

Behaviour and Learner Code of Conduct Policy

At Tolley we aim to create a welcoming and caring environment where relationships are based on respect, and we encourage each apprentice to develop positive self-esteem.

Tutors and staff have high expectations of good behaviour as an essential contribution to the educational and social experience of its apprentices, and to their happiness and well-being while studying with Tolley.

Led by our core values, everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage others to do the same.

Under this policy we endeavour to:

- Create a culture of professional behaviour
- Ensure that all apprentices are treated fairly, shown respect, and promote good relationships
- Have zero tolerance for bullying, discrimination, harassment, or victimisation in any form
- Refuse to give apprentices attention and importance for poor conduct
- Help apprentices take control over their behaviour and be responsible for the consequences of it
- Build a community which values kindness, care, good humour, good temper, and empathy for others
- Ensure that excellent behaviour is a minimum expectation for all

We expect our apprentices to be ready to learn and work both in and out of a scheduled course, to be punctual, with appropriate equipment, and with their phones on silent and out of sight. We expect all apprentices to respect diversity and other people's choices, and to follow Tolley's **Health and Safety Policy** as outlined in this handbook.

Apprentices are required to use appropriate language at all times, in both verbal and written contexts (online chatboxes). Swearing or inappropriate or insensitive language will not be tolerated and will be immediately addressed.

Tutors and staff at Tolley will treat apprentices as individuals and help them to learn and feel confident. Tolley will encourage apprentices to self-regulate, develop working relationships with other apprentices, sustain a passion for our subjects, and inspire apprentices to adopt behaviour that is appropriate and acceptable.

Tolley does not allow bullying, discrimination, harassment, or victimisation of any kind. This includes behaviour that happens face-to-face, online, in learning sessions, in the workplace, or in any Tolley-related activity. Everyone has the right to feel safe, respected, and included, regardless of who they are or where they come from. Any behaviour that makes others feel uncomfortable, excluded, or targeted will be taken seriously and dealt with quickly and fairly. Apprentices are encouraged to speak to a tutor or member of staff if they experience or witness this type of behaviour.

We constantly assess whether apprentices are engaged and progressing, and work to build mutual trust and partnerships with apprentices.

It may be beneficial at times to hold a meeting involving the Main or Employer Provider, the employer, and the apprentice when an apprentice's support needs have not been sufficiently identified at the time of joining. This will address the apprentice's progress and achievement, learning needs, course choice, attitude, behavioural routines, and personal organisation.

Continual displays of disruptive and or inappropriate behaviour will be discussed with the individual concerned, the lead provider, and the employer; it may result in withdrawal from the course.



Jonathan Scriven – Director of Tax Markets