# Apprentice Code of Conduct

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| Acknowledgements | |
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# Version Control Table

| Version | Date | Amended by | Rationale |
|---|---|---|---|
| 1.0 | May 2018 | | Version approved by the Board |
| 1.1 | 15/09/2021 | Sharna Rolle | Scheduled review, minor changes made – e.g., use of college email addresses emphasized. There is no longer a Director of Apprenticeships on the provision – this has been changed to Head of Apprenticeships. |
| 2.0 | 23/09/2021 | | Version approved by the Board |
| 2.1 | 27/11/2023 | Kenan Drugzani | Policy updated to reference the name change to Engineering Skills College |
| 3.0 | 14/12/2023 | | Version approved by the Board |
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*Guidance on version Control:*

*The above is an example of how to complete the Version control table.*

*Versions are 0.1, 0.2 etc until such point as the document is approved. Then it becomes version 1.0.*

*Subsequent edited versions become 1.1, 1.2, or if it's a major update, 2.0. Do not worry about the numbers going up and up its about getting the policy right – it's all fine.*

# APPRENTICE CODE OF CONDUCT

## Policy Coverage

| THE POLICY APPLIES OR COVERS THE FOLLOWING GROUPS | | | |
|---|---|---|---|
| **Type of Learner** | **Tick (✓)** | **Type of Stakeholder** | **Tick (✓)** |
| Key Stage 3 (KS3) Carousel | | Teaching Staff | ✓ |
| Key Stage 4 (KS4) GCSE | | Education Support Staff | ✓ |
| Key Stage 5 (KS5) Level 2 | | Administrative Support Staff | ✓ |
| Key Stage 5 (KS5) Level 3 | | Directors | ✓ |
| Key Stage 5 (KS5) A Levels | | Employers | ✓ |
| Apprentices | ✓ | Visitors / Contractors | |

## Contents

# 1. Introduction

The Engineering Skills College (ESC) is committed to providing a professional and ethical environment, which serves and protects the whole college community. Certain expectations for good conduct are described in specific policies and procedures e.g. equality & diversity, anti-bullying etc. This Code supplements those and provides additional guidance for apprentices studying at the COLLEGEESC.

The overriding expectation is that apprentices will adopt high standards of personal conduct in order to maintain the confidence and respect of their colleagues, staff, teachers, other learners, the public in general and all those with whom they work. This means that apprentices should not behave through words, actions or inaction in a manner which would lead any reasonable person to question their suitability to study at the COLLEGE or act as a role model.

This policy should be read in conjunction with the "Behaviour policy and statement of behaviour principles" policy at ESC.

# 2. Scope

This Code applies to all apprentices studying at the ESCENGINEERING SKILLS COLLEGE (ESC).

In this document "The ESC (ESC)" will refer to ENGINEERING SKILLS COLLEGE. .

Any breaches of the Code of Conduct Policy will be regarded as a serious matter which could result in disciplinary action, and possible dismissal from the apprenticeship course.

This policy forms part of any apprentice's learning contract, unless otherwise stated, and it can be amended at any time.

# 3. Roles and Responsibilities

It is the responsibility of the ESC to establish and monitor standards of conduct and behaviour, including the establishment of relevant policies and procedures.

It is the responsibility of the CEO/Principal and other leaders to address promptly any breaches of good conduct and behaviour, using informal procedures where possible, but implementing formal procedures where necessary.

It is the responsibility of all apprentices to familiarise themselves, and comply, with this Code, policies, procedures, conditions of learning and any relevant professional standards.

# 4. Standards

There is an expectation that the UTC's apprentices will exhibit the highest possible standards of behaviour during their apprenticeship.

Apprentices will be expected through agreed procedures and without fear of recrimination, to bring to the attention of their teachers any deficiency in the provision of service/training.

Apprentices must report to either their teachers or Head of Apprenticeships any impropriety or breach of standards.

# 5. Confidentiality

Training in the ESC can sometimes mean having access, in a variety of ways, to information that can be regarded as confidential.

As a general rule, all information received in the course of training, no matter how it is received, should be regarded as sensitive and confidential. Apprentices should use their discretion regarding these matters, should refer to the Data Protection Policy and the requirements of the Freedom of Information Act and, if in doubt, should seek advice from the Head of Apprenticeships.

# 6. Use of E-mail, Mobile Phones and the Internet

Those that use the ESC's electronic mail services and/or the internet are expected to do so responsibly and to comply with all applicable laws, policies and procedures of the ESC, and with normal standards of professional and personal courtesy and conduct.

