

Learner Code of Conduct Policy

The Learner Code of Conduct sets out the standards of behaviour, professionalism and conduct expected from all learners enrolled with DHA. It aims to ensure that apprentices uphold the values of respect, responsibility, and integrity, contributing positively to their learning environment and workplace.

This Code applies to all learners from the point they sign their Apprenticeship programme until they complete or formally withdraw from their programme. The code applies to all apprenticeship standard.

It covers behaviour and conduct:

- During DHA training sessions and reviews (in person or online)
- Within the workplace or employer setting
- At any DHA or employer organised events or activities
- When representing DHA, the employer, or the apprenticeship programme in any capacity

Apprentices are expected to maintain high standards of personal and professional conduct at all times.

Failure to meet these standards may result in withdrawal from the apprenticeship.

Expectations of Apprentices

Attendance and Punctuality

- Attend all planned training sessions, reviews, and assessments on time.
- Inform your Trainer and employer as early as possible if you are unable to attend.
- Provide evidence for absences when required (e.g. medical note).
- Understand that persistent lateness or non attendance may impact progress and continuation on programme.

Professional Conduct

- Behave respectfully towards staff, peers, and colleagues at all times.
- Refrain from using offensive, discriminatory, or inappropriate language or behaviour, including online.
- Follow all reasonable instructions from DHA staff and your employer.
- Uphold a professional image, including appropriate dress, communication, and attitude.
- Use social media responsibly, ensuring that posts do not bring DHA, your employer, or the apprenticeship programme into disrepute.

Policy Attendance, absence and withdrawal

Reviewed by Kate Day

Reviewed on November 25

Next review date November 26

Respect and Inclusion

- Treat others with dignity and respect, valuing differences in background, belief, and opinion.
- Challenge and report bullying, harassment, or discrimination.
- Adhere to DHA's Equality, Diversity and Inclusion and Safeguarding policies.

Commitment to Learning

- Engage actively in all learning and assessment activities.
- Submit work on time and to the best of your ability.
- Take responsibility for your progress, seeking support when needed.
- Work collaboratively with your employer and Trainer to meet apprenticeship goals.

Health, Safety and Wellbeing

- Follow all health and safety rules at DHA and within the workplace.
- Report any accidents, near misses, or concerns promptly.
- Take care of your physical and mental wellbeing and access support if needed.
- Never attend work or training under the influence of drugs or alcohol.

Use of DHA Property and Systems

- Use DHA resources, facilities, and online systems responsibly and for learning purposes only.
- Do not access, share, or distribute inappropriate or offensive content.
- Protect confidential information relating to DHA, your employer, or other apprentices.

Breaches of the Code of Conduct

Breaches of this Code may include (but are not limited to):

- Repeated lateness or non attendance
- Disrespectful or disruptive behaviour
- Bullying, harassment, or discrimination
- Dishonesty or misuse of DHA systems or employer resources
- Damage to property or reputational harm to DHA or the employer
- Breach of health and safety regulations

Where breaches occur DHA will follow a clear and fair process which may include:

- Verbal or written warnings
- Behavioural improvement plans

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- Temporary suspension from training
 - Withdrawal from the apprenticeship
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DHA will:

- Communicate this Code clearly to all apprentices and employers.
- Promote a culture of respect, inclusion, and professionalism.
- Support apprentices in understanding and meeting expected standards.
- Take fair and proportionate action in response to misconduct.

Employers will:

- Reinforce professional standards in the workplace.
- Support DHA in addressing any concerns regarding behaviour or attendance.
- Provide a safe and inclusive working environment.

Apprentices will:

- Uphold this Code of Conduct at all times.
- Take responsibility for their behaviour, learning, and professional development.
- Represent themselves, DHA, and their employer positively.