## CTC Code of Professional Conduct

##### 2.1 Purpose

The purpose of the policy is to provide a guideline to the behaviours that are valued and are expected from all those involved in the delivery of a professional service to learners.

##### 2.2 Policy

Staff are central to the delivery of a high quality training and education service and are uniquely placed to support the learners on their journey towards certification, further training, education and sustainable employment.

As a staff member, you are expected to use your professional judgement and the appropriate tools to develop the best ways of motivating, engaging and assisting learners to identify their individual achievements and needs, develop their individual goals and take ownership of their own development. *(Adopted from Skills 4 U)*

Sensitive issues, emotional or personal problems or needs may arise during the course of your work with the learners. Staff recognises that they may not have the specialised skills or authority required to appropriately support the learner. The general manager must be made aware of any concerns and an appropriate course of action will be discussed.

It is essential that staff fully participate in all initiatives designed to improve the learning journey and support the CTC to meet its objectives. As a training organisation, staff recognise the value and necessity of actively participating in up-skilling, training and development initiatives.

Punctuality, attendance, a neat appearance, a pleasant and respectful demeanour are key behaviours a learner needs to be able to demonstrate and staff recognise the importance of personally demonstrating these behaviours on a continuous basis. Staff should be familiar with the CTCs learner’s grievance and disciplinary and other learner policies and ensure they are applied in a respectful, consistent and fair manner.

Staff are expected to hold high expectations for the learner and to work with colleagues to support and monitor the learners’ progression through the CTC and on to further training, education or employment.

*During their time with a CTC a learner should;*

* Be safe and feel safe
* Feel valued and treated fairly
* Be treated with dignity, courtesy and respect
* Have fun and enjoy the learning experience
* Be challenged to achieve their potential and supported to achieve their goals
* Be protected from abuse
* Be listened to and have concerns heard and dealt with in a professional manner
* Be afforded appropriate confidentiality and data protection
* Have their views sought on decisions that may affect their lives
* Be clear on the behaviours expected of them

As role models and professionals staff will be expected to demonstrate respect, honesty, fairness and patience in their interactions with the learners at all times. It is expected that differences in learners’ home backgrounds, needs and circumstances will be responded to in a sensitive and non-judgemental manner.

Respect should be shown for the learner’s right to have personal, and/or sensitive information kept in a secure location in accordance with data protection requirements.

As a training professional, you are expected to develop and maintain the training plans, records worksheets and portfolios to a consistently high standard, and to provide reports and other supporting documentation to ensure that quality, certification and reporting requirements of a CTC are consistently met. As a training organisation, failure to appropriately prepare, submit or a withdrawal of learner’s portfolios without prior authorisation is treated seriously.

Personal mobile phones must be switched off while at work and should not be brought into training or meetings rooms. In exceptional circumstances and with the prior approval of the general manager limited use may be authorised for a specific purpose and timeframe.

*Examples of behaviour that would be considered to fall short of the professional standards expected would include* ; raising your voice, ridiculing, using fowl language, sniggering, sarcasm,, threatening behaviour, commenting, discussing or gossiping about another learner, work colleagues, or the operation of the CTC, or any conduct that can be reasonably be regarded as inappropriate in the circumstances.

A learner should never be asked or given permission to leave the CTC without the knowledge of the general manager, (or acting manager) and it is never appropriate to sign/clock in or out on the learners’ behalf.

##### 2.3 Maintaining Professional Boundaries with Learners

It is recognised that a key factor in ensuring the ongoing success of the CTC is the relationship that is built between staff and learners. As role models, staff occupy a position of trust within the organisation and with the learners. There is a need to maintain **clear and professional boundaries** while a learner is in any way associated with the CTC. In their interaction with learners, staff must be aware that a substantial cohort of the learners are legally defined as children.