Computers, laptops and mobile phones loaned to apprentices by the ESC are provided solely to support their learning and apprentices must notify the UTC of any proposed significant personal use.

Electronic media must not be used for knowingly viewing, transmitting, retrieving, or storing any communication that is:

- Discriminatory or harassing

- Derogatory to any individual or group

- Obscene or pornographic

- Defamatory or threatening

- Illegal or contrary to the ESC's policies or business interests.

All forms of chain mail are unacceptable and the transmission of user names, passwords or other information related to the security of the ESC's computers is not permitted.

The e-mail system and the internet/intranet are business tools provided to apprentices and other users at significant cost. Hence, it is expected that this resource will be used primarily for learning-related purposes. Reasonable access and use of the internet/intranet and e-mail facilities is also available to recognised representatives of employers or professional associations.

Apprentices should use their college email addresses for anything apprenticeship related and should check their accounts on a regular basis for communications received from the ESC and the Apprenticeship Team.

The ESC's e-mail and internet service may be used for occasional and incidental personal purposes, with the approval of the Head of Apprenticeships, provided that it does not:

- Interfere with the ESC's operation of computing facilities or e-mail services.

- Interfere with the user's training/learning or other obligations to the ESC.

- Interfere with the performance of learning duties.

- Is of a reasonable duration and frequency.

- Is performed in non-work/study time.

- Does not overburden the system or create any additional expense to the ESC.

**Such use must not be for:**

- Unlawful activities.

- Commercial purposes not under the auspices of the ESC.

- Personal financial gain.

- Personal use inconsistent with other ESC policies or guidelines.

Further details on the use of e-mail and the Internet can be found in **Appendix A** of this document.

If ESC has issued laptops to apprentices, it is important to note that these laptops are the property of the college. At the conclusion of the course, it is mandatory for apprentices to return the laptops as directed. ESC oversees and administers the management of these laptops in accordance with IT policies.


# 7. Social Networking

The purpose of including this in this policy is to ensure:

o   that the ESC is not exposed to legal and compliance risks;

o   that the reputation of the ESC is not adversely affected;

o   that users are able to clearly distinguish where information has been provided via social networking applications, it is legitimately representative of the ESC;

o   protocols are applied where apprentices are contributing in an appropriate capacity to social networking applications provided by external organisations.

Social networking applications include but are not limited to:

o   Blogs, Online discussion forums, for example Facebook, Bebo, Myspace,

o   Media sharing services for example YouTube; 'Micro-blogging' application for example Twitter.

The Board of Directors can determine the level of access at the ESC.  The ESC may make the decision to put a complete block on social networking sites during the training day, but it cannot stop individuals using social networking sites at their companies and or home in their own personal time, therefore all apprentices need to understand the implications of inappropriate and improper use of social networking sites at their companies and or home in their own personal time that may result in detriment to the ESC and therefore to disciplinary action being taken.

All apprentices of the ESC should bear in mind that information they share through social networking applications, even if they are on private spaces, are still subject to copyright,

Data Protection and Freedom of Information legislation and the Safeguarding Vulnerable Groups Act 2006. Apprentices must also operate in line with the ESC's Equality and Diversity Policy.

Any communications or content published on a social networking site which is open to public view, may be seen by members of the ESC community. Apprentices are seen as representatives of the ESC and are viewed as such in the public domain. Inappropriate usage of social networking sites by apprentice can have a major impact on the training/learning relationship. Any posting that causes damage to the ESC, any of its employees or any third party's reputation may amount to a serious disciplinary offence, which could result in dismissal from the apprenticeship course.

The ESC reserves the right to require the closure of any applications or removal of content published by apprentices which may adversely affect the reputation of the ESC or put it at risk of legal action.

Anyone who becomes aware of inappropriate postings on social networking sites, must report it to their teacher as soon as possible. The teacher will then decide on the most appropriate course of action. If an apprentice fails to disclose an incident or type of conduct relating to social networking sites, knowing that it is inappropriate and falls within the remit of this policy, then that apprentice may be subject to the disciplinary procedure.

Indecent images of any apprentice that can be accessed by other apprentices, learners, employers or members of the public are totally unacceptable and can lead to safeguarding issues as well as bringing the ESC into disrepute.

