South Wales Electrical Training

Learner Code of Conduct.

South Wales Electrical Training (SWET) is committed to maintaining a high standard of personal conduct from our candidates to ensure the confidence and respect of colleagues, staff, tutors, employers' other learners, and all those with whom they work. The Code of Conduct is designed to ensure that candidates contribute to a safe and successful learning environment by defining the professional behaviour and conduct that SWET expects of its learners.

The Code of Conduct is underpinned through our core values and defines what we stand for and how we do things:

✓ **S**trive for excellence.

✓ **W**ork together.

✓ **E**nhancing potential

✓ **T**rustworthy

This code of conduct applies to all course sessions including:

• Online Classroom Training

• Face to face, Group or 121 Training

• Virtual meetings or appointments onsite or offsite venues

• Learner's workplace

• Off-site venues workshops

Principles

1. **Respectful Communication:**
   • Always use polite and inclusive language.
   • Avoid offensive or discriminatory comments.
   • Listen actively and consider others' perspectives.
   • Behave in a manner that does not discriminate, harass, or bully, including cyber bullying, either in person or using digital platforms or social media.

2. **Professionalism:**
   • Dress appropriately for the session.
   • Be punctual and attend sessions regularly.
   • Avoid multitasking or engaging in unrelated activities during the training such as using your mobile phone, email or other unrelated activities that are not related to the training session.
   • If for any unexpected reason you need to leave the training session early you must notify the trainer/facilitator before you leave the session.
   • Respect contributions made by other learners and not undermine them by inappropriate comments or behaviour such as sighing, tutting, side comments to other learners etc.

3. **Privacy and Confidentiality:**
   • Respect the privacy of other learners.
   • Do not share sensitive or confidential information discussed during the sessions unless there is a safeguarding concern.

4. **Participation and Engagement:**
   • Where required, any pre-course work or pre-reading should be completed and submitted prior to the training session in line with the timescales agreed with your tutor
   • Contribute constructively to the conducive learning environment.
   • Avoid disruptive behaviour, such as talking over others.

5. **Attendance and Punctuality:**
   • Notify the centre on 01656 744542 or email info@swet.org.uk if you cannot attend a session or as soon as you become aware.
   • Be on time and ready for the session to start.

6. **Safety:**
   • Behave in a safe and responsible manner and in accordance with the requirements of Health and Safety legislation relating to an individual's responsibilities.
   • SWET seeks to achieve a learning environment which upholds the core British Values of democracy, the rule of law, individual liberty, and especially mutual respect and tolerance of different faiths, beliefs, and practices. (www.gov.uk)

7. **Resolving Conflicts:**
   • Address conflicts professionally and privately if possible.
   • Report any issues to the staff at the centre for resolution.

8. **Feedback and Critique:**
   - Provide feedback constructively and respectfully.
   - Accept feedback with an open mind and use it for improvement.

9. **Inclusivity and Diversity:**
   - Be mindful of cultural differences and diverse perspectives.
   - Avoid making assumptions or stereotypes about others.
   - Behave in a manner compatible with the Equality and Diversity policy to ensure a safe environment where everyone is treated with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability, or social class.

10. **Prohibited Content**:
    - Do not share inappropriate or offensive content.
    - Respect copyright and intellectual property rights.

11. **Code of Conduct Enforcement:**
    - Learners that breach or do not respect the code of conduct may be asked to leave the course and where appropriate, their manager/employer notified.
    - All mandatory or core training sessions will require full attendance to be able to successfully complete your programme.
    - SWET has a zero-tolerance approach to unacceptable behaviour towards all our employees, not limited to Learners, Tutors, Administrative staff or Management. Any unacceptable behaviour, e.g. verbal or physical abuse, will be immediately reported and may also lead to withdrawal from the course.

12. **Accessibility and Additional Learning Needs (ALN):**
    Our duty as a Centre is to ensure that materials and communication are accessible to all learners:
    - If you require any additional support or special considerations, you must inform the centre of your tutor/facilitator prior to booking onto the training session.
    Please refer to the Assessment & Reasonable Adjustments & Special Considerations policy

13. **Continuous Improvement:**
    - Learners will be required to complete a course training session evaluation at the end of the course.
    - This code of conduct will be regularly reviewed and updated and available via
    1. Company website
    2. Printed copies at the centre found in the student handbook folder.