

## Apprentice Code of Conduct

### Purpose

This **Code of Conduct** aims to ensure that all apprentices at **The Institute of Telecommunications Professionals** (the ITP) conduct themselves in a professional, respectful, and safe manner throughout their apprenticeship. Whether at work, in training, or within the community, apprentices are expected to represent the values of the ITP and their employer as they work towards their qualifications.

The purpose of this policy is to establish clear expectations for behaviour and ensure a supportive and respectful learning environment, which includes adhering to the highest standards of conduct and professionalism.

### Scope

This policy applies to all apprentices enrolled with **the ITP**.

### General Conduct Expectations

#### Professionalism and Behaviour

- You are expected to always conduct yourself professionally—whether at work, in training, or online. This includes:
  - Treating everyone with respect and kindness, regardless of background, beliefs, or personal characteristics.
  - Following the policies and expectations of both the ITP and your employer.
  - Avoiding any behaviour that is disruptive, offensive, or discriminatory. This includes swearing, racial slurs, or aggressive actions. Such behaviour will not be tolerated and may result in disciplinary action.
- If you engage in sensitive discussions, such as politics or religion, be mindful of others' views. It's important to approach these conversations with sensitivity and respect. If you feel you've made someone uncomfortable, it's important to apologise and adjust your approach.

#### Attendance and Punctuality

Consistent attendance and punctuality are essential to your success as an apprentice.

- You must attend all scheduled training sessions and work placements on time.
- If you are going to be late or absent, you must notify both your employer and training provider as early as possible—ideally before your expected start time—using the agreed reporting procedures.
- Repeated or unauthorised absences may result in formal warnings and could jeopardise your apprenticeship.

#### Commitment to Learning

You are responsible for your own learning and progress. You are expected to:

- Engage fully in all training activities—on-site, online, and in the workplace.
- Complete all assignments, assessments, and SMART targets to the best of your ability and on time.
- Take initiative to ask for support when needed and prepare in advance for progress reviews.

### Confidentiality and Respecting Boundaries

You must respect the privacy and confidentiality of your peers, tutors, colleagues, and clients.

- Do not share sensitive information without permission.
- If discussing personal or difficult topics, set clear boundaries and respect others' comfort levels.

### Safeguarding and Well-being

- The ITP has a zero-tolerance approach to any risk of harm or abuse. If you or another apprentice is at risk of harm, you must report it immediately to the **Safeguarding Team**.
  - This includes any risks of physical harm, verbal or emotional abuse, or concerns related to mental health or well-being that may affect performance.
- If you're struggling in any way - whether at home, in work, or with personal feelings that affect your apprenticeship - please reach out. Your coach is your first point of contact, but the **Safeguarding Team** is also available to offer support.

### What to do if you're feeling unwell or struggling

If at any point you feel that you're struggling to cope with your apprenticeship due to personal or professional reasons, please talk to someone you trust. In the first instance, speak to your **Coach** or the dedicated **Safeguarding Officer**. They are there to support you and help you manage the pressures you might be facing.

### Consequences of Misconduct

We understand that apprentices may make mistakes, and our goal is to support you in learning and improving. However, persistent or serious breaches of the Code of Conduct may result in disciplinary action, including:

- Verbal or written warnings
- Suspension from specific learning activities
- Potential termination of the apprenticeship in the case of serious misconduct

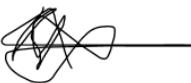
We will always aim to help apprentices understand where improvements are needed and support them through the process.

### Feedback and Concerns

At the ITP, we value open communication and constructive feedback. If you have any concerns or issues regarding your apprenticeship, your behaviour, or the behaviour of others, please speak up. You can contact your **Coach** or a member of the **Safeguarding Team** if needed.

### Policy Review

This policy will be reviewed annually or earlier if deemed necessary.

<b>Signed and Approved By</b>	Charlotte Goodwill
<b>Job Title</b>	Chief Executive Officer
<b>Signature</b>	
<b>Date Signed</b>	21/05/2025

### Document Management

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### Version Control

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Version 1	10/12/2024	New document
Version 2	21/05/2025	Revisions made to some wording