It is totally unacceptable for any apprentice to discuss apprentices, learners, employers, work colleagues or any other member of the ESC community on any type of social networking site. Reports about oneself may also impact on the learning/training relationship - for example if an apprentice is off sick, but makes comments on a site suggesting the contrary.

Apprentices should not engage in conversation with learners at the UTC, past or present, irrespective of their age, on any social networking site. Offers of assistance to a learner with their studies via any social networking site are inappropriate and also leaves the apprentice vulnerable to allegations being made. It would be very rare for apprentices to need to interact with learners inside or outside of ESC in a social setting and by communicating with them on social networking sites, is tantamount to the same. Apprentices should ensure that personal social networking sites are set as private and that UTC learners are never listed as approved contacts. Where an apprentice has or has had previous contact with a UTC learner on social media prior to starting their course, they should report this to the Head of Apprenticeship, who will then discuss and advise on the best course of action.

Apprentices should not use or access social networking sites of UTC learners save in exceptional circumstances and only then with the prior express permission of the CEO/Principal. Should an apprentice become aware of an underage person using social networking sites, (Facebook and Bebo have set it at 13 years and MySpace have set it at 14 years), then they should report this to the site operator and if that child is at the ESC, then this should be reported to the Head of Apprenticeships.

# 8. Mobile Phones and Driving

Since 1 December 2003 the use by drivers of hand-held mobiles has been illegal. Anyone found to be using such devices whilst driving will face a fine and, from 27 February 2007,

three penalty points on their licence.   The use of a properly installed hands-free kit is allowed but drivers will continue to risk prosecution if when using a mobile phone in this way they are found not to have proper control of their vehicle.

The ESC expects any apprentice driving in relation to ESC activity/business, (i.e. on an educational visit), not to receive or to make calls on a mobile phone whilst driving (this includes whilst stationary in traffic jams).  To make and receive calls safely the vehicle must be properly parked and the engine switched off.

# 9. Mobile Phone Security

Mobile phones (including personal mobile phones) could contain confidential information regarding other apprentices such as personal phone numbers, e-mail addresses or pictures.

All mobile phones brought onto the premises (including personal mobile phones) should have a password locking system enabled to ensure that their contents remain secure in the case of loss.

# 10. Relationships

**The Community and Service Users**

- Apprentices must always remember their responsibilities in the community they are learning in and ensure courteous, efficient and impartial behaviour to all groups and individuals within the community as defined by the policies of the ESC.

**Close personal relationships at work**

- Situations arise where relations, or those in other close relationships, may be studying at the ESC and it is recognised that a significant proportion of close relationships are formed at work.

- Apprentices are required to disclose any personal relationships that they may have with another apprentice or staff member or contractor at the ESC.  Apprentices should discuss, confidentially with the Head of Apprenticeships, any relationships with another apprentice or ESC employee which may impact on the conduct of the ESC.

Further details on close personal relationships, including a definition of the term, can be found in **Appendix B** of this document.

# 11. Political Neutrality

Apprentices must ensure that the individual rights of members of the ESC Community are respected and must not allow their own personal or political opinions to interfere with their learning or training.

# 12. ESC Code of Conduct: Apprentices

**In the classroom:**

Apprentices are expected to meet the following expectations:

- Arrive to class on time

- Sit where the teacher may require them to sit

- Take out the necessary materials immediately

- Exhibit good positive body language – i.e. **FOCUS – F**ollow with my eyes, **O**n Task, **C**oncentrate, **U**p in my seat, **S**ilent until called upon

- Listen carefully and contribute to class discussions as directed to by the teacher

- Join in during lessons, respecting the views of others

- Fully participate in their learning by active listening, thinking and contributing

- Refrain from talking to classmates unless it is part of a class activity

- Stay on task during class activities

- Refrain from disrupting the order and learning atmosphere of the class.

- Come to class adhering to the UTC's dress standard.

- Follow the correct procedure for finishing lessons and exiting the classroom.

**Expectations around the UTC:**

Apprentices are expected to adhere to the following expectations throughout the UTC:

- Refrain from play fighting and discourage conflict between other apprentices and learners

- Respect other apprentices and learners, their work and belongings.

- Follow established UTC routines (e.g. appropriate behaviour in the dining hall, walking on the left – silent in corridors, walking and no running etc.)

- Only eat and drink in the dining halls and dedicated outdoor space

- Treat the UTC with respect and ensure usage of litter bins provided

- Be polite to fellow apprentices, learners, all staff and any visitors to the UTC;

- Use appropriate language

- Ensure you maintain dress standards at all time. Trainers may only be used for outdoor play and must be changed before entering the building.

