

Behaviour Policy

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Version 1 – 11.11.2026	<i>Georgie Mann</i>	On behalf of the Senior Management Team

Table of Contents

Heritage Skills Academy Behaviour Policy	1
1. Purpose	1
2. Core Principles.....	1
3. Expected Standards of Behaviour.....	2
4. Smoking, Vaping, and Tobacco Use	3
5. Fire Safety.....	3
6. Misconduct and Disciplinary Procedures.....	3
7. Support and Guidance	4
8. Responsibilities.....	4
9. Related Documents	4
10. Review of Policy.....	5

1. Purpose

Heritage Skills Academy (HSA) is committed to providing a safe, respectful, and professional learning environment that reflects industry standards. This policy outlines the expected behaviour of all apprentices and explains the procedures followed when expectations are not met.

2. Core Principles

All apprentices are expected to uphold the following principles:

1. **Respect** – Treat staff, peers, visitors, and property with courtesy and consideration.
2. **Professionalism** – Demonstrate conduct suitable for a workplace and learning environment.
3. **Integrity** – Be honest, accountable, and responsible for your actions.
4. **Safety** – Follow all health and safety rules, instructions, and legal requirements.

5. **Engagement** – Actively participate in training, assessments, and workplace responsibilities.

3. Expected Standards of Behaviour

3.1 Attendance and Punctuality

- Attend all scheduled training sessions, assessments, and workplace shifts.
- Arrive on time and prepared.
- Notify HSA on kh@heritageskillsacademy.co.uk and your employer of any absence.

3.2 Conduct and Communication

- Communicate respectfully in person, online, and in written form.
- Use appropriate language at all times.
- Follow instructions given by staff and trainers promptly and respectfully.

3.3 Learning and Participation

- Complete assignments, practical tasks, and assessments to the best of your ability.
- Use Academy equipment responsibly.
- Seek help when needed and engage positively with feedback.

3.4 Professional Appearance

- Wear clothing or PPE (Personal Protective Equipment) required by the Academy or employer.
- Maintain personal hygiene suitable for a professional environment.

3.5 Use of Technology

- Use phones and digital devices only when permitted.
- Do not access inappropriate material on Academy premises or networks.
- Do not record staff, apprentices, or sessions without prior authorisation.

3.6 Health, Safety, and Wellbeing

- Follow all safety procedures and report hazards immediately.
- Do not engage in dangerous, reckless, or disruptive behaviour.
- The possession or use of drugs, alcohol, or weapons on Academy premises is strictly prohibited.

3.7 Respect for the Academy Community

- Discrimination, harassment, bullying, or intimidation of any kind is not tolerated.
- Treat all facilities and equipment with care.
- Uphold the Academy's values both on-site, off-site whilst in uniform and at employer workplaces.

3.8 Homestay Accommodation

For under 18 apprentices or any apprentice staying in Homestay accommodation to adhere to and sign the Homestay Code of Conduct

4. Smoking, Vaping, and Tobacco Use

Heritage Skills Academy (HSA) is committed to promoting a healthy, safe, and respectful learning environment. This section outlines expectations around smoking, vaping, and other tobacco-related products.

4.1 General Expectations

- Smoking and vaping are **not permitted inside any Academy buildings**, training areas, workshops, classrooms, or vehicles.
- Smoking and vaping are allowed **only in designated outdoor areas**, where provided.
- Apprentices must comply with all building rules, site rules, and employer workplace policies regarding smoking and vaping.
- The use of e-cigarettes, vapes, or heated tobacco products is treated in the same way as traditional smoking.
- Smoking or vaping may only take place during scheduled breaks.
- Apprentices must return to sessions on time and must not leave lessons or workshops for smoking/vaping unless authorised.

5. Fire Safety

Heritage Skills Academy (HSA) is committed to ensuring the safety of all apprentices, staff, and visitors through robust fire safety procedures. Every apprentice has a responsibility to follow these rules to prevent accidents and respond appropriately in the event of a fire.

5.1 General Fire Safety Expectations

Apprentices must:

- Familiarise themselves with fire exits, assembly points, and evacuation routes.
- Comply with all fire safety signage and instructions from staff.
- Keep corridors, doorways, and emergency exits clear at all times.
- Report damaged or missing fire safety equipment immediately.

6. Misconduct and Disciplinary Procedures

6.1 Types of Misconduct

Minor Misconduct may include:

- Persistent lateness
- Disruptive behaviour
- Failure to follow instructions
- Misuse of technology

Serious Misconduct may include:

- Bullying, harassment, or discrimination
- Damage to property
- Theft or fraud
- Safety violations
- Possession or use of drugs or alcohol
- Aggressive, threatening, or violent behaviour

6.2 Disciplinary Stages

HSA may take the following steps depending on the severity of the behaviour:

1. **Informal Warning** – Verbal reminder and discussion.
2. **Formal Written Warning** – Recorded on apprentice file, employer notified and improvement plan issued.
3. **Final Written Warning** – Issued if behaviour does not improve or in cases of serious misconduct.
4. **Suspension or Removal from Training** – In extreme or repeated cases, the apprentice may be suspended or withdrawn from the programme.

Employers may also initiate their own disciplinary procedures where behaviour affects workplace performance.

7. Support and Guidance

Heritage Skills Academy aims to help apprentices succeed. Support may include:

- Pastoral or wellbeing support
- Additional learning support
- Mediation or conflict resolution
- Reasonable adjustments for apprentices with learning or health needs

Apprentices are encouraged to seek help early if they are experiencing difficulties.

8. Responsibilities

Apprentices Must:

- Follow this Behaviour Policy and all associated procedures.
- Act as ambassadors for the Academy and their employer.
- Report concerns affecting their learning or wellbeing.

Heritage Skills Academy Will:

- Apply this policy fairly, consistently, and transparently.
- Provide a safe and inclusive learning environment.
- Offer support and clear communication regarding expectations.

9. Related Documents

HSA001 Child Protection and Safeguarding Policy

HSA018 Equality, Diversity and Inclusion Policy

HSA002 Complaints Policy

HSA Homestay Code of Conduct

10. Review of Policy

This policy will be reviewed annually or when significant changes occur in legislation, safeguarding guidance, or organisational practice.