

PROTOCOLS FOR LEARNERS

Online Delivery/Meetings

Do:

- ▶ Be aware that HBTC's safeguarding procedures will be in place as per usual. Any concerns noted or raised during the meeting/delivered session will be raised as per our usual procedures.
- ▶ Ensure you are aware of the agreed the timings of all activity with before the activity takes place, your tutor should send you a calendar invite to the meeting/delivered session.
- ▶ Notify your tutor/assessor in advance if you cannot attend a meeting/ delivered session.
- ▶ Ensure you are dressed appropriately and that you are in a suitable environment for the meeting, use a suitable background or a blur effect if required.
- ▶ Test your sound and audio before the meeting/session. Download the application for the session beforehand to gain the best experience from the session.
- ▶ Be punctual and courteous.
- ▶ Turn off your mobile phone and other distractions – treat this like you would any other meeting or delivered classroom session.
- ▶ Be ready to learn – have all resources required near you.
- ▶ Conduct yourself in a professional manner during the meeting/session.
- ▶ Be organised – you will be required to complete follow up activities after delivered sessions, make time for these in your schedule to ensure you make the most of your learning time.
- ▶ Review and read the online notes after the session to help you recap on learning content.
- ▶ Get involved in discussions. Share your experiences during sessions and respectfully listen to others.
- ▶ Voice problems or concerns immediately, please don't wait until you are behind, we are here to help!

Don't:

- ▶ Multi-task; others in the meeting/delivered session will be aware.
- ▶ Shout; the other participants will tell you if they cannot hear.
- ▶ Click your pen, tap the desk or anything else annoying or distracting.
- ▶ Eat or drink, other than tea/coffee and water.
- ▶ Position yourself with other people or pets in view.

I confirm I have read and understood the above information

Code of Conduct

Learners

At Hull Business Training Centre, we aim for all learners to achieve high standards of work and social behaviour and we do expect you to take personal responsibility for your work and progress. For our part, we will honour our commitment to support and guide you through your learning and help maximise your opportunities of success. In return, we expect you to abide by our policies and procedures and this code of conduct which supports our classroom ground rules.

Employers

We want all learners to enjoy, achieve and succeed whilst at the training centre and we expect learners to adhere to the same standards required in most workplace environments as we prepare them for working life and their future. We ask that you support us in encouraging learners to abide by our code of conduct and we commit to updating you with progress and issues that may arise at HBTC so that we can work in partnership to minimise these together.

- ▶ Attend and be punctual for your sessions. Take responsibility for catching up for any work missed through absence.
- ▶ Respect that attendance at the training centre takes precedence over other appointments, including personal appointments (doctors, dentist), unless unavoidable. If unavoidable, Tutors should be given as much notice as possible of the appointment. Your employer must also be made aware of your appointment and also agree to this.
- ▶ If you cannot attend HBTC, please follow the correct reporting procedure for non-attendance. You must also follow your employer's reporting procedures for non-attendance.
- ▶ Respect all learners, staff and property – we foster an atmosphere of tolerance and mutual respect at HBTC.
- ▶ Mobile phones are to be placed on silent and put away, unless they form part of the lesson – we have a strict mobile phone policy in place and expect all learners to respect and abide by this.
- ▶ Do not abuse the Internet and please follow our policies regarding Internet use, this is in place to safeguard all learners.
- ▶ Clothing should be appropriate and business wear is recommended. If you do not have a uniform policy in the workplace, clothing should still be appropriate and practical whilst at HBTC and fall in line with our dress code.

Our organisation is committed to safeguarding and equality & diversity, and promoting the welfare of our learners.

We expect all HBTC employees, learners, employers, visitors and partners to share our commitment.

Hull Business Training Centre trading as HBTC.

- ▶ Learners should follow the Smoking/Vaping Policy at all times and smoke in the designated places as identified in our policy.
- ▶ Any form of bullying is not tolerated, including cyber bullying.
- ▶ Radicalisation and extremist views should not be promoted in any form whilst at HBTC.

Failure to follow this code of conduct may result in disciplinary procedures being implemented

Learner Name:

Signature:

Date:

Employer:

Signature:

Date: