positive and productive. It sets out the standards of conduct expected from employee and to set out the implications of non-compliance.

The Code of Conduct hangs on two key principles:

1.1.1. Staff are expected to work to the best of their ability and should endeavour to promote and develop Challenge-trg Skills and its interests.

1.1.2. Challenge-trg Skills will always strive to be fair, consistent, and reasonable towards its Staff. The Code was written to help ensure the provision of a safe working environment that supports Staff' wellbeing.

2.0 General Principles

These rules and procedures will be reviewed regularly and updated as necessary to take into account developments in employment legislation and good practice.

This Code must be complied with by all Staff of the Challenge-trg Skills and supplements the provisions outlined in the employee's Contract of Employment and Staff Handbook. In instances where cases do not clearly fall within the guidance of this code or the above 2 mentioned supplementary information, then the case will be decided by the Senior Management Team.

Failure to observe the standards of conduct set out in this Code will be regarded as a breach of contract. Any breach of contract renders an employee liable to disciplinary action which may include dismissal.

There is an implied duty of trust which is central to the Contract of Employment of every employee. Any conduct which breaches or brings into question the integrity of Staff is potentially very serious. It is important that all Staff are aware of the areas of conduct where potential difficulties can arise in order that issues can be avoided. The sections below cover the main circumstances in which challenges to professionalism, integrity and ethics maybe encountered; these are not intended to be exhaustive.

3.0 Code of Conduct

3.1 Terms of Employment

i) Each member of staff is expected to abide by the terms and conditions of their employment and to fulfil the requirements of his/her agreed job description. Staff are expected to work flexibly in line with the changing needs of the Company.

ii) All Staff are expected to conduct themselves in accordance with established Policies to include Equality & Diversity, Harassment, Whistleblowing, Health & Safety and Safeguarding Policies. The failure of any employee to do so may result in action being taken against him/her under the Companies Disciplinary Procedure. Human Resources may be contacted at any stage in the proceedings in order to offer support, advice and guidance to management and staff.

3.2 Conduct

All staff are expected to conduct themselves in a reasonable and responsible manner when undertaking their duties and fulfilling their responsibilities and to comply with lawful and reasonable instructions from managers. It is expected that staff display integrity, honesty and impartiality in all dealings and work at all times within the visions and values of the company.

3.3 The Prevent Duty

All Staff should understand and abide by the fundamental British values of

- democracy
- the rule of law
- individual liberty
- mutual respect for and
- tolerance of those with different faiths and beliefs, and for those without faith.

Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK. Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others. Staff are expected to challenge any extremist views.

3.4 Company loyalty/reputation

Staff are expected to act professionally in good faith and in the best interests of the Company. It is disciplinary offence to act in such a way as to bring the Companies name into disrepute. This includes dealings with external organisations. In dealings with external organisations, staff should act as “ambassadors” for the Company, seeking to promote the services and positive reputation of the Company Staff must not tender for business for their own personal gain. Staff should not engage in any employment activity which would bring the staff member into competition with the activities of the Company or conflict with the interests of the Company. Associate Staff who have additional employment external to the Company which may compromise or conflict with their work with the Company must discuss the issue with their Line Manager in the first instance for approval.

3.5 Confidentiality

- i) Staff should not divulge to any person, corporation, company or other organisation whatsoever any confidential information belonging to the Company or to any Subsidiary relating to its or their affairs or dealings which may come to the knowledge of the staff member during employment.
- ii) Staff should ensure that personal data belonging to an individual is maintained securely and lawfully in order to protect the rights of the individual, in line with the 1998 Data Protection Act.

4.0 Safeguarding

4.1 The safeguarding of all learners is the responsibility of all staff, especially learners who are vulnerable adults Staff should be vigilant with regard to safeguarding the company, learners and other staff. Staff are required to act responsibly and take appropriate action to ensure that learners learn and work safely in a safe and secure environment where they are protected from abuse by others.

4.2 Staff must wear their ID in a clearly visible manner at all times when delivering training or in the office.

5.0 Social Media

- 5.1 The use of social media has the potential to cause damage to the Companies reputation. When communicating either in a professional or personal capacity, within or outside the workplace, Staff must conduct themselves appropriately.
- 5.2 If such action has a negative impact on the Company's operation or reputation, this could result in disciplinary action being taken against the employee. Examples include: publishing defamatory and/or knowingly false material about the Company other Staff or learners, posting images or comments that are inappropriate, offensive or discriminatory or links to inappropriate content or doing anything that may conflict with the interests of the Company or damage the reputation of Challenge-trg Skills.
- 5.3 Learners may wish to become "friends" with Staff on social media platforms, however to ensure professional boundaries are maintained, Staff are encouraged to set up a work profile using their Challenge-trg e mail address and must not accept and/or invite learners to become "friends" on personal social media accounts or other online services.
- 5.4 Entering into such relationships may lead to abuse of an employee's position of trust and breach the standards of professional behaviour and conduct expected at the Company. Challenge-trg Skills considers such action a misconduct and reserves the right to take disciplinary action if Staff are found to be in breach of this policy, with the potential of dismissal for serious cases of misconduct.

