

BPIF
TRAINING

STAFF CODE OF CONDUCT

BPIF TRAINING LIMITED

Version 1.0 | July 2026

1 PURPOSE

BPIF Training expects all employees to uphold the highest standards of professional conduct, integrity and accountability. As a training provider, our staff play a vital role in creating a safe, inclusive and positive learning environment and act as representatives of the organisation both within and outside of work.

The purpose of this policy is to provide clear guidance on the standards of behaviour expected of all employees and to ensure that interactions with learners, employers, colleagues and stakeholders remain professional, respectful and appropriate at all times.

Many of our apprentices are aged 16 to 18, and some adult learners are vulnerable. The standards in this Code are written on that basis. They are designed to protect learners, and equally to protect you: clear boundaries make it far less likely that your conduct will be misinterpreted.

2 SCOPE

This policy applies to:

- ◆ All employees of BPIF Training
- ◆ Temporary and agency workers
- ◆ Contractors and consultants
- ◆ Volunteers
- ◆ Any individual working on behalf of BPIF Training

All individuals are expected to understand and comply with the standards outlined within this policy. If you are unsure whether something is appropriate, ask before you act.

3 KEY PRINCIPLES

All staff are expected to:

- ◆ Act with honesty, integrity and professionalism.
- ◆ Treat all learners, colleagues, employers and stakeholders with dignity and respect.
- ◆ Maintain professional boundaries at all times.
- ◆ Safeguard and promote the welfare of learners.
- ◆ Promote equality, diversity and inclusion.
- ◆ Respect confidentiality and data protection requirements.
- ◆ Use organisational resources responsibly.
- ◆ Behave in a manner that protects the reputation of BPIF Training.
- ◆ Challenge and report inappropriate behaviour, safeguarding concerns or unethical conduct.
- ◆ Act as positive role models for learners and apprentices.

4 PROFESSIONAL BOUNDARIES WITH LEARNERS

A professional boundary is the line between a working relationship and a personal one. Learners may see you as a trusted adult, and that trust carries responsibility. The standards below apply to all learners regardless of age, and apply with particular force to anyone under 18 or otherwise vulnerable.

4.1 Communication and contact

ALWAYS

- ◆ Contact learners only through BPIF Training systems, accounts, devices and telephone numbers.
- ◆ Keep communication within working hours wherever possible, and professional in tone at all times.
- ◆ Copy in a colleague or the learner's training coordinator where a conversation is sensitive.
- ◆ Assume any message you send could be read by the learner's parent, employer or an inspector.

NEVER

- ◆ Give a learner your personal mobile number, personal email address or home address.
- ◆ Communicate with a learner through personal social media, messaging apps, gaming platforms or dating apps.
- ◆ Ask a learner to keep any communication or arrangement secret from other staff, their employer, or their parents or carers.
- ◆ Use language that is sexual, suggestive, discriminatory, or that could be read as flirtatious or intimate.

4.2 One-to-one contact and travel

- ◆ Avoid being alone with a learner where it can reasonably be avoided. Where a one-to-one review or support session is necessary, hold it in a room with visibility from outside, or with the door open, and make sure a colleague knows where you are.
- ◆ Do not arrange to meet a learner outside agreed working arrangements, or at your home or theirs.
- ◆ Do not transport a learner in your own vehicle alone. Where transport is genuinely unavoidable, obtain prior agreement from your manager, inform the learner's employer, and record it.
- ◆ Where an assessment or review takes place at an employer's premises, follow that employer's site rules and sign in and out.

4.3 Physical contact

- ◆ Do not initiate physical contact with learners. Physical contact is only appropriate where it is necessary to prevent injury, to administer first aid, or to demonstrate a technique safely on equipment.
- ◆ Where contact is necessary, explain what you are doing and why, keep it to the minimum required, and record it afterwards.
- ◆ Be alert to the fact that contact which seems harmless to you may not be experienced that way by the learner.

