

## **SNIPEF Training Services Ltd – Code of Conduct (FAQ)**

### **What is a Code of Conduct?**

The Code of Conduct is a set of guidelines outlining the expected behaviour, responsibilities, and standards for apprentices, employers, and staff in the workplace. It promotes professionalism, mutual respect, and a positive working environment.

### **Why is the Code of Conduct important?**

It ensures that everyone understands their roles and responsibilities, helps maintain a safe and respectful workplace, and sets the foundation for successful working relationships.

### **Who does the Code of Conduct apply to?**

It applies to everyone involved in the Modern Apprenticeship in Plumbing and Heating, including apprentices, employers, training providers, and staff at SNIPEF Training Services Ltd.

### **Is the Code of Conduct a legal requirement?**

While the Code of Conduct itself is not a legal requirement, many of its principles align with UK laws, such as the Equality Act 2010, Health and Safety at Work Act 1974, and employment laws. Adhering to it ensures compliance with legal and regulatory standards.

### **What happens if someone breaches the Code of Conduct?**

Breaches will be reviewed and addressed in line with the disciplinary policies of the employer or training provider. This may include warnings, training, or other corrective actions depending on the severity of the breach.

### **Where can I find more information about the Code of Conduct?**

You can access detailed information and resources on the SNIPEF Training Services Ltd website. Additionally, your Regional Training Officer or employer can provide guidance.

### **What is expected of apprentices under the Code of Conduct?**

Apprentices are expected to:

- Behave professionally and respectfully towards colleagues, customers, and employers.
- Follow workplace rules and policies, including health and safety guidelines.
- Demonstrate integrity, reliability, and a willingness to learn.
- Avoid any form of bullying, harassment, or discrimination.

### **What should I do if I witness a breach of the Code of Conduct?**

If you see inappropriate behaviour or actions that go against the Code of Conduct, report it to your employer, Regional Training Officer, or the college's designated contact. All reports will be handled confidentially and taken seriously.

### **How does the Code of Conduct support equality and diversity?**

The Code of Conduct promotes an inclusive and fair working environment where everyone is treated with respect and dignity. It ensures that there is no tolerance for discrimination, harassment, or exclusion.

### **Can the Code of Conduct change over time?**

Yes, the Code of Conduct is reviewed periodically to ensure it remains relevant and aligned with legal and industry standards. Updates will be communicated to all apprentices, employers, and staff.

**What should I do if I don't fully understand the Code of Conduct?**

If you are unsure about any part of the Code of Conduct, speak with your employer, Regional Training Officer, or college staff. They can explain the guidelines and how they apply to your role.

**Does the Code of Conduct cover social media behaviour?**

Yes, the Code of Conduct includes expectations for appropriate behaviour on social media. Apprentices and employers should avoid posting content that could harm the reputation of their workplace, colleagues, or SNIPEF Training Services Ltd.

**Can I suggest updates to the Code of Conduct?**

If you feel that something is missing or needs updating, you can share your suggestions with your Regional Training Officer or employer. Feedback is always welcome to ensure the Code remains relevant.

**What is considered professional behaviour?**

Professional behaviour includes being punctual, reliable, and respectful; following instructions; maintaining a positive attitude; and communicating effectively with colleagues, customers, and employers.

**What happens if I make a mistake at work?**

Mistakes are part of learning. If you make a mistake, be honest about it, take responsibility, and work with your employer to address and learn from the situation.

**Does the Code of Conduct apply outside of work hours?**

While the Code primarily applies to workplace and training environments, behaviour outside of work that negatively impacts your employer, colleagues, or SNIPEF Training Services Ltd could be addressed under the Code.

**How does the Code of Conduct help me in my career?**

Following the Code helps you develop key professional skills such as teamwork, communication, and integrity. These qualities will not only help you succeed during your apprenticeship but also in your future career.

**Are there any situations where the Code of Conduct doesn't apply?**

The Code of Conduct applies in all professional contexts, including work placements, training sessions, and any activities related to your apprenticeship. Personal situations outside of work are not covered unless they impact your professional responsibilities or relationships.

**What is considered discrimination or harassment under the Code of Conduct?**

Discrimination is treating someone unfairly based on characteristics such as race, gender, religion, or disability. Harassment includes any unwanted behaviour that creates an intimidating, hostile, or offensive environment. Both are strictly prohibited under the Code.

If you have any questions or concerns in relation to Code of Conduct, we encourage you to reach out to the SNIPEF Training Services Ltd Equality and Safeguarding Officer. For additional information, access to resources, or details about code of Conduct training, please contact SNIPEF Training Services Ltd directly or visit our website at [www.becomeaplumber.org](http://www.becomeaplumber.org). We are here to support you every step of the way.