



Code of conduct for apprentices



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Document status:	Final
Date:	July 2021
Review date:	July 2022
Version:	ATL 1.0
Author:	Director of Quality and Compliance
Approval Board:	ATL Board of Operational Directors

1. What we expect of our learners

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 apprenticeship programme.

1.1 Your responsibilities:

- To work for your employer to the best of your ability and in accordance with your employer’s policies and procedures
- To observe your employer’s terms and conditions of employment
- In employment and training, to show the commitment and determination to succeed and achieve, ensuring attendance, punctuality and attitude are excellent throughout
- To communicate effectively with ATL staff at all times and inform the relevant staff, within a reasonable time frame, if you are unable to be present at a workplace visit or in a workplace assessment
- 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 employer to ensure all learning elements identified in your learning agreement are achieved within the timescales set in your ILP
- If, for any reason, you leave your employment early and prior to completing your qualification, you will need to contact a member of staff at Aspiration Training Limited (preferably your allocated vocational coach) as soon as possible as this might affect the funding you have been granted by the government. We may also be able to help you find another suitable employer so that you can continue with your studies.

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 and tolerance
 - Individual liberty
 - Democracy
- Punctuality at all appointments 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
- Complete portfolios in a timely way
- Excellent attendance (where relevant)
- The drive for achievement to enable progression
- Review and set targets which stretch and challenge you

1.3 Reporting absence

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

1.3.1 Absence from work

Your employer will notify you of their systems for recording your holidays and any absences. You will be required to follow these procedures for all absences. Failure to comply with your employer's processes and procedures could result in a warning or dismissal.

1.3.2 Absence from an assessment visit

Your vocational coach should be notified if you are unable to attend your assessment visit on the morning of the visit at the latest. Cancelled appointments will flag a risk and your employer will be notified. Your vocational coach will record all details of all absences and this will be reported in your review.

1.3.3 Unauthorised absences

If you do not notify your employer or vocational coach that you will not be in work or attending an assessment visit, this absence will be recorded as unauthorised. In addition to this, you may find that your employer will not pay you for your unauthorised absences and your employer may withdraw from your apprenticeship or terminate your employment.

1.3.4 Authorised absences

If you are going to be sick for more than 21 days, you will need to let your vocational coach know as soon as possible. This is because you are allocated a period of time to complete your apprenticeship and any long-term illness will have an impact on this. To make sure you do not lose any time on your apprenticeship, you will be temporarily withdrawn until you notify your vocational coach to advise otherwise. Once you are back in work, we will then re-start your training. If, at any point in your studies, you feel you are struggling to attend or there are barriers to you continuing in learning, please don't give up. Speak to your vocational coach or employer as soon as you can so that you can discuss the best course of action.

2. What we expect of our employers:

Commitment:

- To ensure that good learner progress is maintained
- To regularly review the apprentice's performance and progress in both the workplace and in training on a regular basis in conjunction with ATL staff
- To provide the experience, facilities and training necessary to achieve the learning and skills specified in the Individual Learning Plan
- To undertake legal and contractual responsibilities for the health and safety of the apprentice 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.
- Agree to allow the apprentice to attend off-the-job training (minimum 20% in England) and

assessment tests to ensure successful achievement of all qualifications.

- To partake and to have input in the apprentice's regular progress reviews / tutorials and assessment visits
- If, for any reason, an apprentice leaves your employment prior to completing their qualification, you will contact a member of staff at Aspiration Training Limited (preferably your allocated vocational coach) as soon as possible as this might affect the funding you have been granted by the government. We may also be able to help your apprentice find another suitable employer so that they can continue with their studies.

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 to confirm that the apprenticeship delivered meets the requirements for the Specification of Apprenticeship Standards for England (SASE) / Specification of Apprenticeship Standards for Wales (SASW)
- To assess and ensure apprentices are employed 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 with input from both the apprentice and employer
- To monitor through the review process the apprentice's performance in all aspects of their work and training, as well as ensuring that the employer is also involved
- To support both the apprentice and the employer at all times, ensuring regular and effective communication and dialogue between all parties.
- To ensure that the apprentice is visited in their working environment as a minimum every 6-8 weeks and where required and agreed more frequently if necessary and appropriate
- On completion of planned learning, to ensure all appropriate processes are completed, ensuring both individual qualification and Functional Skills / Essential Skills certificates are presented in a timely manner

4. Escalation Process

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

Throughout your apprenticeship 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.

Non-attendance to a scheduled session without advance notice
No recorded progress within 42 days (England) or 49 days (Wales)
2 cancelled consecutive visits in 6 weeks

4.1 Stage 1

A call will be attempted by your coach to both yourself and your employer (as appropriate). Should this be unsuccessful an email from your coach will be sent to you both asking for a form of contact

within 5 working days. During this period, your coach 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 5 working day period, stage 2 will be implemented.

4.2 Stage 2

A call will be attempted by your coach's sector manager to both yourself and your employer (as appropriate). Should this be unsuccessful an email from their sector manager will be sent to you both asking for a form of contact within 5 working days. During this period, their sector manager will make 2 more 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 5 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 both yourself and your employer (as appropriate). Should this be unsuccessful an email from the relevant head of operations will be sent to you both asking for a form of contact within 5 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 5 working day period, steps will be taken to look at removing you from the apprenticeship.

5. Contact details

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

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