

Apprentice code of conduct

The code of conduct is designed to support apprentices in being the best that they can be during and post their DHA apprenticeship journey. It details how DHA expects apprentices to behave at work, during sessions and whilst representing DHA.

This code of conduct should be used as a guide in how to build professional relationships, the foundations for a successful career and improving knowledge, skills and behaviours.

This code of conduct aims to maintain a safe environment with regards to safeguarding, create an inclusive and welcoming community and to establish clear guidelines for building relationships both in and outside of work.

Apprentices are expected to conduct themselves in a professional manner and to live the DHA values and principles.

- **Care** for learners and employers putting them at the heart of our professional delivery and treating them with respect.
- **Compassionate** and passionate about our learning and development delivery.
- **Communicate** openly and honestly with both learners and employers.
- **Courageous** in our approach, striving to develop and improve service delivery by stretching and challenging learners.
- **Commitment** to remain an Outstanding provider striving for continuous improvement and delivery of excellent learning and development.
- Sector expertise used to gain trust and credibility with learners and employers based on **Competent** and knowledgeable delivery by highly qualified staff.

The code of conduct and behaviour provides guidelines for interactions with others during your apprenticeship.

As a DHA apprentice you may have the opportunity to meet other apprentices, external bodies and different members of the DHA team on a regular basis. To create an inclusive and professional community, we must adhere to these guidelines and hold others to account for doing so too.

Your Trainer delivers teaching sessions, monitors progress and sets mandatory independent work. Trainers provide professional and pastoral support and ensure your employer maintains a healthy, safe work environment. Your Trainers role is to

develop you and deliver a rewarding and enjoyable apprenticeship. They have high expectations and expect the utmost commitment, professionalism and hard work from you too.

We often deliver group teaching sessions because we know how important it is to share best practice and have peer support. Whoever you are engaging with, you must treat everyone with respect. There are unacceptable behaviours below which you should avoid. This list is non exhaustive.

- Violence or incitement of violence
- Offensive comments
- Disruption
- Racism
- Swearing

You may end up in discussions about sensitive topics. These are typically topics which are more likely to cause differing or opposing reactions amongst individuals e.g. politics, religion and finance. We don't ask that you avoid these topics, we ask that you have these conversations in a sensitive manner. If you think you have made someone feel uncomfortable then stop the conversation. If you want to have conversations like these, set boundaries at the beginning of a conversation to manage expectations of others. If you offend someone, take the time to apologise to them.

Attendance for all sessions is a mandatory requirement of your apprenticeship standard. Attendance is needed to ensure that you are accessing all of the teaching and learning content, completing assignments, working on your objectives and action plan and progressing towards your goals.

If you think you, another apprentice or somebody in your care is at risk of harm you must contact DHA safeguarding team immediately. Examples of being at risk of harm:

- At risk of physical harm from others or themselves
- At risk of verbal or emotional abuse
- Mental health or wellbeing is causing unhappiness and difficulty to fulfil job and/or apprentice duties

DHA safeguarding team: Kate Day – Phone number: 07580864473
Email address: kate.day@dhassociates.co.uk

Claire Oakes - Phone number: 07825637622
Email address: claire.oakes@dhassociates.co.uk

Mick Coleman – Phone number: 07966376710
Email: mick.coleman@cambiangroup.com

Email address: safeguarding@dhassociates.co.uk

If you are struggling to complete your apprenticeship or your job duties as a result of your experiences at home or how you feel, please get in touch and we will try to support you further. In the first instance tell your trainer. If for some reason you don't feel comfortable sharing this with your trainer, please contact one of our Team Managers.

Adult Apprenticeships – **jacquie.allen@dhassociates.co.uk**

Childcare Apprenticeships – **claire.oakes@dhassociates.co.uk** or
kirstie.battams@dhassociates.co.uk

Although we strive to ensure your apprentice experience is of a high quality. If for some reason it falls below the high standard that you expect, please let us know by emailing **kate.day@dhassociates.co.uk** and we will try to rectify the situation.