



Behaviour and Conduct Policy

GTG offer a wide range of vocational/legislative training, apprenticeships and conferencing venues. This policy will embody our approach to providing education and facilities that keep everyone free from harm, mistreatment and abuse. All services will be provided free from disruption, poor behaviour, harmful conduct and any other factors which impinge learning.

We ask all patrons to take responsibility for their behaviour and to offer solutions to improve the behaviour of others. We aim to provide a positive behavioural culture therefore we will not accept reactionary outbursts or negative responses to poor behaviour and conduct. We expect patrons to;

- Maintain a supportive and positive learning, working and social environment
- Encourage one another to participate, free from harassment
- Allow others to view their opinions in a unbiased, unthreatening environment
- Speak calmly and respectfully to others at all time
- Behave in a mature and professional manner at all times
- Report poor behaviour to GTG, by approaching any staff member
- Value and respect one another regardless of;
 - Age
 - Disability
 - Gender reassignment
 - Marital status
 - Pregnancy/maternity
 - Race,
 - Religion/belief
 - Sex
 - Sexual orientation
 - Abilities
- Adhere to the fundamental British values, and the overarching rule of law
- Adhere to all expectations, limitations and restrictions notified to you
- Recognize and reward positive attitudes toward learning and behaviour

Our commitment to you

- We will put measures in place to keep all young and vulnerable people safe from harm, and to protect the welfare of these groups whilst undertaking learning programmes or other GTG services.
- We will put measures in place keep all patrons safe from accidents, incidents and other harmful acts that contravene the statutory duty of the Health and Safety at Work etc. Act 1974.
- We will put measures in place to safeguard patrons from the current global health pandemic; Coronavirus / COVID-19.
- We will provide feedback to all learners through routine assurance of teaching, learning and assessment.
- We will routinely measure behaviours, attitudes and personal development to encourage and support learners to achieve the best possible outcomes.
- We will treat all learners fairly and with respect.
- We will provide platforms that allow patrons to provide GTG with feedback; of teaching, learning and assessment and other services.
- We will provide all necessary equipment, materials and resources to meet the demands of each learning journey, and other services.
- We will provide highly skilled, qualified and competent staff and commit to developing their knowledge and skills throughout their tenure.
- We will ensure that staff are supported to provide a calm, rational and measured approach to contraventions of this policy.
- We will ensure that all staff, volunteers and subcontractors are rigorously processed prior to employment. This includes DBS, Disclosure Scotland and suitability checks prior to working with children, young people and those that are vulnerable.
- We will provide easy to follow joining instructions to those scheduled to attend training sessions at GTG, workplace learning sessions, remote learning sessions or venue hire.



Commitment of apprentices/delegates

- Attend all training sessions on time either at GTG, in the workplace or remotely. It is your responsibility to know when you are scheduled to attend learning sessions. GTG will provide this information to you in advance (joining instructions).
- Be prepared to enter all remote learning sessions 5 minutes prior to start time. You will be dressed appropriately, be in an upright-seated position, and have textbooks, notepad and pen/pencil ready to reference key learning points. You will make every effort to participate in the learning session in the most appropriate setting, and only interact with those also participating in the session. Rest periods are factored into each session therefore do not leave the session early, or take your mobile device with you unless notified that it is appropriate to do so. You can privately message the session 'host', or your GTG representative, to be excused if required. Any exceptions to these requirements, where appropriate, will be reported to your employer.
- Notify GTG and employer, immediately of non-attendance at a scheduled learning session. For sessions either at GTG, remotely or in the workplace. Apprentices under the age of 18 you must provide a valid reason and supporting evidence for non-attendance e.g. a letter or verbal confirmation from your employer, parent/guardian or a nationally recognised health appointment card.
- If you have to leave a lesson early you must inform your GTG contact. For those apprentices under the age of 18 you must provide a reason and supporting evidence e.g., a letter or verbal confirmation from your employer, parent/guardian or a nationally recognised health appointment card. Never leave a lesson unannounced.
- Be clear of the expectations of your learning journey, know what the course will include and adjust your lifestyle to meet the demands of learning
- Create a robust study plan and have all the required study materials at hand
- Meet all training targets and academic deadlines set, and know what level you are working towards. Take on-board all elements of feedback and in return supply GTG with your feedback to ensure you succeed.
- Challenge yourself to surpass the minimum outcome of assignments, assessments, exams etc.
- Speak openly and honestly with GTG to ensure you feel safe, and are learning in the right way and at the pace that works well for you
- Work respectfully alongside your peers, be open to differing attitudes, learning styles, abilities, levels, discussion points and questions raised within the learning environment
- Be prepared to take lots of notes and use them as effectively as possible. Always use a subject title and date each section/page. Have a pen, pencil, calculator and workbook (if applicable) with you at all learning sessions. Try to use the same notebook throughout the course, or if you need to use more label them in order to assist future self-studies.
- Ask for help or directly challenge behaviour that breaches this and other GTG policies, including but not limited to; safeguarding, Prevent, social distancing and health & safety.
- Ensure that you are confident using any online portfolio system(s) and any other online platforms that support your learning journey, ask GTG for help if you are unsure of how to access or utilise these systems.

Commitment of employers/clients

- ❖ Ensure that employees scheduled to attend GTG are aware of this policy, and you will support your employees to adhere to it
- ❖ Inform GTG of any employee absences as quickly as possible, particularly for apprentices. Apprentices that are absent without notice will be subject to our missing in education and safeguarding policies; <https://www.gtg.co.uk/about/key-policies-documents/>
- ❖ Any contravention of these policies will result in a full investigation. Should the subsequent outcome require us to remove your employee from our premises your GTG contact will provide the necessary information prior to the end of the business day. GTG will expect a statement from you to ensure that the employee will not be scheduled for any further service provisions, at GTG.
- ❖ Should a significant contravention require GTG to contact a crime agency we will make immediate contact with you. GTG expect that you undertake the same principals for employees falling under any such disciplinary/criminal procedures prior to their attendance at GTG.



