

# Code of Conduct

## Purpose

- To ensure a positive, respectful, and safe learning environment across all delivery modalities (**online, face-to-face, home-based, and company-based services**).
- To outline clear expectations for learners, educators, and staff at all academic and professional levels.

## Respect and Professionalism

- Treat everyone with courtesy, kindness, and fairness regardless of age, academic level, or professional background.
- Listen actively and avoid interrupting others during sessions, meetings, or collaborative activities.
- **No discriminatory, offensive, or inappropriate language or behavior in any setting.**
- Maintain appropriate professional dress code for face-to-face and video sessions.

## Service-Specific Conduct

- **Online Sessions:** Ensure stable internet connection, appropriate lighting, and professional background or use virtual background.
- **Face-to-Face (Home-based):** Maintain respectful boundaries in domestic settings; notify household members of session times.
- **Face-to-Face (Company-based):** Adhere to client organization's additional policies and security requirements.
- **Professional Development:** Respect confidentiality of business information and maintain corporate standards.

## Academic and Professional Integrity

- **Do not share or submit work that is not your own, regardless of academic or professional level.**

- Educators provide guidance and skill development, not completed assignments or business deliverables.
- Respect copyright, intellectual property laws, and confidentiality agreements.
- Professional learners must maintain confidentiality regarding proprietary business information shared during sessions.

## Digital Safety and Data Security

- Keep personal information (addresses, phone numbers, passwords, business information) private.
- **Use only approved communication channels (platform chat, email, authorized business systems).**
- **Report any suspicious activity, security breaches, or data concerns immediately.**
- Corporate clients must comply with their organization's IT security policies.

## Attendance and Punctuality

- Arrive prepared and on time for all sessions regardless of delivery method.
- For home-based sessions: ensure suitable learning environment free from distractions.
- For company-based sessions: coordinate with HR/L&D departments as required.
- Notify the educator or platform in advance if you cannot attend, with **minimum 24 hours notice where possible.**

## Level-Appropriate Expectations

- **GCSE/A-Level:** Focus on foundational knowledge and exam preparation.
- **University:** Emphasize critical thinking, research skills, and academic independence.
- **Professional:** Apply learning to real-world business challenges and career development.

## Consequences of Misconduct

- Verbal or written warning for minor breaches.
- Temporary or permanent suspension for repeated or serious breaches.

- **Serious cases may be referred to legal, safeguarding, or corporate disciplinary authorities.**
- Professional clients may have incidents reported to their employing organization.

## Commitment Statement

By engaging with our services, you agree to follow this Code of Conduct to maintain a safe, productive, and professional learning environment across all service modalities and academic/professional levels.