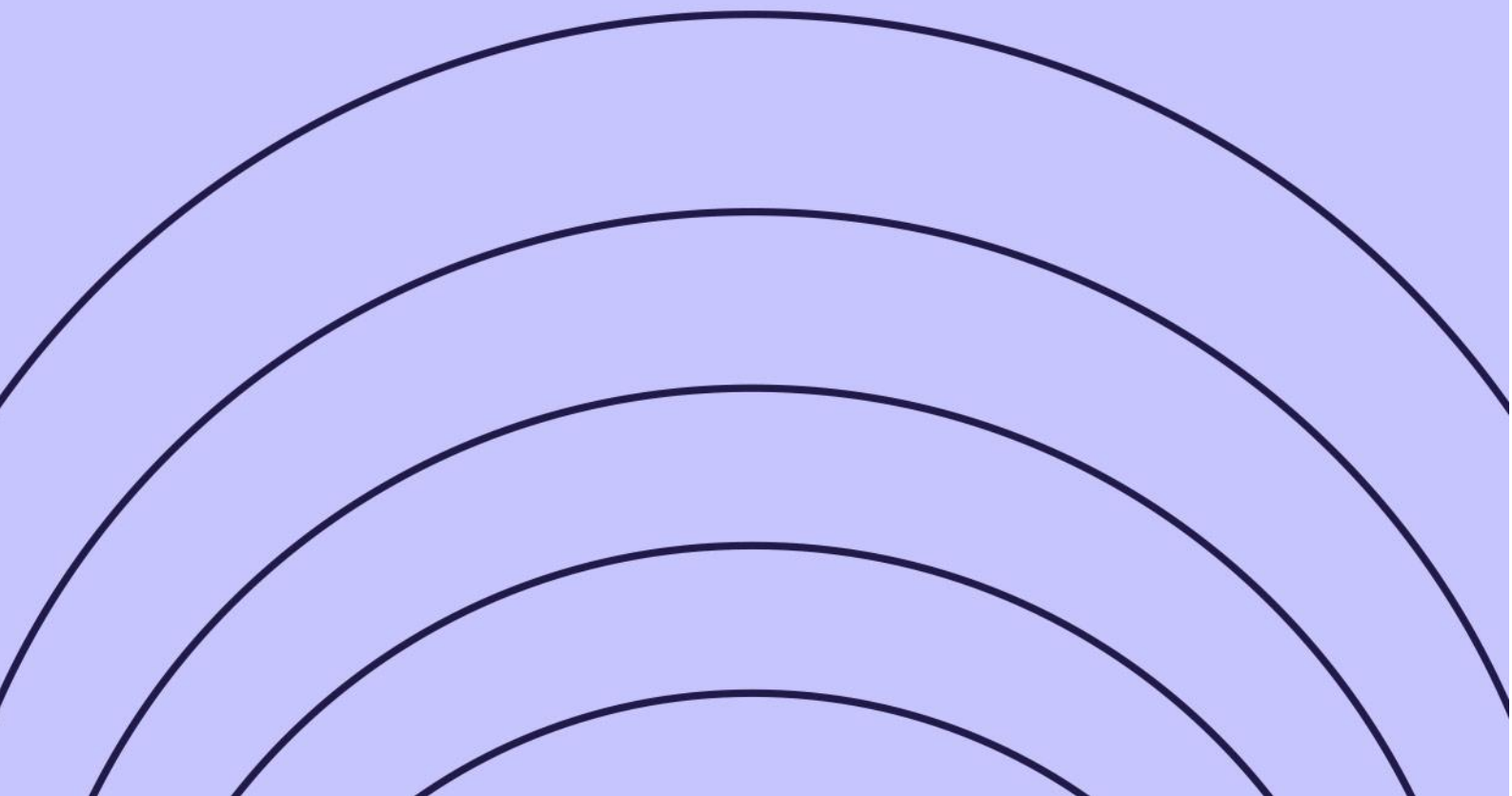




Pearson TQ Apprenticeships Learner Code of Conduct

Guidance - February 2026



Learner Code of Conduct

Purpose of this Code

This Code of Conduct sets out the standards of behaviour and professionalism expected of all learners undertaking an apprenticeship with Pearson TQ (PTQ). It applies throughout the duration of the apprenticeship and covers learning activities delivered on programme, online, in the workplace, and during assessments.