**Expectations outside the UTC:**

Apprentices are expected to be responsible citizens of the local community and good representatives of the UTC, particularly in the following ways:

- Show respect to others

- Adhere to the dress standard on the way to and from the UTC

- Under no circumstances do something that brings the UTC into disrepute

- Keep the neighbourhood free of litter – put all wrappers, paper, cans, etc. in rubbish bins

- Exhibit good behaviour when travelling to and from the UTC

- Use appropriate language in public

- Use appropriate manners at bus stops and on public transportation

- Any incidence of poor behaviour, whilst travelling to and from the UTC, will be treated in the same manner as if the behaviour had occurred at the UTC.

- Be punctual and only be absent for a genuine reason and bring a note on return to the UTC;

All apprentices are expected to follow the conduct as outlined in the "Behaviour policy and statement of behaviour principles" policy.

# 13. ESC Code of Conduct: Staff

All staff, teaching and non-teaching will:

- be positive role models

- help apprentices understand their rights and responsibilities as citizens within the UTC and the wider society

- help apprentices to make the right choices about their behaviour

- help apprentices to be confident about their learning and enjoy it

- make sure that apprentices listen and are listened to and value others

- reward and praise positive behaviour

- use the behaviour incident form when necessary and follow the UTC's behaviour processes and procedures,

- give opportunities for apprentices to develop interpersonal and social skills

- ensure that apprentices know the UTC's Code of Conduct

- inform employers about their apprentice's behaviour and work alongside employers

- inform specialist behaviour teacher or leader about serious incidents which are then monitored

# 14. Code of Conduct: Apprentice's Employer

Employers will:

- support the UTC and its behaviour policy

- promote positive behaviour at work in order to provide continuity between work and the UTC

- contact the teacher in the first instance if concerned about their apprentice's behaviour

- contact the Head of Apprenticeships for further support

# Appendix A: Email and Internet Usage

## Introduction

E-mail and the internet can be extremely valuable tools in an educational context, encouraging the development of communication skills, and transforming the learning process by opening up possibilities that, conventionally, would be impossible to achieve. The ESC encourages the use of electronic mail as a medium for paper mail replacement and as a means of enhancing communications.

The ESC follows sound professional practices to secure e-mail records, data and system programmes under its control.  As with standard paper-based mail systems, confidentiality of e-mail cannot be 100% assured.  Consequently, users should consider the risks when transmitting highly confidential or sensitive information and use the appropriate level of security measure.

Enhancement of the base level security to a higher or intermediate level can be achieved by the use of passwords for confidential files.  It should be remembered e-mails forwarded from another individual can be amended by the forwarder. This possibility should be considered before acting on any such mail.

## Usage at Work

In order to effectively manage the e-mail system, the following should be adhered to:

- College email addresses should be used for anything apprenticeship related and for communication with and from the ESC and the Apprenticeship Team.

- College email accounts should be regularly accessed and checked for communications.

- Open mailboxes must not be left unattended.

- Care should be taken about the content of an e-mail as it has the same standing as a memo or letter.  Both the individual who sent the message and/or the ESC can be sued for libel.

- Reporting immediately to IT Units when a virus is suspected in an e-mail.

The ESC respects users' privacy.  E-mail content will not be routinely inspected or monitored, nor content disclosed without the originator's consent.  However, under the following circumstances such action may be required:

- When required by law.

- If there is a substantiated reason to believe that a breach of the law or ESC policy has taken place.

- When there is an emergency or compelling circumstances.

The ESC reserves the right, at its discretion, to review any apprentice's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other ESC policies.

An apprentice should not have any expectation of privacy to his or her internet usage. The ESC reserves the right to inspect freely any and all files stored in computers or

on the network in order to assure compliance with this policy.  Auditors must be given the right of access to any document, information or explanation that they require.

Use of the apprentice's designated personal file area on the network server provides some level of privacy in that it is not readily accessible by other members of staff. These file areas will however be monitored to ensure adherence to the ESC's policies and to the law.  The apprentice's personal file area is disk space on the central computer allocated to that particular apprentice.  Because it is not readily accessible to colleagues it should not be used for the storage of documents or other data that should be open and available in the ESC.

