



mtc training

Code of Conduct for Learners

Policy owner: Quality Enhancement, Compliance and Systems Manager

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Approver's role: Managing Director– MTC Training

Approver's signature:

A handwritten signature in black ink, which appears to read 'D. Grailey', is written on a white rectangular background.

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1. Introduction

1.1 Intent

At MTC Training, we're committed to creating a learning environment that is safe, fair, inclusive, and open. We're fully committed to keeping everyone protected, and to promoting a culture where safeguarding, respect, wellbeing, and awareness of risks like radicalisation are taken seriously.

We believe that every learner plays an important part in making this happen. By working together, we can make sure that everyone has a positive experience and the best chance to succeed in their learning and future career.

1.2 Purpose

At MTC Training, we expect all learners to behave in a way that supports a safe, respectful, and positive learning environment. This Code of Conduct outlines the standards we expect from our learners. It's a guide—not a full list—so if you're ever unsure, please ask your Programme Operations Coordinator, Programme Operations Manager, Curriculum Leader or Apprenticeship Skills Coach for advice.

1.3 Key Terms Used in This Code of Conduct

- **Learner / Learners** - this refers to anyone receiving education or training from MTC Training including:
 - Apprentices
 - Learners on Higher National programmes

This applies whether the training is delivered directly by MTC Training or through a third-party staff. In this Code, the term "you" refers to the learner.

Learners receiving education or training from a tenant of MTC Training are not covered by this Code of Conduct. Such individuals must adhere to the Code of Conduct applicable to third-party staff and learners.

- **MTC Training Colleagues** – this refers to all staff employed by MTC Training, not just those involved in teaching or supporting learning. This does not include staff from MTC Events or Training Services.
- **MTC Group** – this refers to MTC Limited and MTC Training Limited together as a group of companies. **MTC Group Colleagues** refers to all staff employed by the group.
- **Third-Party Staff** - this means contractors who provide services to MTC Group and may work with you or within spaces where you learn, for example cleaning staff, restaurant staff in OAS, agency training staff, etc.

1.4 Scope

Who this Code applies to:

- All learners enrolled on apprenticeship programmes or Higher National programmes at MTC Training.

Where this Code applies:

- On MTC Group premises.
- UKAEA Culham Campus.
- At external venues, like your employer's site or other training locations.
- During events where you represent MTC Training, such as awards evenings or open days.
- In digital spaces, including online meetings, social media (like LinkedIn), and learning platforms.
- No matter how you learn—whether in person, online, or a mix of both—this Code still applies.

Even if a situation isn't listed here, you're expected to:

- Act reasonably and respectfully.
- Ask for help or guidance when needed.

What happens if the Code is broken

- If you don't follow this Code, we may start a disciplinary process in line with our Learner Disciplinary Policy. In serious cases (called gross misconduct), this could result in immediate removal from the programme.

Examples of gross misconduct include (but are not limited to):

- Putting yourself or others in danger.
- Bringing the MTC Group into disrepute (e.g., damaging its reputation through your actions or words).
- Abusive behaviour towards MTC Group colleagues, third-party staff, visitors or other learners.
- Tampering with software, systems, or data without permission.
- Harassment or any form of sexual abuse.
- Stealing.
- Engaging in a personal relationship with an MTC Training colleague or with a third-party staff (e.g., subcontracted teaching staff, cleaners).

1.5 Fairness and Support

At MTC Training, we understand that our learners come from a wide range of backgrounds and may have different support needs. We are committed to treating everyone fairly and with respect.

Equality, Diversity, Inclusion and Belonging (EDIB) are taken seriously by our senior leadership team. Because of this, we may take an individual approach when deciding the outcome of any disciplinary process, to make sure it is fair and appropriate for each learner's situation. However, the safety of learners, colleagues, and third-party staff will always take priority.

2. Internal and external supporting documents

This Code should be read alongside other important MTC Group policies. These documents provide more detail on specific areas and help support a safe and respectful learning environment.

- MTC Health and Safety Policy
- MTC Training Apprentice Handbook
- MTC IT Policy
- MTC Training Learner Handbook
- MTC Training Learner Disciplinary Policy
- MTC Training Pledge
- MTC Training Complaints Policy
- MTC Training Safeguarding Policy
- MTC Training Prevent Policy
- MTC Training Malpractice and Maladministration Policy

If you do not have access to any of the documents mentioned and would like a copy, please contact your Programme Operations Coordinator or Apprenticeship Skills Coach.

