

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Staff Code of Conduct

The professional standards every TTT staff member and associate is expected to uphold.

Document Control

Document Title	Staff Code of Conduct
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Policy Owner	Phenil Mehta, Centre Manager
Concerns Contact	phenil@theteachertrainer.co.uk
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	All TTT employees, associates, contractors and volunteers

Staff Code of Conduct

1. Purpose

This Code sets out the professional standards every TTT employee, associate, contractor and volunteer is expected to uphold. It protects learners, colleagues, Awarding Organisations and TTT itself by making expectations clear, consistent and aligned with UK employment and safeguarding law. Staff commit to this Code on appointment and at each annual review.

2. Scope

This Code applies to all TTT employees, associates, contractors and volunteers, in every interaction with learners, colleagues, Awarding Organisations, suppliers and the public, at work and in any setting where the individual could reasonably be identified with TTT.

3. Policy Statement

TTT is committed to the following principles and commitments.

1. Staff treat every learner, colleague and third party with respect, dignity and professionalism.
2. Safeguarding is a shared responsibility; every staff member acts promptly on any concern.
3. Confidential information is protected and used only for its intended purpose.
4. Learners and TTT are never put at risk of harm or disrepute by staff behaviour, online or offline.
5. Staff comply with TTT policies; they raise concerns through proper channels, not through public or informal means.
6. Conflicts of interest are declared and managed under the Conflict of Interest Policy.
7. TTT supports staff in meeting these standards through induction, training and CPD.

4. Core Professional Standards

4.1 Respect and dignity

- Treat everyone fairly, with respect and without discrimination on the basis of any protected characteristic under the Equality Act 2010
- Use inclusive language; challenge stereotypes and biased assumptions
- Never use language or behaviour that is abusive, threatening, intimidating, sexist, racist, ableist, homophobic, transphobic or otherwise discriminatory

4.2 Honesty and integrity

- Be truthful in all TTT-related communications, records and assessment decisions
- Do not misrepresent TTT, its qualifications, Awarding Organisations or regulator status
- Do not falsify any TTT record, including attendance, assessment evidence, IQA sampling or training completion
- Correct honest errors openly as soon as they are found

4.3 Competence and care

- Maintain current occupational competence for the role and meet the CPD requirements in the CPD Policy
- Deliver courses, assessment, IQA and administration with reasonable skill and care
- Seek help and escalate when an issue is beyond the individual's knowledge or authority

4.4 Professional boundaries with learners

- Keep the relationship professional; avoid dual relationships that could compromise objectivity or safeguarding
- Do not use personal social media or messaging apps for one-to-one contact with learners outside TTT channels
- Do not accept gifts, favours or hospitality of more than nominal value from a learner under the Anti-Bribery and Corruption Policy
- Any romantic or sexual relationship with a learner is prohibited during the learner's enrolment and for a reasonable period after, due to the power imbalance
- Lend no money to learners and borrow none; do not engage in private paid work for a learner that duplicates TTT's offer

4.5 Confidentiality

- Treat learner, colleague and commercial information as confidential; share only on a need-to-know basis
- Do not discuss named learners in public, with family, on social media or in any forum that is not a TTT channel
- Apply the Data Protection and GDPR Policy and the Information Security and Cyber Security Policy to every piece of personal data handled
- Secure devices and credentials; never share login details

4.6 Safeguarding

- Follow the Safeguarding and Prevent Duty Policy
- Act without delay on any concern for the safety or welfare of a learner; escalate to the DSL (Phenil Mehta) or Deputy DSL
- Do not promise confidentiality that would prevent safeguarding action
- Complete safeguarding training at induction and annually, keeping proof on the personal training record

4.7 Health and safety

- Take reasonable care for own and others' health and safety, including online and visit-based activities, under the Health and Safety Policy
- Report incidents, near-misses and risks promptly
- Do not attend work under the influence of alcohol or drugs that impair performance

5. Online Conduct

- Represent TTT professionally on social media and in online learning environments, under the Social Media Policy and the Online Learning and Digital Conduct Policy
- Make clear when a personal post is personal, not TTT's position
- Do not record, photograph or screenshot learners or colleagues without consent
- Do not share TTT confidential information, course materials or learner details on public forums or AI tools without authorisation

6. Assessment Integrity and Independence

- Assess fairly and consistently against the Awarding Organisation's criteria; do not over- or under-mark to favour or disadvantage any learner
- Cooperate with IQA and EQA activity, including sampling and standardisation
- Do not assess close family members, partners or individuals with whom a close personal relationship exists; declare under the Conflict of Interest Policy
- Do not provide private paid tuition or assignment-writing services to TTT learners

7. Gifts, Hospitality and Bribery

- Do not offer, request, give or accept any bribe, facilitation payment or undue gift, under the Anti-Bribery and Corruption Policy
- Gifts or hospitality of nominal value are permitted; anything over £25 in value is declared in writing to the Centre Manager
- Where a gift is inappropriate (for example, cash from a learner awaiting a decision), return it politely with a written explanation and inform the Centre Manager

8. Political and External Activity

- Staff are free to hold personal political views but do not express political partisanship in TTT settings or to learners
- External work, consultancy or teaching for another provider must not conflict with TTT duties; disclose under the Conflict of Interest Policy
- Do not use TTT's name, logo, domains or reputation in personal commercial activity without written permission

9. Whistleblowing and Raising Concerns

Staff who become aware of wrongdoing (criminal activity, breach of a legal obligation, miscarriage of justice, risk to health or safety, environmental damage or a cover-up of any of these) are protected by the Public Interest Disclosure Act 1998 when they raise a protected disclosure in good faith. See the Whistleblowing Policy for the full route and protection.

10. Compliance with Law and Policy

- Comply with all applicable UK law in TTT activity
- Comply with TTT policies and any Awarding Organisation requirements for the learner's qualification
- Cooperate fully with any internal investigation, audit or external regulatory enquiry

11. Breach of This Code

Breach of this Code may lead to action under the Staff Disciplinary and Sanctions Policy. Proportionate action depends on the nature, severity, impact and repetition of the breach and may include informal conversation, training, written warning, final written warning, dismissal, referral to the Awarding Organisation or, where a criminal offence may have occurred, referral to the Police and the DBS. Staff have the right to appeal any sanction under the Staff Disciplinary and Sanctions Policy.

12. Acknowledgement

Every staff member and associate signs an acknowledgement of this Code on appointment, alongside the Safeguarding and Prevent Duty Policy acknowledgement and the Conflict of Interest declaration. The Code is re-confirmed annually.

13. Monitoring and Review

This Code is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by changes in employment or safeguarding law, Awarding Organisation changes or a significant incident. All outcomes are recorded in the Version History at Section 15.

14. Related Documents

This Code should be read alongside:

- Safer Recruitment Policy
- Staff Induction Policy
- Staff Disciplinary and Sanctions Policy
- Grievance Policy
- Whistleblowing Policy
- Conflict of Interest Policy
- Anti-Bribery and Corruption Policy
- Safeguarding and Prevent Duty Policy
- Equality, Diversity and Inclusion Policy
- Anti-Bullying and Harassment Policy
- Health and Safety Policy
- Data Protection and GDPR Policy
- Information Security and Cyber Security Policy
- Social Media Policy
- Online Learning and Digital Conduct Policy
- Continuing Professional Development (CPD) Policy

15. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone staff-facing Code covering respect, honesty, competence, professional boundaries with learners, confidentiality, safeguarding, health and safety, online conduct, assessment integrity, gifts and bribery, external activity, whistleblowing and compliance. Signed at appointment and annually.

16. Approval

This Code has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date