Teachers will not routinely have access to an apprentice's personal file area. However, usage statistics/management information on usage size of drives or a report outlining the amount of information held on an individual's personal file area will be made available from time to time.

### Usage at Home

Access to the internet from an apprentice's home using an ESC-owned computer or through ESC-owned connections must adhere to all the policies that apply to use within the ESC.  Family members or other non-apprentices must not be allowed to access the ESC's computer system or use the ESC's computer facilities, without the formal agreement of the CEO/Principal.

### E-Mail Protocols

Users must **not**:

- Ignore e-mails. The system is designed for speedy communication.  If the message requires a reply, a response should be sent promptly.

- Use anonymous mailing services to conceal identity when mailing through the internet, falsify e-mails to make them appear to originate from someone else, or provide false information to any internet service which requests name, e-mail address or other details.

- Abuse others (known as 'flaming'), even in response to abuse directed at themselves.

- Use electronic media and services in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

- Use e-mail, either internally or on the internet, to sexually harass fellow apprentices, learners or ESC employees, or harass or threaten anyone in any manner.

- Use, transfer or tamper with other people's accounts and files.

- Disrespect copyrights and copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

- Use the internet/intranet facilities or equipment to deliberately propagate any virus, worm, Trojan horse or any such other programme that is harmful to normal computer operations.

- Access any obscene or pornographic sites.  Sexually explicit or other offensive material may not be viewed, archived, stored, distributed, edited or recorded using the ESC's networks or computing resources.  If an apprentice finds themselves connected accidentally to a site that contains sexually explicit or offensive material, they must disconnect from that site immediately.  Such unintentional access to inappropriate internet sites must be reported immediately to the respective teacher or Head of Apprenticeships.  Any failure to report such access may result in disciplinary action.

Except in cases in which explicit authorisation has been granted at an appropriate level of ESC management, apprentices are prohibited from engaging in or attempting to engage in:

- Monitoring or intercepting the files or electronic communications of other apprentices or third parties.

- Hacking or obtaining access to systems or accounts they are not authorised to use.

- Using other people's log-ins or passwords.

- Breaching, testing, or monitoring computer or network security measures.

- E-mail or other electronic communication that attempts to hide the identity of the sender or represent the sender as someone else.

- Interfering with other people's work or computing facilities.

- Sending mass e-mails without consultation with the Principal. Global Sends (send to everybody in the Global address book) are prohibited.

- Using the internet for personal commercial purposes.


**The Law**

The Data Protection Act 1998 / GDPR prohibits the disclosure of personal data except in accordance with the principles of the Act.  This prohibition applies to e-mail in the same way as to other media.  Information gathered on the basis that it would be seen by specified apprentices must not be given to a wider audience.  In accordance with the provisions of Article 8 of the European Convention on Human Rights, the ESC respects the right to privacy for apprentices who use IT equipment but does not offer any guarantee of privacy to apprentices using IT equipment for private purposes.

As a data controller, the ESC has responsibility for any data processed or stored on any of its equipment.  Any apprentice monitoring will be carried out in accordance with the principles contained in the Code of Practice issued by the Information Commissioner under the provisions of the Data Protection Act 1998.

In order to comply with its duties under the Human Rights Act 1998, the ESC is required to show that it has acted proportionately, i.e. it is not going beyond what is necessary to deal with the abuse and that the need to investigate outweighs the individual's rights to privacy, taking into account the ESC's wider business interests. In drawing up and operating this policy the ESC recognises that the need for any monitoring must be reasonable and proportionate.

Auditors (internal or external) are able to monitor the use of the ESC's IT equipment and the storage of data.  They are nevertheless bound by the provisions of the

Human Rights Act 1998, the Data Protection Act 1998, associated codes of practice and other statutory provisions and guidance, including the Regulation of Investigatory Powers Act 2000 in respect of any activity that could be classed as directed surveillance.

**Specific Legislation:**

- o **The Human Rights Act 1998** provides for the concept of privacy giving, a 'right to respect for private and family life, home and correspondence'.

- o **The Regulation of Investigatory Powers Act 2000** covers the extent to which organisations can monitor or record communications at the point at which they enter or are being sent within the employer's telecommunications system.

- o **The Data Protection Act 1998**. Codes of Practice clarify the Act in relation to processing of individual data, and the basis for monitoring and retention of e-mail communications.

- o **Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000** empowers the Secretary of State to make regulations, which allow businesses to intercept communications.

- o **Contract law**. It is possible to make a legally binding contract via e-mail.