4.4 Relationships, gifts and favours

- ◆ Do not enter into a romantic or sexual relationship with a learner. Where a learner is under 18, or is a vulnerable adult in your care, this may also be a criminal offence under the Sexual Offences Act 2003.
- ◆ Declare to your manager any pre-existing personal, family or financial relationship with a learner or their family, so that arrangements can be adjusted.
- ◆ Do not give personal gifts to a learner, lend or borrow money, or enter into any private financial arrangement with a learner or their family.
- ◆ Do not show favouritism, or single out an individual learner for special attention, treats or privileges.

4.5 Social media and online conduct

- ◆ Do not accept or send friend or follow requests to current learners on personal accounts.
- ◆ Do not post anything online that identifies a learner, or any image of a learner, without documented consent and a work reason.
- ◆ Keep personal accounts private, and do not post content that would undermine confidence in your professional judgement or damage the reputation of BPIF Training.
- ◆ Report to your manager immediately if a learner attempts to contact you through a personal account, rather than responding.

5 SAFEGUARDING

Safeguarding is everyone's responsibility. You are not expected to decide whether abuse or neglect has taken place — you are expected to recognise a concern and pass it on the same day.

DESIGNATED SAFEGUARDING LEAD (DSL)

Name	Andrew Bracey
Role	Designated Safeguarding Officer
Telephone	07801 981312
Email	Andrewb@bpif.training

DEPUTY DESIGNATED SAFEGUARDING LEAD

Name	Karly Lattimore
Role	Managing Director
Telephone	07384 214536
Email	karlyl@bpif.training

OUT OF HOURS AND EMERGENCIES

Emergency services	999 — where a learner is at immediate risk of harm, call first, then inform the DSL
---------------------------	---

5.1 If a learner discloses something to you

DO

- ◆ Listen. Let the learner speak without interrupting or leading them.
- ◆ Reassure them that they were right to tell you.
- ◆ Explain honestly that you cannot keep it to yourself and will have to pass it on to keep them safe.
- ◆ Write down what was said as soon as possible afterwards, in the learner's own words, with the date, time and who was present.
- ◆ Report to the DSL the same day, and record that you have done so.

DO NOT

- ◆ Promise to keep it a secret, or say “this is just between us”.
- ◆ Investigate, question the learner further, or try to establish whether the account is true.
- ◆ Confront or contact the person the concern relates to.
- ◆ Discuss it with colleagues who do not need to know, or with the learner's employer, before speaking to the DSL.
- ◆ Delay because you are not sure the concern is serious enough. It is the DSL's job to decide that, not yours.

5.2 Concerns about a colleague

If you have a concern that an adult working with learners has behaved in a way that may have harmed a learner, or may pose a risk, report it to the Managing Director immediately — do not raise it with the person concerned.

Where an allegation is made against a member of staff, BPIF Training will contact the Local Authority Designated Officer (LADO) for the relevant area, normally within one working day, and will follow their advice.

Where a concern about a colleague's conduct does not meet the threshold for an allegation — behaviour that sits below the line but does not feel right — it should still be reported to the DSL. Low-level concerns are recorded so that patterns can be identified early. Reporting one is not an accusation, and staff who report in good faith will be supported.

5.3 Prevent

BPIF Training has duties under the Prevent element of the Counter-Terrorism and Security Act 2015. If you are concerned that a learner is being drawn into extremism or terrorism, report it to the DSL in the same way as any other safeguarding concern.

5.4 Related documents

This Code sits alongside our Safeguarding and Child Protection Policy, our Whistleblowing Policy, and the current edition of the statutory guidance Keeping Children Safe in Education, which we have regard to in our arrangements. Where this Code and the Safeguarding Policy differ, the Safeguarding Policy takes precedence.

6 CONFIDENTIALITY AND DATA PROTECTION

- ◆ Access learner and staff personal data only where you need it to do your job.
- ◆ Do not discuss learners in public places, on public transport, or where you can be overheard.
- ◆ Do not store learner data on personal devices, personal accounts or removable media.
- ◆ Report any actual or suspected data breach immediately, however minor it appears.
- ◆ Confidentiality is never absolute. Where a learner may be at risk of harm, safeguarding takes precedence over confidentiality.

