



# Code of conduct for traineeships



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## 1. What we expect of you as our learner

As a learner with Aspiration Training, you have a big role to play in ensuring that:

Everyone is kept safe  
Everyone is treated with respect  
Everyone has the best opportunity to succeed

Aspiration Training has a zero-tolerance approach to any type of abuse or bullying and will never accept instances of abuse being passed off as 'banter', 'having a laugh' or 'part of growing up'. Any instances of abuse or bullying (in person, online or through social media) which are found to have occurred will be treated very seriously and may result in removal from the traineeship programme.

### 1.1 Your responsibilities

- To engage in your work placement to the best of your ability and in accordance with the employer's policies and procedures
- To observe the employer's terms and conditions of your placement
- To show the commitment and determination to succeed and achieve in both your work placement and training activities, ensuring excellent standards of attendance, punctuality, and attitude throughout
- To always communicate effectively with ATL staff and inform the relevant staff, within a reasonable time frame, if you are unable to be present at your work placement
- At all times to behave in a safe and responsible manner and in accordance with the requirements of health and safety legislation relating to your role and responsibilities
- Work with all ATL staff and your work placement employer to ensure all learning elements identified in your learning agreement are achieved within the timescales set in your Individual Learning Plan
- If, for any reason, you feel you must leave your traineeship programme, you will need to contact a member of staff at Aspiration Training Limited (preferably your allocated coach) as soon as possible so that we can help you plan your next steps

### 1.2 What we expect from you whilst studying and training with us:

- Good behaviour and respect for all, including yourself
- Promotion and demonstration of Equality, Diversity, and Inclusion, in line with the British Values of
  - Rule of law
  - Mutual respect
  - Individual liberty
  - Tolerance
- Punctuality at all sessions throughout your course
- Acceptance of Additional Learning Support (ALS) where appropriate
- A willingness to carry out self-directed study

- The commitment to meet deadlines and manage your time effectively
- Completion of set work in a timely way
- Excellent levels of attendance (where relevant)
- The drive for achievement to enable progression
- Set, review and meet / exceed targets which stretch and challenge you appointments and holidays.

### **1.3 Reporting absence**

It is your responsibility to inform your coach of any absence due to sickness, appointments, and holidays.

#### **1.3.1 Absence from work**

Your work placement employer will notify you of their systems for recording any absences. You will be required to follow these procedures for all absences.

#### **1.3.2 Absence from a learning session**

Your coach should be notified if you are unable to attend your session on the morning of the visit at the latest. Your coach will record all details of all absences, and this will be reported in your reviews. We have a duty of care to ensure your welfare and, should you not return from a break in the days' sessions, we will try and make contact with you. If we are unable to do so we are obliged to contact your nominated emergency contact to let them know.

#### **1.3.3 Unauthorised absence**

If you do not notify your work placement employer or coach that you will not be in work placement or attending a scheduled learning session, this absence will be recorded as unauthorised.

#### **1.3.4 Authorised absence**

If you are going to be away from learning for more than a day, you will need to let your coach know as soon as possible. This is because you are allocated a period of time to complete your traineeship and any long-term illness will have an impact on this. If, at any point in your studies, you feel you are struggling to attend or there are barriers to you continuing in learning, please do not give up. Speak to your coach as soon as you can so that you can discuss the best course of action.

## **2. What we expect of your work placement employer**

Commitment:

- To ensure that good progress is maintained in your learning
- To provide the experience, facilities and training necessary to achieve the learning and skills specified in your Individual Learning Plan
- To undertake legal and contractual responsibilities for your health and safety and provide ATL with appropriate evidence of current health and safety assurance, whenever requested
- To provide a fair and safe working environment, complying with employment legislation for equal opportunities and safeguarding.
- Provide either a formal interview for a job or apprenticeship vacancy and feedback on this, or an exit interview, written feedback and evidence of your time and activities during the work placement.

### 3. What you can expect from Aspiration Training

- To deliver high quality training and assessment, appropriate to your individual qualification requirements, in a timely and effective manner
- To ensure that we, as a training provider, meet the delivery requirements as defined by the Education and Skills Funding Agency and Adult Education Budget funding rules and to confirm that the traineeship delivered meets the requirements of these funding agencies
- To assess and ensure you undertake a work placement in a safe working environment, in line with Health and Safety, Safeguarding and Equality and Diversity legislation
- To develop and maintain an Individual Learning Plan for you
- To support both you and your work placement employer at all times
- On completion of planned learning, to make certain all appropriate processes are completed, ensuring any certificates are presented in a timely manner

### 4. Escalation Process

ATL implement a consistent approach to learners at risk of not achieving their traineeship. This enables coaches to identify barriers and challenges earlier to ensure the correct support is given to you.

Throughout your traineeship your coach will be working with you and contacting you regularly to ensure that whatever support is needed is in place. Should any challenges or barriers be identified with you, support will be reviewed and there may be a need to implement a support contract which will outline actions required with target dates to help safeguard your success.

Should this be unsuccessful and in response to the following occurrences the escalation process as mapped out below will be followed.

- 2 cancelled consecutive sessions
- 1 non-attendance to a session without prior notification

#### 4.1 Stage 1

Your coach will try to call you to check on your welfare and talk through any support needs you might have. If they cannot contact you by telephone, your coach will send you an email requesting that you make contact within 3 working days. During this period your coach will make at least 2 further attempts to engage you. If successful, a support contract will be implemented to move your progress forward and get you back on track. If the contact attempts are unsuccessful over this 3 working day period, stage 2 will be implemented.

#### 4.2 Stage 2

The sector manager will try to call you to check on your welfare and talk through any support needs you might have. If they cannot contact you by telephone, the sector manager will send you an email requesting that you make contact within 3 working days. During this period the sector manager will make at least 2 further attempts to engage you.

If successful, a support contract will be implemented to move you forward and get you back on track. If the contact attempts are unsuccessful over this 2 working day period, stage 3 and a notice of withdrawal will be implemented.

### 4.3 Stage 3

A call will be attempted by the relevant head of operations to yourself. Should this be unsuccessful an email from the relevant head of operations will be sent to you asking for a form of contact within 3 working days. During this period the relevant head of operations will make 2 more attempts to engage you.

If successful, a support contract will be implemented to move your progress forward and get you back on track. If the contact attempts are unsuccessful over this 3 working day period, steps will be taken to look at removing you from the traineeship.

### 5. Contact details

If you would like to discuss this policy further, please contact:

<b>Wales</b>	<b>England</b>
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