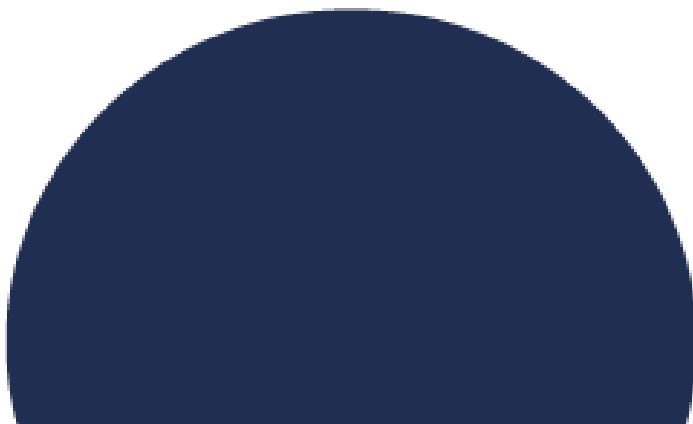




Policy

Apprentice Code of Conduct





1. Introduction

We understand that for many of our apprentices this will be their first office-based role. This document outlines the expectations and possible outcomes of missing those expectations to ensure a structured approach in maintaining a productive work environment. It encompasses milestone reviews related to compensation and behavioural aspects.

Glossary

- On-the-job days – typical working days, carrying out the roles and responsibilities of your job description
- Training days – classroom sessions going through apprenticeship curriculum with our Digital Skills Coaches or Trainers
- HRIS – HR management system, where your information is stored and leave is recorded. We currently use a system called PeopleHR.

Purpose

This document is designed to ensure that all apprentices maintain the highest standards of behaviour and professionalism throughout their tenure at ANS by setting out clear expectations of professional conduct during their apprenticeship. Failure to comply with the policy may result in corrective actions.

Who does this document apply to?

This document applies to apprentices participating in the ANS Academy Apprenticeship program.

2. Code of Conduct

Expectations

Working & Training Location:

- Core working days are from Monday to Friday in the office unless otherwise advised.
- Default work location is the office, with flexibility granted based on achievement of progression milestones.
- Academy leaders and the wider business management have discretion on working location once progression milestones have been achieved.
- If wishing to work from home, approval from a Team Leader must be sought in advance to work from home on a specific on-the-job day with a minimum of 24 hours' notice.

Attendance Process:

- When you are too unwell to work, you must inform your Team Leader at least one hour before your shift starts.



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- Training days are not to be undertaken at home when sick; please notify your Digital Skills Coach who is leading the session and your Team Leader that you are unwell and take the time to rest.
- If you are off sick for more than 7 days you will need to provide a Fit Note from a Doctor.

Outcome if your attendance is inconsistent: three separate occasions of sickness will prompt an investigatory meeting with Academy staff to understand more about your wellbeing and whether further support is needed. It may be that the investigation manager issues you with a Letter of Concern. Further occasions may result in an escalation to the disciplinary process.

- Where training days are missed due to annual leave/sickness, it is your responsibility to discuss rebooking the missed training days with a Digital Skills Coach.

For further information, please read the [ANS Sickness Policy and Disciplinary Policy](#).

Punctuality Process:

Lateness is defined as not being logged into your work system (such as TechDB or Microsoft Dynamics) or present at training on time. All instances of lateness will be logged via the HRIS.

- If you are unable to attend a shift by the required time, you must call your Team Leader to let them know, and if your Team Leader is not available, you must contact one of the Digital Skills Coaches. Alternatively, an email is also acceptable.
- Last minute changes to working from home are not acceptable without Team Leader agreement.

If you are late for training, you must inform your Digital Skills Coach/Trainer and Team Leader. Proceed to training unless instructed otherwise by an Academy team member.

Outcome if you are late frequently: three separate incidents of lateness will prompt an investigatory meeting with Academy staff to understand more about your situation and to determine whether further support needs to be implemented to help you attend on time. It may be that you are issued with a Letter of Concern. Further occasions may result in an escalation to the disciplinary process as per the ANS Disciplinary Policy.

For further information, please read [ANS Disciplinary Policy](#).

Appearance:

Come as you are, no uniform required! ANS operates a relaxed dresscode so colleagues can choose to wear an outfit that they are comfortable in, such as jeans and a t-shirt, when they are at work. We only ask that you do not wear clothes with disrespectful slogans, an excessive amount of skin on show, joggers or pyjamas/nightwear.

The dress code applies when working in both the office and remotely.

We encourage colleagues to take pride in their appearance by wearing clean clothes and maintaining high standards of personal hygiene.



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In Classroom Conduct:

Whether in the classroom or at a desk, we expect apprentices to act professionally at all times and in line with our values. At ANS we hold ourselves to a high standard. We have a zero-tolerance approach to bullying and harassment which you can read more about here: ([ANS Academy Bullying & Harassment .pdf](#)). If you have any concerns, please speak to a member of the Academy team.

You can find out more about our values and 'how we roll' on the [ANS intranet](#), or speak to your Team Leader.

For training sessions, please make sure you turn up on time and come prepared. This includes making sure you have eaten beforehand. You are welcome to bring water or hot drinks into the classroom, but snacking is limited to fruit.

Performance:

Your success in your apprenticeship work at the Academy will be measured by:

- Your adherence to team KPIs for excellent customer service.
- Completion of a minimum of 1 hour or 4 activities per month on Math & English BKSBS.
- Completion of your homework and coursework in line with the training plan deadlines. This includes rescheduling deadlines when annual leave is booked by using the formal deadline extension form. (<https://forms.office.com/e/k9NtngCik3>)
- Must ensure you complete and record the extra 111 hours of off the job training by communicating with team leaders and academy staff. It is your responsibility to record and report the hours of training you are completing.
- Consistent behaviour aligned with company values at all times.

Outcome if you don't perform in line with expectations of the role: Continued under performance may lead to a performance management process under the [ANS Performance Policy](#).

For further information, please read ANS Performance Policy.

if you don't complete your homework and coursework on time: missed deadlines and inactivity on the BKSBS & Bud platform will result in a delay in milestone progression by at least one month, pending resolution of issues outlined in milestone reviews. Continued underperformance may lead to the use of the [ANS Disciplinary process](#).

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Version Control

Date	Version
07/09/2023	Final Draft
18/09/2023	First Version launched
17/07/2024	Tweaked language of who can decide working from home patterns and added a responsibility to report, log and plan off the job hours in line with new ANS Academy delivery structure.

Document Control

Name	Role	Email



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