

## Learner Code of Conduct

At The JCB Academy and AccXel we want our staff and learners to work together to provide a high-quality learning environment. Learners as well as staff have an important role to play in maintaining quality and standards. Set out below are details of the service, help and support you can expect from the academy and AccXel and the expectations that the academy and AccXel has of you in being a learner who is willing to take responsibility for their own development and progression. The academy and AccXel are committed to equal opportunities, and we expect learners to treat staff, other learners, and people within the community with respect and courtesy.

### **We expect you to:**

- Endeavour to complete all aspects of your apprenticeship programme.
- Be punctual in your attendance.
- Produce work on a timely basis in accordance with designated deadlines.
- Notify either your assigned mentor or any AccXel member of staff at the earliest opportunity if your address and/or contact details change.
- Notify either your assigned mentor or any AccXel member of staff at the earliest opportunity in the event of changing your employment.
- Adhere to AccXel's behaviour expectations; should this not happen, you will be subject to the disciplinary procedures outlined in your learning agreement.
- Be respectful towards your peers and staff members at all times, do not use derogatory language which could cause offence.
- Be prepared and have the PPE required for practical learning with you at all times when attending AccXel.

### **You need to be aware that:**

- If you are absent due to sickness for more than 21 days, the academy may have to suspend your learning programme until you are fit to return to your training.
- If you are frequently late, you may be sent back to work and be subject to disciplinary procedures.
- If you do not commit to your agreed hours each week, you will be subject to a formal review.
- You must attend your progress review with your assigned mentor and employer (where possible) when notified.

### **You can expect the academy and AccXel to:**

- Support you by discussing all instances of absence and lateness to try and resolve any issues you may be having.

- Be fair in our dealings with you and provide with you with all the necessary information that you may require.
  - Provide you with a thorough induction to help you to identify your needs.
  - Provide you with all the information, advice and guidance you need to help you succeed in your programme.
  - Provide you with ongoing support and someone to listen to you regarding any issues or concerns you may have.
  - Provide the opportunity for you to improve your basic skills, for example literacy and numeracy, and provide practical and employment related skills, e.g. health and safety, first aid, manual handling and employment rights.
  - Provide you with the opportunity to obtain recognised qualifications.
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Learner name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**On behalf of AccXel and JCB Academy:**

Name: \_\_\_\_\_ Role: \_\_\_\_\_

Date: \_\_\_\_\_