Our aim is to create a safe, inclusive, respectful and high quality learning environment that supports learners to succeed and meet the requirements of apprenticeship standards in England.

Professional Behaviour

Learners are expected to:

- Act in a professional, respectful and courteous manner at all times
- Treat staff, employers, assessors, other learners and members of the public with dignity and respect
- Communicate clearly and appropriately, whether in person, online or in writing
- Follow reasonable instructions given by PTQ staff and workplace supervisors
- Uphold the reputation of PTQ and the apprenticeship programme
- Unacceptable behaviour includes, but is not limited to, bullying, harassment, discrimination, intimidation, offensive language, or disruptive conduct.

Attendance, Punctuality and Engagement

Learners must:

- Attend all planned training, reviews, assessments and meetings
- Be punctual and prepared for learning activities
- Actively participate in learning and complete work to agreed deadlines
- Notify PTQ and employer promptly if unable to attend or meet a deadline, providing evidence where required
- Persistent non attendance, poor engagement or failure to meet requirements may lead to intervention or disciplinary action.

Equality, Diversity and Inclusion

We are committed to providing an inclusive learning environment. Learners must:

- Comply with equality legislation and organisational policies

- Respect differences in background, culture, belief, disability, gender, sexual orientation and age
- Not engage in discriminatory, hateful or exclusionary behaviour
- Any form of discrimination or harassment will be treated seriously.

Safeguarding and Wellbeing

Learners have a responsibility to:

- Act in a way that does not put themselves or others at risk
- Raise concerns about safeguarding, welfare or wellbeing with a member of staff
- Cooperate with safeguarding procedures where concerns are identified
- Support is available, and learners are encouraged to seek help when needed.

Health and Safety

Learners must:

- Follow health and safety instructions provided by PTQ and employer
- Use equipment safely and appropriately
- Report accidents, near misses or hazards immediately
- Not attend training or the workplace under the influence of alcohol or illegal substances
- Failure to comply with health and safety requirements may result in suspension from learning activities.

Academic Integrity and Assessment

Learners are expected to:

- Complete all work honestly and independently unless collaboration is permitted
- Not plagiarise, cheat, falsify evidence or engage in malpractice
- Provide authentic evidence of their own skills and knowledge
- Follow assessment and end point assessment requirements
- Any form of assessment malpractice may lead to disciplinary action and could affect achievement of the apprenticeship.

Use of Technology and Online Learning

When using digital platforms, systems or devices provided or approved by PTQ, learners must:

- Use technology responsibly and for its intended purpose
- Maintain confidentiality of login details
- Not post offensive, inappropriate or misleading content
- Follow acceptable use and data protection policies
- Misuse of systems or online misconduct may result in access being restricted.

Confidentiality and Data Protection

Learners must:

- Respect the confidentiality of information relating to PTQ, employer, staff and other learners
- Handle personal data in line with data protection requirements
- Not share sensitive information without appropriate authorisation.

Reporting Concerns and Complaints

Learners are encouraged to:

- Raise concerns or issues at the earliest opportunity
- Use PTQ's complaints or appeals procedures where necessary
- Engage constructively in resolving issues
- Learners will not be treated unfairly for raising genuine concerns.

Breach of the Code of Conduct

Failure to comply with this Code may result in:

- Informal or formal warnings
- Additional support or action plans
- Suspension or removal from learning activities
- Withdrawal from the apprenticeship programme in serious cases
- Any action taken will be proportionate and follow PTQ's and employer policies and procedures.

Learner Commitment

By enrolling on an apprenticeship programme, learners confirm that they understand and agree to comply with this Code of Conduct as a condition of their participation.