- ❖ Employers of apprentices should understand their responsibilities under contractual agreements, as devolved by Scottish and English funding bodies; SDS & ESFA. For those apprentices from Northern Ireland and Wales a dedicated agreement will be put in place to specify service levels and responsibilities. There are specific responsibilities placed on you to maintain discipline whilst your employees are at GTG, as an extension to your workplace should the need arise.
- ❖ You will apply all relative GTG policies to support both your and our employees safety whilst at GTG, or in your workplace setting.
- ❖ You will apply all relative GTG policies to your employees prior to attending GTG, or at your workplace, for successful achievement of learning programmes/courses
- ❖ You will cooperate with GTG to resolve any disputes in a respectful and professional manner

GTG expectations, limitations and restrictions

Behaviour

You are expected to adhere to, and comply with, the reasonable instructions of GTG and to behave professionally and considerately at all times; note that this includes your participation in remote learning sessions. If you are representing your employer, then it is expected that you behave in a manner that maintains and upholds the reputation of your company. For further guidance throughout the Coronavirus pandemic please refer to our Social Distancing policy and COVID-19 General Risk Assessment on the GTG website;

<https://www.gtg.co.uk/about/newsroom/coronavirus-information.html>

Security

By protecting the security of information, equipment and systems you must only use GTG's telephones, email, intranet, internet, as well as any other equipment and/or platforms, for legitimate business and training purposes only. Any external computer hardware or software may only be utilised with the authority of GTG. Under no circumstances must recreational/external software or USB/external hardware devices be installed on GTG equipment.

Personal property

It is your responsibility to ensure the security of your own property. GTG promotes a secure working and training environment but urges you to look after and take responsibility for the security of your own personal property, such as; handbags, outerwear, vehicles and personal equipment. GTG will not be held liable for loss of, or damage to, your personal property whilst on our premises.

Social media

We encourage everyone to share aspects of their working life and experiences at GTG on their social media pages however you may not create your own GTG page, or posts, concerning GTG information or promotions. You may only share posts published on the GTG social media channels. Please be mindful of the content of any posts on social media, that are related to GTG, and do not reply/speak on behalf of GTG.

Alcohol and illegal substances

Whilst attending GTG you **must not** be under the influence or consume alcohol or participate in the taking of drugs or any solvent-related substance. This is a breach of the Health & Safety at Work etc. Act 1974. You will be refused admission to GTG premises and will be referred to the complaints procedure, found on our website.

Gambling

Gambling is strictly prohibited at GTG, please do not encourage any such activities whilst on our premises. Our firewalls will inhibit all attempts to partake in online activity, using the GTG customer Wi-Fi.



Road Safety and Parking

You should park in the designated areas, within all GTG car parks. Indiscriminate parking or abuse of the area, e.g. speeding, weaving through parking bays or failure to keep pedestrians safe will result in an immediate ban. You must observe the speed limit at all GTG premises. You must observe the speed limit and drive safely whilst accessing/egressing. For further guidance on the use of the car parks throughout the Coronavirus pandemic please refer to our Social Distancing policy on the GTG website; <https://www.gtg.co.uk/about/newsroom/coronavirus-information.html>

Health and Safety Responsibilities

All staff and visitors are required by the Health and Safety at Work etc. Act 1974 to take reasonable care for the health and safety of themselves, and of other persons who may be affected by their acts and omissions at work. All learners must co-operate with GTG, and any other person relating specifically to health and safety matters e.g. HSE, whilst they are at GTG. Accidents must be reported under the company's reporting mechanisms. GTG will provide adequate safety training for staff members. For further guidance throughout the Coronavirus pandemic please refer to our Social Distancing policy and COVID-19 General Risk Assessment, on the GTG website; <https://www.gtg.co.uk/about/newsroom/coronavirus-information.html>

Dress code

When attending GTG your employer may supply you with a uniform to represent your company. This should be worn if provided. GTG will refuse entry to any patron adorning sporting club merchandise, baseball caps, hats or shorts. Please refer to our Social Distancing policy for further guidance throughout the Coronavirus pandemic; <https://www.gtg.co.uk/about/newsroom/coronavirus-information.html>

PPE

You **must** wear appropriate workplace PPE whilst carrying out practical activities. We will notify you prior to attendance of what PPE you will have to bring with you. Additional PPE may be required as part of social distancing measures, to reduce the spread of Coronavirus. Please refer to our Social Distancing policy on the GTG website; <https://www.gtg.co.uk/about/newsroom/coronavirus-information.html>

General housekeeping

Patrons are expected to act with respect for GTG's premises, at all times. Any conduct detrimental to the delivery of education, health and safety, damage to premises, or actions damaging to GTG's public image will be considered a breach of this policy. Use of dedicated breakout areas are to be treated with respect and must be clean and tidy at all times. Failure to adhere to this policy may result in removal from our premises, education programmes, training courses and facilities hire/events. Some of these areas may be temporarily inaccessible, please refer to our Social Distancing policy for further guidance throughout the Coronavirus pandemic; <https://www.gtg.co.uk/about/newsroom/coronavirus-information.html>

Smoking

Smoking is widely prohibited on GTG premises however there are designated areas where smoking and vaping is authorised. Please ensure that you utilise these dedicated spaces, and adhere to the rules in place at these spaces; do not spit, drop litter or congregate socially. Please also stay within the boundaries of this dedicated space.



Document revision				
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