6.0 Language, Behaviour, and Conduct

- 6.1 All staff are entitled to fair and reasonable treatment at work and are expected to behave courteously and professionally towards others. Staff are expected to have due regard for their language and behaviour whilst at work. Staff should strive to ensure that they do not cause undue offence to others in spoken or written communication. Swearing is not permitted and Staff are expected to set a good example for learners and others whilst working
- 6.2 If a member of staff feels that they have been required by a colleague, manager, or senior management team member to act in a way that may be illegal, improper, or unethical, or if they have information that leads them to believe that a colleague, manager, or senior management team member is behaving unlawfully or in an improper manner, the Public Interest Disclosure Procedure ('Whistleblowing') has been designed to provide a vehicle for staff members to raise these concerns.
- 6.3 All staff, learners, visitors, and members of the public have the right to be treated with fairness, dignity, and respect. Staff must ensure that they do not treat anyone less favourably because of their age, sex, gender identity, sexual orientation, race (including skin colour, nationality, and ethnic origin), religion or belief, visible or non-visible disabilities, marital status (including civil partnerships), or pregnancy/maternity reasons. These are the grounds upon which it is unlawful to discriminate someone and are known as 'protected characteristics.'
- 6.4 All staff have a personal responsibility to Challenge-trg Skills and to their colleagues to protect and respect the dignity of those with whom they work, regardless of the job role. Challenge-trg Skills will treat any allegations of discrimination by staff very seriously.

7.0 Health and Safety

- 7.1 Challenge-trg Skills has a duty to provide and maintain a safe and healthy work environment and to protect the health and safety of all Staff, learners, and visitors. Staff have a responsibility to

take care of their own health, safety, and welfare, and to be mindful of the health, safety, and welfare of others.

7.2 Staff should familiarise themselves with company policies and relevant provisions and observe them at all times. In particular, they should:

- Co-operate with management to meet health, safety, and welfare requirements, following all outlined procedures.
- Not misuse or damage health and safety equipment or items.
- Inform management of any serious or imminent dangers to health, safety, or welfare.
- Wear special protective equipment as required for health and safety reasons.

8.0 Dress and Appearance

8.1 Staff are required to dress appropriately based upon their role and responsibilities when working within the workplace, working outside of the workplace and when representing the Challenge trg-Skills. It is acknowledged by the Company that what is appropriate may vary depending upon the location at which the employee is working, the activities that they are undertaking and the people they may be meeting (in person or virtually) on a given day.

8.2 All Staff are required to be neat, clean and tidy during working hours, whether working in the office or elsewhere, presenting a positive image of Challenge trg-Skills. Some tasks require PPE which must be adhered to this will be provided by the company.

8.3 Although Staff have some freedom in expressing themselves in dress, the management of have the discretion to judge what is and is not appropriate. The following items of clothing are examples of what is not considered acceptable dress and therefore are not permitted at work:

- scruffy/torn trousers.
- clothing of a revealing nature.
- sports clothing, for example tracksuits and football shirts
- sweatshirts or t-shirts with slogans or symbols that could cause offence.
- trainers, flip flop type shoes; and
- excessive or unconventional jewellery.

8.4 The company recognises the diversity of cultures and religions of its Staff and will take a sensitive approach when this affects dress and corporate work wear requirements. However, priority will be given to health and safety, security and other similar considerations.

9.0 Smoking/Alcohol/ Substances

9.1 Staff should only smoke in designated smoking areas and never in front of learners or with learners.

9.2 Staff should never attend work under the influence of (or have their work performance impaired by) alcohol or illegal substances. If a member of staff is found to be under the influence of alcohol or any illegal substance at work, disciplinary action may be taken.

9.3 Staff are not allowed to drink alcohol at work or during working hours.

9.4 Where an employee is involved with illegal substances or excessive use of alcohol outside of work, Challenge-trg Skills will assess the extent to which such action is detrimental to its reputation and standing in the community.

9.5 Staff who suspect or know that they have a substance abuse problem are encouraged to seek help and treatment voluntarily or through Challenge-trg Skills Employee Support Services.

9.6 Staff taking prescribed medication are advised to seek advice from their GP about any possible effects this might have on their performance and should discuss this with their line manager.

10.0 Attendance and Absence

10.1 Staff should arrive at their agreed place of work for the hours specified in their contract. Any variation to these terms should be considered against the needs of the business and the impact on other work colleagues.

