



Behaviour and Conduct Policy

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1. Scope and purpose of policy

- 1.1. This policy will provide consistency across all GTG facilities and is specifically relevant for enabling positive behaviour and an exemplary level of conduct of those attending our facilities.
- 1.2. The policy makes clear GTGs high expectation of conduct and positive behaviour.
- 1.3. The principles within this policy should be used as part of GTGs challenge culture.
- 1.4. The policy applies to all individuals, but in particular: apprentices, training delegates, conference and events attendees, contractors, peripatetic and mainstream staff.
- 1.5. This policy will make clear GTGs expectations and includes, but is not limited to:
 - 1.5.1. Appropriate use of language
 - 1.5.2. Attendance and punctuality
 - 1.5.3. Theft and personal security
 - 1.5.4. Substance misuse
 - 1.5.5. Violence, abuse (verbal and physical), and harassment
 - 1.5.6. Carrying an offensive weapon
 - 1.5.7. Conduct on site, including car parking
 - 1.5.8. Damage to GTG property
 - 1.5.9. Acceptable use of all devices connected to the internet

2. Positive Behavioural Principles

- 2.1. GTG promotes personal expression and equality. GTG recognise that everyone should be free to express themselves in their personal choice of dress.
- 2.2. The freedom to express themselves will be promoted if individual choices do not breach GTGs principles.
- 2.3. GTG principles:
 - 2.3.1. Take personal responsibility for adhering to mandated expectations set out within this policy.
 - 2.3.2. Take personal responsibility for behaving in ways that are not politically, religiously, or culturally motivated, sexually provocative, or such that will cause significant offence to others.
 - 2.3.3. Take personal responsibility for ensuring personal safety, and the safety of others.
 - 2.3.4. Take personal responsibility for supporting a conducive working, learning and assessment environment, and for that of others.



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3. Behaviour and conduct mandatory expectations

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 an unbiased, unthreatening environment.
- Always speak calmly and respectfully to others.
- Always behave in a mature and professional manner.
- Report poor behaviour to GTG, by approaching any staff member.
- Value and respect one another regardless of;
 - *age*
 - *gender reassignment*
 - *being married or in a civil partnership*
 - *being pregnant or on maternity leave*
 - *disability*
 - *race including colour, nationality, ethnic or national origin*
 - *religion or belief*
 - *sex*
 - *sexual orientation*
- Adhere to the fundamental British values, and the overarching rule of law.
- Adhere to all expectations, limitations and restrictions notified to you.
- Recognise and reward positive attitudes toward learning and behaviour.

4. Commitment to the policy

Commitment of GTG

- 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 provide feedback to all learners through routine service delivery including 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 learners and other stakeholders to provide us with feedback of; teaching, learning & assessment, and all other services.
- We will provide all necessary equipment, materials, and resources to meet the demands of each learning journey, and all 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.



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- 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 learners

- 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/booker.
- Notify GTG and employer, immediately of non-attendance at a scheduled learning session. For sessions either at GTG, remotely or in the workplace. Learners under the age of 18 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 must 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 expectations for 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 to assist future self-studies. Some apprentices have an online workbook, which must be used in accordance with the guidance given by your trainer or development coach.
- 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 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.



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Commitment of employers/clients

- ❖ Ensure that employees scheduled to attend GTG are aware of this policy, and you will support your employees in adhering 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/>
- ❖ 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. 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

5. GTG expectations, limitations, and restrictions

Behaviour

Everyone is expected to adhere to and comply with the reasonable instructions of GTG and to always behave professionally and considerately. This includes participation in remote learning sessions. For those representing an employer, it is expected that you behave in a manner that maintains and upholds the reputation and values of your company. We expect that you will not use bad/foul language, act negatively towards others, commit a violent offence or disrespect any other person whilst partaking in any of GTGs' services. When requested by a GTG staff member to follow instructions then do so, particularly when in-class so that we create an effective learning environment. Failure to adhere to this policy may result in removal from our premises, education programmes, training courses and facilities hire/events.

Security

By protecting the security of information, equipment, and systems you must only use GTG's telephone, email, intranet, internet, as well as any other equipment and/or platforms, for legitimate business and training purposes. Any external computer hardware or software is strictly forbidden, we will ask you to remove any device from use within our premises. Under no circumstances must recreational/external software or USB/external hardware devices be installed on GTG equipment. GTG employ the services of monitored CCTV systems and human staffed resource to safeguard our premises and equipment, to ensure that our premises are a safe and effective learning and meeting environment.

Personal property

It is your responsibility to secure 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, or damage, to 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.



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Alcohol and illegal substances

Whilst attending GTG you **must not** be under the influence of or consume alcohol or ingest recreational illegal drugs, or solvent-related substances. 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 our complaints' procedure. GTG take have a zero-tolerance policy to the consumption of these substances and are aligned with the laws and regulations of the UK (and devolved) Government. Failure to adhere to this policy may result in removal from our premises, education programmes, training courses and facilities hire/events. Please note that this policy must be adhered to whilst residing in the nominated hotel, as booked for the accommodation of apprentices as part of their apprenticeship programme at GTG Training venues, across the UK.

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 any of the GTG Wi-Fi mediums. Failure to adhere to this policy may result in removal from our premises, education programmes, training courses and facilities hire/events.

Road Safety and Parking

You should park in the designated customer parking 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. We ask all patrons to **reverse park** in all GTG parking bays.

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 others, who may be affected by their acts and omissions at work. All patrons 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.

Dress code

When attending GTG your employer may supply you with a uniform to represent your company. This should be worn if provided. GTG can refuse entry to any patron adorning sporting club merchandise, baseball caps, hooded tops (when hoods are up), shorts, or sliders/flip flops. Please read the GTG Dress Code Policy on our website; <https://gtg.co.uk/about/key-policies-documents/> failure to adhere to this policy may result in removal from our premises.

PPE

You **must** wear appropriate workplace PPE whilst carrying out practical activities. We will notify you prior to attendance of what PPE you are required to bring with you.

General housekeeping

Patrons are expected to act with respect for GTGs premises, always. 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 always clean and tidy. Failure to adhere to this policy may result in removal from our premises.

Smoking

Smoking is widely prohibited on GTG premises however there are designated areas where smoking and vaping are authorised. Please ensure that you utilise these dedicated spaces and adhere to the rules in place at these



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spaces; do not spit, drop litter, or congregate socially. Please also stay within the boundaries of this dedicated space. Failure to adhere to this policy may result in removal from our premises.

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