The following is intended as a guideline to support the protection to the learners, the staff and the organisation:

* Generally, instances of being alone with a learner should be avoided where possible and should it occur, doors should be left open
* Normally individual coaching/learning‘ takes place during class time in a group setting, however where ‘one to one’s are necessary ensure that it has been authorised, and the time, date and purpose, has been recorded and signed
* In exceptional/emergency situations, where it is necessary to transport a learner in your own car, management must be advised as soon as practicable. Ensure the learner is seated in a rear seat with seat belt fastened securely. Where practical another staff member should accompany you.
* Never provide training or other materials which could reasonably be interpreted/misinterpreted as offensive, provocative or sexually suggestive.
* Never engage in messing, horseplay, jokes or slagging which may be misinterpreted.
* Avoid any unnecessary physical contact with a learner. In exceptional circumstances for example, administering first aid, physical contact should only take place with the permission of the learner and in an open environment.
* Do not engage with individual learners by email, text or social network sites.
* Learners should not be given personal phone numbers, the CTC phone number should be provided.
* Be conscious of rotating the learner chosen to help’ to avoid perceptions of favouritism.
* The male/female balance of the group should be reflected in the staff supervising an activity or trip where possible.

*Examples of behaviours that would be considered to fall short of the professional standards expected would include;* engaging in any activities of an intimate nature with a learner, dating a learner, socialising with a learner/s, arranging to meet learners on a personal basis or arranging to meet learners outside of work without the prior authorisation of the general manager, If in doubt, the general manager will provide guidance, advice and direction.

##### 2.4 Dealing with Concerns, Suspicions or Allegations of Abuse.

The CTC takes our responsibility very seriously and has a specific Child Protection and Welfare policy in operation that details staff responsibilities. Every staff member is expected to be familiar with the policy and their individual responsibilities. Should you have any child protection or welfare concerns, contact the Designated Liaison Person, normally the general manager, or acting DLP where the DLP is party to the concern.

##### 2.5 Professional Conduct and Communications with Colleagues

The training, educational and labour market environment in which the CTC operates will continue to challenge us to do better and to do differently in order to remain relevant.

The ongoing success of the CTC is inextricably linked to the ability of the general manager and staff to work together professionally to deliver a dynamic and continuously improving service to the learners.

Staff should demonstrate appropriate, professional, respectful and effective communications with the Board, the general manager, colleagues, and other professionals in promoting a culture of dignity, respect and professional courtesy in the CTC.

*Examples of behaviour that would be considered to fall short of the professional standards expected would include:,* raising your voice, ridiculing, using fowl language, sniggering, sarcasm,, threatening behaviour, commenting, or gossiping about work colleagues, or the operation of the CTC, interfering /intervening in a colleagues interaction or class time (unless common sense or health and safety concerns indicate otherwise) or any conduct that can reasonably be regarded as inappropriate in the circumstances. You are required to conduct yourself in a manner that does not undermine the standing or credibility of a colleague or bring discredit to the organisation.

The reputation and standing of the CTC in the wider community is essential to the ongoing success and viability or the organisation. Where staff have been involved in any incident, either during the course of their work or outside of work which can reasonably be seen to impact on the organisation they are obliged to inform the general manager. The general manager will respond as sensitively as possible to the individual situation.

Further information and procedures to be followed are detailed in the grievance, Disciplinary, Equality and Dignity at Work policies.

##### 2.6 Employee Protection (Whistleblower)

As a general principle, staff shall not make public or disclose to any unauthorised persons, or organisation/s outside of the CTC, information, including any complaints regarding the organisation or any individual/s. All information in relation to the CTC should be treated as confidential. More detailed information of the CTCs confidentiality requirements are detailed in the General Terms and Conditions of Employment.

It is the intent of the CTC to adhere to the law, applicable regulations, policies and procedures. The support of all employees is necessary in order to achieve compliance and should a staff member have a reasonable concern that a breach of policy, law or regulation has occurred it should be notified to the authorised person in the CTC, normally the general manager (or Chair where the general manager is party to the concern) without delay.

An employee raising a concern in good faith, to the authorised person and who has provided a reasonable opportunity for investigation and correction will be protected from victimisation. Staff should be mindful that the CTC organisation, learners and colleagues are entitled to due process and to defend their good name and therefore, the protection is only afforded to staff that have followed this procedure and adhered to the spirit of its intent. This section may be amended in light of intended legislation*.*

**Failure to adhere to the Code of Professional Conduct may result in disciplinary action up to and including dismissal.**