You must also follow the policies and procedures set by your employer, especially when learning or working at their site.

2.1 Additional Responsibilities for Apprentices

If you are an apprentice, you must also understand and follow the expectations for Knowledge, Skills, and Behaviours (KSBs) in your apprenticeship standard.

You can find the latest version of your standard on the Skills England website.

<https://skillsengland.education.gov.uk/apprenticeships/>

3. Communication, training, CPD and monitoring

3.1 Communication

This Code will be reviewed once a year and submitted to the Curriculum Quality Committee for approval.

Once approved, it will be published on the MTC Information Portal. The Code will also be published on both the MTC Training and OAS websites.

New MTC Training colleagues should review this Code as part of their induction, and their line managers are responsible for ensuring this happens.

Learners will be introduced to this Code during their induction and will be asked to confirm they have read and understood it via an assignment in their group's channel on Teams.

Learners under 18 should inform their parents or legal guardians about this Code of Conduct.

The Programme Operations Manager should ensure that all employers have access to the most up-to-date version.

3.2 Training & CPD

You must read this Code of Conduct during your induction week. If this isn't possible (for example, due to illness or a late start), you must read it as soon as possible after joining your programme. Delays in reading this Code will not excuse any breaches of conduct. You are expected to follow this Code from the start of your programme.

If you don't not understand any part of this Code or needs further clarification, you should speak to your Programme Operations Leader or Programme Operations Coordinator.

All MTC Training colleagues are also expected to familiarise themselves with this Code of Conduct. This helps ensure high standards of behaviour are maintained across all learning environments.

If colleagues need further guidance, they should speak to their line manager. Additional support or training will be arranged if needed.

3.3 Monitoring

All MTC Group colleagues and third-party staff involved in learning operations—whether in curriculum, management, quality assurance, or business support—play a key role in helping you follow this Code and demonstrate positive behaviour at all times.

If you need to report a breach of this Code, they should contact Programme Operations Leader, Programme Operations Coordinator, or Curriculum Leader as soon as possible.

Any unwanted or prohibited behaviour must be addressed by MTC Training colleagues and reported to the appropriate line manager so it can be reviewed and responded to appropriately.

Third-party staff should report any concerns about learner behaviour to their main contact at MTC, such as their host manager.

All colleagues at MTC Training are expected to support this Code of Conduct. Leaders, Programme Operations Managers, and the Senior Leadership Team have a particular responsibility to make sure it is properly put into practice and upheld.

4. Code of Conduct

4.1 General expectations

At MTC Training, we expect you to behave in a way that supports a safe, respectful, and inclusive environment for everyone. Honesty, respect, and safety must be at the heart of all learner behaviour.

You must treat everyone with respect and fairness, regardless of their:

- Age
- Disability
- Gender identity
- Marital or civil partnership status
- Pregnancy or maternity
- Race or ethnicity
- Religion or belief
- Sex or sexual orientation
- Role they play in the learning environment

Discrimination of any kind is not allowed. MTC Training respects that learners may hold different views and opinions; however, you are expected to express yourself in a respectful and considerate manner at all times. You are expected to help create and maintain an inclusive and welcoming environment for all.

Abuse, violence, or threats—whether physical, verbal, or non-verbal—are strictly prohibited.

You must follow all health and safety instructions given by MTC Group colleagues (e.g. Trainers, Skills Coaches, Workshop Support Technician, etc.) and your employer. Safe behaviour helps protect everyone.

Any health and safety risks must be reported immediately to the nearest MTC Training colleague (e.g. Trainers, Skills Coaches, Workshop Support Technician, etc.).

MTC Training may involve government agencies or the police if a learner is believed to pose a danger to others or is suspected of committing a criminal offence.

You must not do anything that could damage the reputation of MTC Group.

You should respect other people's personal space.

Sexual harassment and abuse are strictly forbidden. This includes unwanted touching, inappropriate comments, jokes, or gestures of a sexual nature. You should remember that humour is personal—what one person finds funny, another may find offensive. Always be respectful.

4.2 Safeguarding and British Values

If you feel unwell, unsafe, or have concerns about the safety or wellbeing of another learner, you must contact a member of the safeguarding team immediately. Posters in each centre show who the safeguarding team members are. If none are available, learners should speak to any MTC Training colleague.