Personal data is processed in accordance with our Privacy Notice and Data Protection Statement.

7 GIFTS, HOSPITALITY AND CONFLICTS OF INTEREST

- ◆ Do not accept gifts, hospitality or benefits that could be seen to influence your professional judgement.
- ◆ Modest, occasional hospitality in the normal course of business may be accepted, but must be declared to your manager.
- ◆ Declare any outside employment, directorship, or financial interest that could conflict with your role.
- ◆ Declare any personal relationship with a supplier, employer, awarding organisation or assessment organisation we work with.

8 USE OF ORGANISATIONAL RESOURCES

- ◆ Use BPIF Training equipment, systems, vehicles and funds for their intended business purpose.
- ◆ Reasonable personal use of IT is permitted where it does not interfere with your work, but there is no expectation of privacy on organisational systems.
- ◆ Do not access, store or share offensive, discriminatory or illegal material on organisational equipment or networks.
- ◆ Keep credentials secure, do not share logins, and lock devices when unattended.
- ◆ Submit expenses accurately and with supporting evidence.

9 FITNESS TO WORK

- ◆ Do not attend work, or carry out any work activity, while under the influence of alcohol or unprescribed drugs.
- ◆ Tell your manager if prescribed medication may affect your ability to work safely.
- ◆ Follow the health and safety rules that apply at our premises and at any employer site you visit.

10 CONDUCT OUTSIDE WORK

Staff are not expected to account for their private lives. However, conduct outside work may fall within this Code where it affects your suitability to work with learners, damages the reputation of BPIF Training, or breaches the trust required by your role.

11 CHANGES IN YOUR CIRCUMSTANCES

You must tell the Managing Director without delay if any of the following occur:

- ◆ You are arrested, cautioned, charged with or convicted of any criminal offence.
- ◆ You become subject to any investigation by the police, a local authority or a professional body.
- ◆ Any restriction is placed on your ability to work with children or vulnerable adults.
- ◆ There is any change to information declared during your DBS check or recruitment.

Disclosure will be handled confidentially and does not automatically result in action being taken.

12 RAISING CONCERNS

If you become aware of conduct that breaches this Code, raise it with your line manager. Where the concern involves your line manager, or you do not feel able to raise it with them, follow the escalation stages in our Whistleblowing Policy.

No one who raises a genuine concern in good faith will suffer any detriment for doing so.

13 BREACHES OF THIS CODE

Failure to comply with this Code may be treated as a disciplinary matter and dealt with under BPIF Training's Disciplinary Procedure.

Serious breaches — including breaches of professional boundaries with learners, failure to report a safeguarding concern, deliberate misuse of personal data, dishonesty, or conduct that places a learner at risk — may constitute gross misconduct and could result in dismissal without notice.

Where a breach may also constitute a criminal offence, it will be referred to the police. Where a member of staff is dismissed or would have been dismissed for harming a learner, a referral will be made to the Disclosure and Barring Service.

14 REVIEW

This Code will be reviewed periodically and updated where required, or sooner if there is a change in legislation, statutory guidance or our own safeguarding arrangements.

15 DECLARATION

All staff are asked to confirm that they have read, understood and agree to abide by this Code of Conduct. A signed copy is retained on your personnel file.

Policy owner	Karly Lattimore, Managing Director
Approved by	Managing Director, BPIF Training Limited
Designated Safeguarding Lead	AB
Deputy Designated Safeguarding Lead	Karly Lattimore, Managing Director
Version	1.0
Date of issue	July 2026
Next review date	July 2027
Applies to	All employees, temporary and agency workers, contractors, consultants, volunteers and anyone working on behalf of BPIF Training

**BPIF
TRAINING**

IF IN DOUBT, REPORT IT.

It is never your job to decide whether a concern is serious enough.