

# Code of Conduct and Professional Standards Policy

## 1. Purpose

Safe Skills Training Ltd is committed to delivering high-quality, safe, respectful, and inclusive training. This Code of Conduct sets the expected standards of behaviour and professional practice for anyone representing the business.

It supports:

- Safe, effective learning environments
- Consistent professional standards
- Compliance with legal and regulatory expectations
- Trust with learners, clients, and partners

## 2. Scope

This policy applies to:

- The Director/Lead Educator
- Employees (current or future)
- Associates, subcontractors, and any person engaged to deliver training or support delivery

It applies when:

- Delivering training (in-person or remote)
- Travelling for business purposes
- Communicating with learners/clients (email, phone, online platforms)
- Handling learner/client information and records
- Representing Safe Skills Training Ltd online or in person

## 3. Core standards (what “good” looks like)

Everyone representing Safe Skills Training Ltd must:

- Act with honesty, integrity, and professionalism
- Treat all people with dignity and respect
- Maintain appropriate professional boundaries
- Follow safeguarding, health and safety, and information security requirements
- Deliver training in line with agreed course requirements and company standards
- Keep accurate, timely records

- Declare and manage conflicts of interest
- Raise concerns promptly (including safety, safeguarding, malpractice, or data issues)

## 4. Equality, diversity and inclusion (EDI)

Safe Skills Training Ltd expects all representatives to:

- Follow the Equality, Diversity and Inclusion (EDI) Policy
- Use inclusive, respectful language
- Make reasonable adjustments where required and practicable
- Challenge discriminatory behaviour appropriately and report concerns

Discrimination, harassment, victimisation, or bullying is not tolerated.

## 5. Professional behaviour and boundaries

### 5.1 Respectful conduct

You must:

- Be polite, calm, and professional, even under pressure
- Avoid humiliating, intimidating, or dismissive behaviour
- Avoid inappropriate jokes, comments, or language

### 5.2 Professional boundaries

You must:

- Maintain appropriate trainer–learner boundaries
- Avoid relationships or behaviour that could impair judgement or be perceived as exploitative
- Avoid one-to-one situations that create safeguarding risk where practicable (e.g., use open-door spaces, keep communications transparent)

### 5.3 Gifts, hospitality and inducements

You must:

- Not request gifts or inducements
- Declare any offer of gifts/hospitality that could reasonably be perceived as influencing professional judgement
- Decline gifts/hospitality where acceptance could create a conflict of interest

## 6. Safeguarding and learner welfare

All representatives must:

- Follow the Safeguarding Policy
- Take concerns seriously and act promptly
- Report safeguarding concerns immediately to the Director/Lead Educator
- Maintain confidentiality on a need-to-know basis

If there is immediate risk of harm, emergency services must be contacted.

## 7. Health, safety and safe delivery

All representatives must:

- Follow the Health and Safety Policy and venue/site rules
- Stop or adapt activities if conditions are unsafe
- Use equipment safely and as intended
- Report incidents, accidents, and near misses promptly

You must not deliver training under the influence of alcohol, illegal drugs, or medication that significantly impairs safe practice.

## 8. Competence, quality and continuous improvement

### 8.1 Working within competence

You must:

- Deliver only the subjects you are competent and authorised to deliver
- Be honest about limitations and request support where needed
- Maintain relevant professional registration/credentials where required for the role

### 8.2 Preparation and delivery standards

You must:

- Arrive on time and prepared
- Use approved materials and follow the session plan where applicable
- Provide accurate information and correct errors promptly
- Treat learners fairly and consistently

### 8.3 Assessment integrity

Where assessment is part of delivery, you must:

- Follow the Access to Fair Assessment Policy
- Apply assessment requirements consistently
- Not coach learners in a way that compromises assessment integrity
- Report suspected malpractice or maladministration

## 9. Confidentiality, data protection and information security

### 9.1 Confidentiality

You must:

- Keep learner/client information confidential
- Discuss learner performance only with appropriate authorised contacts
- Avoid discussing client/learner details in public places or on social media

### 9.2 Data protection and secure handling

You must:

- Follow the Data Protection Policy, Privacy Notice, Candidate Records Keeping Policy, and Information Security Policy
- Use business systems for business communications and records
- Protect passwords and enable MFA where available
- Report suspected data breaches or phishing immediately

## 10. Communications and social media

### 10.1 Professional communications

You must:

- Use professional language and tone
- Respond within agreed timescales or follow the agreed process
- Avoid making commitments outside your authority (e.g., pricing, refunds, certification decisions) unless authorised

### 10.2 Social media and public statements

You must:

- Not publish confidential information
- Not post images of learners, clients, or venues without explicit permission
- Avoid statements that could damage the reputation of Safe Skills Training Ltd
- Make it clear when opinions are personal (where relevant) and avoid implying you speak on behalf of the business unless authorised

## 11. Conflicts of interest

You must:

- Declare any actual, potential, or perceived conflict of interest promptly
- Follow the Conflicts of Interest Policy
- Not allow external interests to influence professional judgement

## 12. Use of client venues and property

You must:

- Respect client premises, staff, and residents/service users
- Follow site rules (including sign-in/out, infection control, and confidentiality)
- Use training spaces and equipment responsibly
- Report any damage or concerns promptly

## 13. Concerns, reporting and whistleblowing

All representatives must raise concerns promptly about:

- Unsafe practice or conditions
- Safeguarding concerns
- Discrimination, bullying, or harassment
- Malpractice or maladministration
- Data protection or information security incidents

Concerns should be reported to the Director/Lead Educator at [andy@safeskillstraining.com](mailto:andy@safeskillstraining.com).

No one will be treated unfairly for raising a genuine concern in good faith.

## 14. Breaches of this policy

Breaches may result in action including:

- Informal discussion and guidance
- Additional training or supervision
- Removal from delivery duties
- Termination of contract/engagement
- Referral to relevant authorities or professional bodies where appropriate

Where the breach relates to safeguarding, safety, or suspected criminal activity, Safe Skills Training Ltd may escalate immediately.

## 15. Recruitment, induction and ongoing confirmation

This policy is:

- Shared during recruitment and selection where relevant
- Confirmed during induction before independent delivery
- Reconfirmed at least annually and when updated

Associates and subcontractors are expected to confirm in writing that they have read, understood, and will comply with this policy.

## 16. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if legislation, guidance, or business activities change

### Version control

Version	Date	Summary of changes
1.0	19/04/2026	First issue

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