You are expected to understand and demonstrate the British Values in your behaviour:

- Respect and tolerance
- The rule of law
- Individual liberty
- Democracy
- Mutual respect

You must not form personal relationships of any kind with MTC Training colleagues or third-party staff. Sexual relationships between learners and MTC Training colleagues or third-party staff are strictly prohibited regardless of learner's age. If a MTC Training colleague or third-party staff attempts to start such a relationship, you must report it to the safeguarding team immediately.

You must not ask for, accept, or offer lifts to or from MTC Training colleagues or third-party staff. An exception may be made if that person is part of your immediate family. In such cases, this must be reported to the Programme Operations Leader or the Designated Safeguarding Lead as soon as possible after you start your programme with MTC Training. The same rule applies to any meeting between you and MTC Training Colleagues / third-party staff in private homes.

In a medical emergency where an ambulance is unavailable, an MTC Training colleague may transport you to hospital—but two MTC colleagues must be present.

Learners and MTC Training colleagues / third-party staff must not meet outside of professional settings (e.g., restaurants, bars, hotels). Official MTC Group events (e.g., awards evenings in restaurants) are exempt from this rule but must be approved by the Senior Leadership Team.

You must not contact MTC Training colleagues or third-party staff outside of working hours. You must only use official communication platforms (e.g., work email, training centre phone number, MTC Training Teams, Smart Assessor, etc.). Personal platforms like Facebook or Messenger must not be used.

4.3 Peer Interactions, Conduct and Use of Facilities

You must always use respectful language and be mindful of others' backgrounds and experiences. Everyone learns at their own pace. Negative comments about someone's progress or ability are not acceptable. This also applies to non-verbal communication, such as eye-rolling, sighing, or dismissive gestures.

You should resolve disagreements calmly and respectfully. If needed, you should ask for support from MTC Training colleagues or your employer.

You must not consume or be under the influence of alcohol or illegal substances during learning (including online sessions) or when representing MTC Training at events. Reasonable alcohol consumption is permitted for learners aged 18 or over during official events (e.g., awards dinners). However, you remain responsible for your behaviour, and alcohol is not an excuse for misconduct.

Learners based at the Oxfordshire Advanced Skills (OAS) centre must also follow UKAEA site rules. These will be provided by the OAS-based Programme Operations team.

Damaging MTC Group property is not acceptable. You will be held responsible for any significant damage and may be charged for repairs or replacements.

You must respect each other's property. Damaging or using someone else's belongings without permission is not allowed. Theft will be reported to the police and the learner's employer.

Lifts in the training centres may only be used by learners with a medical condition and with permission from the Programme Operations Leader.

Smoking and vaping are only allowed in designated areas (e.g., smoking shelters). Learners must keep these areas clean and tidy.

Misuse of the fire alarm is strictly prohibited.

You must not misuse any MTC Training equipment including workshop equipment, portable tools and devices, facilities, etc.

Bribery of any kind is not allowed. If you or your parent/guardian would like to show appreciation to a MTC Training colleague or a third-party staff (for example, with a card or flowers), please speak to the Programme Operations Leader first to check if it's appropriate.

You are expected to park your vehicle strictly in line with the guidance provided by the Programme Operations team. Any exceptions to these rules must be approved in advance by the Programme Operations Manager, Programme Operations Leader, Centre Head & Curriculum Manager, or Curriculum Leader, and will only be granted for valid medical reasons.

Deviating from the parking guidance due to bad weather or lateness is not permitted. Please follow all parking and speed limit rules at your training centre. These rules may be different depending on the location. If you're unsure about what's allowed, ask an MTC Training colleague for help.

4.4 Classroom/workshop behaviour

You must be in your classroom or workshop and ready to learn before your trainer takes the register. Start times depend on your location:

- If you're studying at Ansty or Liverpool, your class will begin at 8:15am.
- If you're studying in OAS, your class on Monday, Tuesday, Thursday and Friday will begin as follows:
 - 1st Year Apprentices – 8:15am
 - 2nd Year+ Apprentices – 9:00am
 - HTQ/HNC Learners – 9:00am
 - Only on Wednesday, your class will begin at 9:30 am.

If your Trainer, Programme Operations Leader, or Coordinator gives you a different start time for a specific session, please follow their instructions.

If you're going to be late, you must call the attendance line before the session starts. Lateness is only accepted in exceptional circumstances.

Day release learners who don't have lockers should use the cupboards provided to store their bags during lessons. Trainers may allow bags in the classroom only if they don't cause a Health & Safety risk.

Smartwatches can be worn to check the time, except during exams. They must not be used for calls, messages, or any other purpose during lessons.

Chewing gum is not allowed anywhere on site.

