

# APPRENTICESHIP CODE OF CONDUCT

## INTRODUCTION

Welcome to the Refactory Apprenticeship Program! As an Apprentice, you are joining a community dedicated to learning and professional growth in the tech industry. Our Code of Conduct outlines the behavior expected of you during your time with us, ensuring a positive and productive environment for all.

### 1.0. PURPOSE

The Refactory Apprenticeship Program Code of Conduct sets forth the expectations for behavior and professionalism for all Apprentices participating in the program. It serves to maintain a respectful and collaborative environment conducive to learning and growth.

### 2.0. SCOPE

This Code of Conduct applies to all Apprentices enrolled in the Refactory Apprenticeship Program, regardless of their background or employment status. It is binding throughout the duration of your participation in the program.

### 3.0. EXPECTATIONS

As an Apprentice in the Refactory Apprenticeship Program, you are expected to:

- Attend and actively participate in all program activities as required.
- Maintain high standards of performance and professionalism.
- Adhere to health and safety protocols at all times.
- Follow instructions and guidance from program mentors and facilitators.
- Demonstrate commitment to learning and self-improvement.
- Treat all program participants (fellow Apprentices) with respect and courtesy.
- Uphold the values and goals of Refactory Academy throughout the program.



#### 4.0. VIOLATIONS OF CONDUCT

While participating in the Refactory Apprenticeship Program, the following actions are considered violations of conduct:

- Theft, fraud, or dishonesty in any form.
- Harassment or discrimination of any kind, including but not limited to verbal, physical, or visual harassment.
- Misrepresentation of qualifications or credentials.
- Consumption of illegal substances or excessive alcohol during program activities.
- Engaging in unauthorized employment or activities conflicting with program commitments.
- Falsification of documents or records.
- Insubordination or disruptive behavior.
- Failure to meet program responsibilities or obligations.
- Any action that threatens the safety or reputation of Refactory, its students, contractors, mentors, employees, or partners.

#### 5.0. REPORTING VIOLATIONS

If you witness or experience any behavior that violates the Code of Conduct, please report it to the Apprenticeship program administrators at Refactory Academy, immediately, for appropriate action.  
[programs@refactory.academy](mailto:programs@refactory.academy)

#### 6.0. REFACTORY ACADEMY'S COMMITMENT

Refactory has an obligation to behave in a fair and reasonable manner towards Apprentices, by acting in compliance with its legal commitments. To do this, Refactory will develop and implement this industry-led training program with the interests of the Apprentices and Industry Partners at the core. Refactory Academy shall ensure that the Apprenticeship program has;

- impartial and open selection procedures.
- clear statements of duties and expectations, with regular and appropriate channels for communication and feedback.



- a safe and healthy workplace, including freedom from harassment or discrimination.
- appropriate training and equipment, as well as, equal placement opportunities for career development.

## 7.0. CONCLUSION

By adhering to the Refactory Apprenticeship Program Code of Conduct, you contribute to creating a positive and supportive learning environment for yourself and your peers. Thank you for your commitment to professionalism and excellence during your time in the program.

If you have any questions or concerns regarding the Code of Conduct, please do not hesitate to reach out to program administrators for assistance.

### Contact Information:

For any inquiries or reports related to the Code of Conduct, please contact:

Apprenticeship Lead

[ikkatumba@refactory.academy](mailto:ikkatumba@refactory.academy)

[programs@refactory.academy](mailto:programs@refactory.academy)

### CONSENT BY APPRENTICE:

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Full Name, and Title (if any)

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Authorized Signature

...../...../.....

Date (DD/MM/YY)

