

CODE OF CONDUCT POLICY

1. PURPOSE

The aim of the Code is to ensure the delivery of high-quality support service with high standards of ethical behaviour exhibited to all parties concerned.

2. Scope

This policy covers all of the apprenticeship provisions offered by FAR Training.

3. Responsibility

Our Directors have joint overall responsibility for this policy however the Director of Training has account manager responsibilities to ensure we oversee the day to day management of the policy. This policy will be reviewed on an annual basis or as and when the ESFA funding rules and Ofsted CIF are revised.

4. Principles

This code applies to all staff and employees of the Fernandes and Rosario Consulting Ltd. t/a FAR Training and represents the minimum standards to be applied in all their dealings with employers, apprentices and other interested persons.

FAR Training will provide:

- 1) Accurate, current, impartial and comprehensive information to host learners, employers, apprentices and other interested parties on:
 - Training products and delivery options appropriate to the needs of host employers, particularly nationally endorsed Training Packages as they become available in each industry.
 - Their rights and obligations under Training Agreements e.g. Host employers requirements to release apprentices to attend the off-the-job training components of training packages or apprentices obligations to attend work including off-the-job training,
 - Apprenticeship Incentives and Allowances
 - Flexible training delivery including school to work arrangements;
 - The operation of User Choice and the services available from Registered Training Organisations in the region, and,
 - Industrial relations matters which may include referral to appropriate industrial relations agencies or employer organisations;
- 2) An ongoing point of contact for the duration of the apprenticeships/ other training to help ensure successful completion of apprenticeships/ training;
- 3) Advertising and information material that identifies the requirements of apprenticeships/training and is consistent with all legal requirements and reflects truth, accuracy and good taste;
- 4) A complaints process through which employers, apprentices, learners and other interested persons can notify inadequacies or problems in the delivery of FAR Training services.

Adherence to the Code

In adhering to the Code of Conduct, FAR Training staff will and must:

- Be open and honest at all times;
- Be respectful and courteous in their dealings with all clients;
- Inform clients of their rights, obligations and entitlements;
- Ensure that provision of information is current, accurate impartial and consistent;
- Ensure that advice about training options, best reflects the training needs of the host employer and the apprentice;
- Be easy to contact by telephone and email;
- Respond quickly and accurately to requests for information;
- Treat complaints seriously and learn from them;
- Not personally seek to accept fees, benefits or advantages either directly or indirectly from employers, apprentices or other interested persons for services provided by FAR Training;
- Make available to any interested persons details of the controls and arrangements put in place to manage conflict of interest matters where such conflicts exist;
- Maintain up-to-date knowledge in respect of all aspects of apprenticeships but particularly Training Packages available within industry sectors; and
- Ensure that a positive reputation and outlook for apprenticeships is promoted to stake holders and the community.
- Refrain from making false or misleading statements to host employers and apprentices in relation to eligibility.