



APPRENTICE CODE OF CONDUCT POLICY



Dentrain Professionals Ltd

info@dentrain.net





This code of conduct aims to maintain a safe environment with regards to safeguarding in the workplace and beyond.

Apprentices are expected to conduct themselves in a professional manner at home, work and in life as a dental health professional.

As a Dentrain Professionals Ltd apprentice you may have the opportunity to meet other apprentices, external bodies (City & Guilds, NEBDN, etc) and have contact with various members of staff at Dentrain Professionals Ltd – ALN tutor, Functional Skills Tutor, Safeguard Team, EPA tutor, IQA, Dental Nurse Trainer, Complaints Officer, etc.

All staff and Trainers provide professional and wellbeing support and ensure your employer maintains a healthy, safe work environment throughout your apprenticeship. Your Tutor/Trainers' role is to develop your knowledge, skills and behaviour whilst completing an apprenticeship. They have high expectations and expect the utmost commitment and hard work from you too. We often deliver group teaching/revision sessions, but we ask that whoever you are engaging with, you must treat everyone with respect, at work or Dentrain.

This list is non exhaustive of unacceptable behaviours we need to avoid:

- Violence or incitement of violence
- Offensive comments/words
- Disruption
- Racism
- Swearing

Learners may have to have discussions about sensitive topics. These are typically topics which are more likely to cause differing or opposing reactions amongst individuals e.g. politics, religion and finance. We ask that you do not avoid these topics, we ask that you have these conversations in a sensitive manner. If you think you have made someone, feel uncomfortable then stop the conversation. If you want to have conversations like these, set boundaries at the beginning of a conversation to manage expectations of others. If you offend someone, take the time to apologise to them.



Attendance for all sessions is a mandatory requirement of your apprenticeship. Attendance is needed to ensure that you are accessing all of the teaching and learning content, completing assignments, working on your SMART targets and action plan and progressing towards your goal of being a qualified dental nurse. If you think you, or another apprentice is at risk of harm you must contact Dentrain Professionals Ltd's Safeguarding Team immediately. Examples of being at risk of harm:

- At risk of physical harm from others or themselves
- At risk of verbal or emotional abuse
- Mental health or wellbeing is causing unhappiness and difficulty to fulfil job and/or apprentice duties/home life

If you are struggling to complete your apprenticeship due to the experiences at home, work or how you feel, please get in touch. In the first instance tell your trainer. If for some reason you don't feel comfortable sharing this with your trainer, please contact one of our Safeguard Team.

Safeguarding Lead

Zoe Gee

Office: 01204 528652

Mobile: 07809 398984

Email: zoe@dentrain.net

Safeguarding Officer and Apprenticeship Lead

Michelle Porter

Office: 01204 528652

Mobile: 07703 679184

Email: michelle@dentrain.net