


UHL Apprenticeship and Development Centre Code of Conduct for Apprentices

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Document Amendment and Review Log

February 2023	V3.1 Change of name	17/02/2023	JS
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1. Rationale

- 1.1. University Hospitals of Leicester Apprentice and Development Centre (hereon referred to as the Centre) is committed to providing a safe and professional environment for all learners. Part of this requires a set of guidelines and principles from which stakeholders, Centre staff, visitors and learners operate from.
- 1.2. This Code of Conduct sets out standards of conduct which learners are expected to follow. This Code is not exhaustive and it is important that both learners and staff take advice and guidance if necessary.

2. Attendance

- 2.1. Punctuality and Attendance are monitored by the Centre. Learners will attend all planned training and assessment meetings; except when absence is unavoidable e.g. hospital appointment, department service needs. When an unavoidable absence occurs, the learner will advise the Centre at the earliest opportunity prior to the session of their absence through the agreed method (or their manager will contact the Centre on their behalf if they ring in unwell on the day). Learners can request occasional none emergency absences with the Centre.
 - 2.1.1. Any known reason for leaving a session early should be agreed in the first instance with the learners' line manager and the Centre informed e.g. doctors' appointments
 - 2.1.2. Any breaks in learning of 4 weeks or more should be notified to the Centre at the earliest opportunity
 - 2.1.3. Learners should take responsibility for making up any work missed through absence regardless of nature. If a formal break in learning has occurred, learners will be supported in reviewing their milestones and developing a revised learning plan.
- 2.2. Learners will be punctual, prepared and engaged for all training sessions, 1:1 meetings, progress reviews and any other commitments.
- 2.3. Learners will ensure they test and are able to access any online learning, online teaching sessions or online meetings and have access through their employer to suitable kit e.g. laptop/PC and software to access learning. If a learner is accessing learning outside of their workplace they should ensure they have a stable internet connection.
 - 2.3.1. Learners will ensure they follow the requirements of online teaching or meeting sessions in terms of camera on/camera off to ensure engagement with the learning.
- 2.4. Learners will respect that learning commitments take precedence over other non-work activities during training days within the hours for planned training. Personal appointments such as doctors, dentists and driving lessons must, as far as possible unless in an emergency, be made outside these times.

3. Completion of work

- 3.1. Learners will complete all work set within the required timeframes to the best of their ability. The learners work is expected to be of sufficient standard to enable them to make progress in the apprenticeship. Should learners require support in achieving academic writing skills, this should be raised as part of their development reviews.
- 3.2. Learners will meet hand in dates, requesting help when needed and seek permission if an extension is required stating clearly what the reason is. The Centre will follow the Late Submission of Work policy and update the learner on whether an extension is granted.
- 3.3. The learner will ensure they spend a minimum of 20% of each year of their programme learning within paid hours to support the apprenticeships. NB: Additional learning in addition to the 20% may be necessary; this may be in the learners or employers time. This should be negotiated with the line manager.

4. Cheating and Plagiarism

- 4.1. The Centre has strict policies in this area (including definitions) which the learner should familiarise themselves with alongside any consequences of cheating and plagiarism.
- 4.2. If it is established that a learner has cheated in an exam, plagiarised work or attempted to gain an unfair advantage the incident will be investigated in accordance with the Plagiarism, Collusion and Cheating Policy of the Centre. Where there is an awarding body aligned to a qualification they will be informed of the occurrence. The awarding body has the right to cancel an apprentice's registration.

5. Dress code

- 5.1. The Centre has a Dress Code Policy in place which must be adhered to. Learners should ensure they are familiar with the policy and any potential consequences should it be breached.
- 5.2. Learners should wear clothing that is practical and suitable for studying at the Apprenticeship and Development Centre. Learners should not dress in a manner that is offensive, a health and safety hazard or a potential security risk.

6. Behaviour

- 6.1. The learner must not smoke within the parameters of any of the sites where training is taking place. There is a designated smoking area outside of each hospital site that should be used in agreed break times only.
- 6.2. Learners must not drink alcohol or be under the influence of any illegal substances at any time during their training sessions. They also must not bring alcohol or any illegal substance into any of the Centre's training sites. If a learner is found to be in possession of any illegal substances, e.g. alcohol or drugs, during the training day's disciplinary action will be taken by the Centre through the Positive Behaviour policy and the employer advised. Employers do not tolerate the

carrying or drinking of alcohol or illegal substances either and it is likely that a formal employment disciplinary investigation will be conducted.

- 6.3. The Centre has a zero-tolerance towards violence or discriminatory behaviour. Any form of violent, intimidating or discriminatory behaviour or behaviour which is likely to lead to violence, whether at the training venue or reported from outside, will be treated as a serious disciplinary matter. If necessary, the police will be involved.
- 6.4. Learners will respect the Centre training venue environment, equipment, books and resources; including taking care when using computer equipment so that it is not harmed in any way. Learners will not send or receive any obscene, offensive or illegal content and will follow information governance requirements at all times.
 - 6.4.1. Learners will take personal responsibility for online safety and follow guidelines to ensure they are safe when learning online.
- 6.5. Learners will have due regard to and a shared responsibility for the public image of both the Trust and the Centre, including behaviour in public places. Broadcasting and publishing information about the Centre in print, electronically or via the mass media should only be conducted with the express approval of the Centre.
- 6.6. Learners of the Centre, whether they are staff from UHL or other organisations, should familiarise themselves with the hospitals values and behaviours and ensure they act within them at all times on the programme. This includes their conduct and behaviour in the classroom, during remote learning, in 121's and manager review meetings. It further refers to conduct towards Centre staff, Practitioners/Facilitators, fellow learners and other Centre stakeholders e.g. EPA organisation representatives, guest speakers. A negative attitude or a bad attitude will not be tolerated as it is disruptive and not conducive to learning. The Centres Positive Behaviour Policy will be used to support instances that occur.
- 6.7. Taking into account the Trusts values and behaviours, learners should speak up if they are really enjoying a part of their learning or have concerns/comments to enable the Centre to know what is going well and what would benefit from being changed. This can be via the formal requests to hear the learner's voice to support continuous improvement of programmes or ad hoc at the learners' discretion throughout the programme. It is important that the Centre gains an opportunity to hear this in the correct manner and at an appropriate time to support the programme. The learner should own their feedback; consider what to share and how to share it to prevent the Centre only hearing it third hand via other students or surveys/OFSTED. This ensures they treat the Centre and its staff as they would wish to be treated.
- 6.8. During external inspections the learner will fully co-operate with the inspectors and ensure they present a true account of their learning journey in a way that supports the Trusts values and behaviours.
- 6.9. Learners should speak up in a timely manner if they have any safety concerns about any of the Centre staff or fellow learners e.g. safeguarding. This can be done through a number of means and the learner should refer to their Core Handbook if they are not sure how to speak up.

7. Health and Safety

- 7.1. The learner will follow the Trusts and Centres Health and Safety and Fire Evacuation procedures at all times.
- 7.2. Learners will not participate in an activity that puts themselves or others at risk.
- 7.3. Learners will report any concerns or issues relating to Health and Safety to a member of Centre staff immediately.

8. General

- 8.1. Learners must co-operate with Centre staff and comply with any procedures, even when not specifically mentioned above. Any behaviour or action that is considered to be 'unsatisfactory' as laid out above or failure to observe this Code of Conduct may lead to disciplinary action being taken through our disciplinary process. This may lead to an apprentice being excluded from the programme.