- o **Copyright law**. The Copyright, Designs and Patents Act 1988 gives the same protection to digital and electronic publications as it does to other forms of publication.

- o **Obscene Publications Act 1959**, Protection of Children Act 1988, Criminal Justice Act 1988. These Acts are concerned with material that might be criminal, cause harm to young persons or be otherwise unlawful.

- o **Computer Misuse Act 1990**. This Act is mainly concerned with the problems of 'hacking' into computer systems.

- o **Lawful Business Practice Regulations (LBP)** authorise employers to monitor or record communications without consent for a number of purposes.

**E-Mail Good Practice Guide:**

- • **Read Receipt -** When it is important to know that a recipient has opened a message, it is recommended that the sender invokes the 'read receipt' option.

- • **Attachment Formats -** When attaching a file, it will have a specific format. The sender should be aware of the possibility that a recipient may not have the software necessary to read the attachment. Format incompatibility can occur even between successive versions of the same software, e.g. different version of Microsoft Word.

- • **E-mail Address Groups -** If messages are regularly sent to the same group of people, the addressing process can be speeded up by the creation of a personal group in the personal address book.

- • **Message header, or subject -** Convey as much information as possible within the size limitation. This will help those who get many e-mails to decide which are most important, or identify those which are a priority.

- **Subject -** Avoid sending messages dealing with more than one subject. These are difficult to give a meaningful subject heading to, difficult for the recipient to forward on to others for action, and difficult to archive.

- **Recipients -** Beware of sending messages to too many recipients at once. When sending messages for more than one person's use be sure to indicate people for whom there is some expectation of action or who have central interest; "cc" to indicate those who have peripheral interest and who are not expected to take action or respond unless they wish to do so.

- **Replying** - When replying to a message sent to more than one person, do not routinely reply to all recipients of the original message. Consider who needs to read the reply, e.g. if the sender is organising a meeting and asking the recipient for availability dates, the recipient need only reply to the sender.

- **Absent** - If a member of staff has her/his own e-mail address, it is possible for users of MS Exchange or who have local enhancements to MS-mail, to set the 'out of office' message when s/he is going to be away for some time, e.g. on annual leave. Messages will not be lost, they will await the recipient's return, but the sender will know that the recipient is not there and can take alternative action if necessary.

- **Evidential Record** - Electronic conversations can produce an evidential record which is absent in a telephone conversation. Comments made by an employee during the course of an exchange of e-mails could be used in support, or in defence, of the ESC's legal position in the event of a dispute.

- **Legal records** - Computer-generated information can now be used in evidence in the courts. Conversations conducted over the e-mail can result in legally binding contracts being put into place.

- **Distribution Lists** - Personal distribution lists should be kept up-to-date; individuals should be removed from lists that no longer apply to them.

- **E-Mail threads** - Include the previous message when making a reply. This is called a thread. Threads are a series of responses to an original message. It is best that a response to a message is continued by using "reply" accessed on the quick menu bar, rather than start an entirely new message for a response. Keep the thread information together. It is easier for the participants to follow the chain of information already exchanged. If the message gets too long the previous parts can be edited while still leaving the essence of the message.

- **Context** - E-mail in the right context; care should be taken to use e-mail where appropriate. There may be occasions when a telephone call would be more appropriate especially on delicate matters. Beware of excessive use of capitals. It can be interpreted as SHOUTING so consider how the style of the e-mail may be interpreted by its recipient. Consider the use of *italics* for emphasis, if required.

- **Forwarding e-mails** - Consideration should be given when forwarding e-mails that it may contain information that the recipient should consult with the originator before passing to someone else.

- **Large E-mails** - For larger e-mails, particularly internet e-mails, where possible send at the end of the day as they may cause queues to form and slow other people's e-mail.

# Appendix B: Close Personal Relationships

Close personal relationships are defined as:

- apprentices who are married, dating or in a partnership or co-habiting arrangement

- immediate family members e.g. parent, child, sibling, grandparent/child

- other relationships e.g. extended family (cousins, uncles, in-laws), close friendships, business associates (outside the ESC)

Whilst not all such situations where those in close personal relationships working together give rise to issues of conflict of interest, implications can include:

- effect on trust and confidence

- perception of teachers, the public and other apprentices on professionalism and fairness

- conflicting loyalties and breaches of confidentiality

Open, constructive and confidential discussion between apprentices and teachers is essential to ensure these implications do not occur.