You are expected to keep all areas tidy, including:

- Classrooms and workshops
- Toilets and shower rooms
- Lockers
- Smoking areas

Littering is not allowed. Please clean up after yourself and respect shared spaces.

MTC Training encourages you to support sustainability. While some waste is part of learning, please try to:

- Avoid wasting materials unnecessarily
- Reuse or recycle where possible
- Be mindful of your impact on the environment
- Use the bins correctly, making sure to put the right waste in the right bin.

You are expected to use your skills, effort, and ambition to complete your learning programme successfully.

If you're finding any part of your course difficult—or if you're struggling with your mental health—please don't hesitate to speak to a member of the MTC Training team. Our Curriculum and Programme Operations teams are here to help. MTC Training

also has trained Mental Health First Aiders available to guide you. Support is available, and asking for help is a strength.

Plagiarism (copying someone else's work) is not allowed. You must reference your work properly—Harvard referencing is recommended. Always follow the rules set by relevant awarding organisation.

You must not use artificial intelligence tools (e.g., ChatGPT or Copilot) in any work submitted for qualification assessments.

Unless your Trainer tells you otherwise, all online assessments must be submitted through Turnitin. You are expected to submit all your work on time.

If you have a learning need or disability, we encourage you to let us know. This helps us arrange the right support for you.

Come to each session ready to learn—this means being physically and mentally prepared and bringing your IT equipment and stationery.

We encourage you to take part in lessons and work with your Trainers, Skills Coaches and peers. We also understand and respect that learners have different ways of engaging, especially those who are neurodivergent.

You must not try to access exam materials (like exam papers) before your assessment begins. Never accept offers to see these materials from other learners or MTC Training colleagues.

During assessments and exams, you must follow all instructions given by your Trainer or the invigilator straight away. You must not use any unauthorised materials or get help during assessments. This includes help from other learners or the invigilator. You must not offer unfair help to anyone during assessments or exams.

Holidays during term time are not allowed, unless they were agreed with your employer and MTC Training before your programme started.

4.5 Dress code

You must always wear your MTC Training lanyard and ID card (pass) while on site. Do not attach pins or badges to your lanyard.

You must not lend or share your ID pass or lanyard with anyone else under any circumstances.

If you forget your pass, please let a member of the Programme Operations team know. They will bring a replacement pass to you. For safety and security reasons, tailgating (following someone through a secure door without using your own pass) is not allowed. You must not ask other learners to lend you their pass.

You must follow the uniform and PPE (Personal Protective Equipment) guidelines as explained in the MTC Training Apprentice Handbook. You must wear all required PPE as instructed by MTC Training colleagues.

The following items are not allowed, even if they have your company's logo:

- Shorts are not permitted in the AMTC and Liverpool centre under any circumstances. However, in the OAS centre, shorts may be allowed only during theory sessions, and only at the discretion of the Centre Head and Curriculum Manager.
- Skirts.
- Inappropriate footwear (e.g. trainers, sandals).

Hoodies are only allowed in classrooms and only if they feature your employer's official branding. Hoodies are not permitted in workshops.

If you need to wear something different for medical reasons, this must be agreed in advance with your Inclusive Learning Coordinator, who will discuss your needs and seek approval from the appropriate leader or manager.

4.6 Conduct in the digital context

All behaviour expectations in this Code of Conduct also apply when you're online or using digital tools.

Do not misuse MTC Training's equipment, software, or Wi-Fi. Never browse or access content that is sexual, extremist, discriminatory, or hateful—this is strictly prohibited.

Do not take photos or recordings of other learners, MTC Training colleagues, visitors, or MTC Group facilities without clear permission from everyone involved.

If you post, comment, or react to content online (e.g. on LinkedIn) while representing MTC Training, you must follow this Code of Conduct and behave respectfully.

4.6.1 Smart devices

Smart wearable devices, including but not limited to smart glasses (e.g., Meta Glasses), smartwatches, and other recording-enabled technology, are strictly prohibited during all formal examinations and assessments. These devices must not be used to record, photograph, or livestream any individuals—including fellow learners, visitors, MTC Group colleagues—or any part of the premises without explicit prior written permission. This is to protect privacy, uphold academic integrity, and maintain a respectful learning environment. The use of such devices may also pose health and safety risks in certain environments, particularly where machinery or sensitive equipment is in use.

By signing this Code of Conduct, you confirm that you have read and understood it, and you commit to fully adhering to its principles and expectations at all times.

Your name:.....

Your signature:.....

Date:.....

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