10.2 The timing of all holidays is subject to the prior agreement of the line manager. Permission must be sought from the line manager, giving reasonable notice, before leave of any type is taken.

10.3 All anticipated absence must be reported to the line manager at the earliest opportunity. The line manager will discuss and agree how the absence will be covered.

10.4 Staff should ensure that any absence due to illness is appropriately reported, and absences which exceed 7 days require a doctor's note.

11.0 Criminal Offences

11.1 Serious misconduct or criminal offences committed during or outside of working hours which could bring either the employee or Challenge-trg Skills into disrepute may be subjected to action under the Disciplinary Policy and Procedure. An employee who is charged with a criminal offence should inform the Managing Director of Challenge-trg Skills in writing.

11.2 An employee will not be considered for dismissal (or otherwise disciplined) solely on the basis that they have been charged or convicted of a criminal offence. However, the question may arise in such circumstances where the employee's conduct warrants actions because of any implications this may have on the employee's role. Each case will be treated individually in accordance with the particulars of the situation.

12.0 Use of Facilities, Resources, and IT

12.1 Staff provided with Challenge-trg Skills property, facilities, or equipment should ensure that they are only used for official business. Staff are not permitted to use their phone when training. Limited access to mobile phones for personal reasons is permitted during one's break.

12.2 Staff should not share or promote jokes, video footage, or other such communication which could breach the equality and dignity of learners, staff, customers, or other personnel on site.

12.3 Challenge-trg Skills internet and email facilities are provided for staff to be used for communication, business, and educational purposes in serving the interests of Challenge-trg Skills, our clients, and customers in the course of normal operations. No personal communication may be made using Challenge-trg Skills facilities. Misuse of the email or internet may expose both the individual and the business to civil or criminal proceedings. Staff should be aware that email messages can be used as evidence in Court cases and in Employment Tribunals in the same way as printed documents.

13.0 Confidentiality

13.1 Staff should keep confidential all information relating to the affairs of Challenge-trg Skills that is not in the public domain.

13.2 Staff must comply with the Data Protection Act 1998 and the General Data Protection Regulation 2018 (UK GDPR), which requires amongst other things that certain types of personal information (held digitally or physically) about Staff, learners, or customers must not be disclosed other than in accordance with Challenge-trg Skills' registration, the rights of individuals under the Act, and the seven key principles of GDPR. These state that personal data should be collected and stored:

- In a lawful, fair, and transparent manner
- For a specified purpose ('purpose limitation')
- Limited only to what is wholly necessary ('data minimisation')
- Accurately, being kept up to date where necessary
- No longer than is deemed necessary ('storage limitation')
- Securely ('integrity and confidentiality')
- With clear and demonstrable accountability for the above

14.0 Relationships at Work

14.1 Care should be taken to avoid conflicts of interest where individuals are related, and as such these relationships should be disclosed. Subsequently, these should be managed in a manner that limits favouritism and avoids biased decision making. Staff should inform the Managing Director where individuals are related to another employee, contractor or learner

14.2 It is not acceptable for a member of staff to form a relationship with a learner. This counts as both an abuse of trust and an abuse of power by the member of staff. This constitutes a breach of the teaching professional code and, as such, may be liable to disciplinary action.

15.0 Hospitality, Entertainment, Gifts, and Financial Matters

15.1 Staff should not accept any personal benefits or gifts of any kind from a third party (including other organisations, contractors, suppliers, members of the public, learners, or prospective learners) unless to refuse would cause offence and said gift is of little intrinsic value. Receipts of these should be recorded and reported to the line manager.

15.2 Any invitation to hospitality events or functions should have the line manager's approval in advance of accepting.

15.3 Challenge-trg Skills has a responsibility for administering public funds, ensuring the importance of probity, financial control, and honest administration. Staff with responsibility for ordering goods and services must ensure that they are fully up to speed on all the relevant policies and procedures. Contractual arrangements and expenditure on behalf of Challenge-trg Skills must not be incurred directly or indirectly except with the authorisation of the Managing Director.

16.0 Continuing Professional Development (CPD)

All staff are expected to engage in ongoing Continuing Professional Development (CPD) to maintain and enhance their professional knowledge, skills, and competence. CPD is a vital part of professional practice and ensures that individuals remain current with evolving standards, technologies, and best practices within education.

Staff shall:

- Take personal responsibility for their professional growth and development.
- Participate in relevant learning activities, including formal training, self-directed study, and experiential learning and mandatory training
- Record and reflect on CPD activities regularly on Moodle to demonstrate commitment to lifelong learning.

- Comply with any CPD requirements set by Awarding bodies or relevant professional bodies.

Failure to engage in adequate CPD may be considered a breach of this Code of Conduct.