



The Spark Group

Behaviour and Code of Conduct Policy

Statement

The Spark Group is committed to providing a safe and supportive environment for all employees, learners, apprentices, and visitors. We believe everyone should treat each other with respect. Our goal is to help learners and apprentices learn and grow in a positive and fair way. This policy ensures that we manage behaviour well and address individual needs.

We will create a culture of respect and safety, with zero tolerance for bullying and clear rules. We will act quickly when needed but also deal with bad behaviour by recording it and taking action when it disrupts learning. By improving behaviour, we can make our work environment better for everyone.

We also believe in celebrating achievements and rewarding success. Research shows encouraging good behaviour is more effective than punishing bad behaviour, whether through praise or rewards.

The main goals of our approach are:

- To help staff do their jobs well
- To help learners and apprentices develop skills and knowledge
- To encourage learners and apprentices to build confidence and self-discipline

Focusing on good behaviour will create a safe and positive space for everyone to learn and work. Our policy encourages personal responsibility in a supportive way.

We aim to be a caring group, supporting everyone's well-being and success.

Learner Agreement and Code of Conduct

What We Will Do for You: At The Spark Group, we are committed to helping you succeed. We will:

- Provide a safe, welcoming, and supportive environment where you can learn and grow.
- Offer clear advice to help you choose the right course and achieve your goals.
- Treat everyone fairly, show respect, and celebrate differences.
- Deliver teaching that is enjoyable, practical, and focused on building your skills for work.
- Provide support services to help you overcome challenges and succeed in your learning.
- Listen to your ideas and feedback to improve your experience with us.

- Create opportunities for you to develop confidence, skills, and career readiness.

What We Expect from You: To help us create a positive environment and support your learning, we expect you to:

- Attend all your sessions on time and be ready to learn.
- Show respect to others and contribute to a safe, friendly atmosphere.
- Take care of our facilities and equipment, and avoid damaging property.
- Take part in all learning activities and complete your work on time, doing your best.
- Follow health and safety rules and wear any required safety gear (PPE).
- Always wear your ID badge and lanyard while on-site and do not share them with others.
- Smoke or vape only in designated areas.
- Stay away from drugs and alcohol while at The Spark Group.
- Treat others kindly and avoid bullying, harassment, or disrespectful behaviour.

Health and Safety: To keep everyone safe:

- Follow any instructions given by staff or shown on signs.
- Keep the site clean, dispose of rubbish properly, and avoid spitting or littering.
- Wash your hands regularly and use hand sanitiser when needed.
- Stay at home if you are unwell or have symptoms of illness.
- Clean your workspace and equipment as required.

Working Together for Success At The Spark Group, we are dedicated to helping you build a bright future. Your feedback matters to us, and we will work to meet your needs. In return, we ask for your respect, effort, and cooperation. Together, we can create a positive and enjoyable environment where everyone can succeed.

This Behaviour and Code of Conduct Policy is closely linked to The Spark Group’s Bullying and Harassment Policy, CCTV Policy and Safeguarding Policy. These policies are in place to ensure your safety, well-being, and a positive learning experience.

Your Agreement

By signing this, you agree to follow **The Spark Group’s** Learner Agreement and Code of Conduct.

Name:	
Learner Number:	
Signature:	
Date:	

Prepared by: Daniel Canavan

Approved by: Daniel Canavan

Signature: Daniel Canavan

A handwritten signature in black ink, appearing to read 'D. Canavan', positioned to the right of the printed name.

Date: 14/01/2025