

Code of Practice

The Code of Practice has been developed so that approved centres and instructors work to an agreed standard. The standard places emphasis on areas of best practice where they are key to delivering quality training.

Health and Safety

- Comply with the Health and Safety at Work Act 1974 and subsequent legislation/regulation and provide a safe and healthy working environment
- Take reasonable care of own and other peoples welfare, health & safety
- Ensure adequate emergency procedures are in place before training commences, including knowing the whereabouts of the nearest telephone and where appropriate, the grid reference of the training location
- Ensure the training site and all equipment conforms to current legal requirement
- Ensure that no learner undertakes any activity beyond his/her physical ability and aptitude
- Maintain a level of physical fitness appropriate to the skills taught
- Conform to a dress code of safe clean and well-maintained clothing and PPE appropriate to the skills being taught
- Approved centres and Instructors to liaise to ensure that an adequate risk assessment has taken place and that records of that risk assessment are kept
- All accidents and injuries, however minor, must be reported to Lantra Awards

Professional Conduct

- Respect the copyright of training materials used.
- Conduct themselves with integrity, courtesy, honesty and respect learners' confidentiality
- Comply with the Lantra Awards quality assurance processes.
- Participate in updating and standard setting events to maintain and update technical expertise, knowledge and instruction competencies as required by Lantra Awards
- Carry out course administration as specified in the current Lantra Awards Administration Catalogue
- Settle all accounts promptly and within notified terms
- Comply with the Malpractice Procedure within the Lantra Awards Policies document.

Code of Practice (continued)

Child Protection/ Vulnerable Adults

- All Instructors and approved centres to comply with both the law and good practice with regard to child protection
- All approved centres involved in delivering training to young people (and/or vulnerable adults) under the age of 19 are required to make checks on all trustees, employees, volunteers and subcontractors (including Instructors) against the information held by the Criminal Records Bureau (CRB) in the Protection of Children Act List and List 99.
- Ensure that the welfare of the child/young person is the paramount consideration
- Ensure that children/young people are protected from harm and abuse
- Comply with the Protection of Children Act 1999 or successor legislation

Training Needs Analysis

- Analyse learners' training needs using recognised training needs assessment techniques and processes
- Centres must ensure that candidates attend training courses appropriate both to their individual needs and abilities and those of their employers

Customer Care

- Ensure training facilities are safe and appropriate to the course of study and the learning environment is conducive to learning
- Deliver training adopting a participative instructional style based on proven training methodology and taking account of individual trainees' learning styles and abilities
- Assess learner competence (where applicable) in accordance with the quality standards and procedures set by Lantra Awards
- Instructors to deliver the full Technical Awards course except by prior arrangement with Approved Centre and Lantra Awards
- Within two weeks of a course taking place, all certificate claim forms and accompanying paperwork to be checked and returned to Lantra Awards for processing
- In the event of an appeal or complaint, follow the procedures with the Lantra Awards Policies document

Equal Opportunities

- Staff, contractors, candidates and trainees will be treated solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnic or national origin, race, disability, age, sexual orientation, gender reassignment, socio-economic background, religious or political beliefs, trade union membership, family circumstances, or other irrelevant distinction
- Protect all learners from discriminatory action through the application of complaints and grievance policies including systematic monitoring
- Endeavour, wherever and whenever practically possible, to use learner support or promotional materials that provide for the whole range of potential learners

Marketing

As an approved member of the Lantra Awards network, you agree to the following:

- To refer to Lantra Awards as Lantra Awards and never Lantra or LANTRA in all forms of communication. Communication includes but is not limited to verbal and written communication, promotional items, websites, literature etc.
- To refer to a 'Lantra Awards training course' and not a 'Lantra Award' when communicating about specific training courses.
- To ensure that the correct Lantra Awards logo and version are used at all times and if you are unsure, contact should be made with the Lantra Awards Sales and Marketing department for clarification, email marketing@lantra-awards.co.uk
- That approved Lantra Awards Training Providers / Instructors, with registered and owned websites will link to the Lantra Awards website via their own website/s at all times using the appropriate Lantra Awards logo.
- To ensure that the Lantra Awards PowerPoint template is used to deliver all Lantra Awards training or where the presentation content, mostly relates to or refers to Lantra Awards and its offering.
- When attending any event/s in conjunction with or on behalf of Lantra Awards, a professional manner is conducted at all times, promotional materials are clearly displayed and presented and any borrowed Lantra Awards materials are returned in good working condition.
- Should you cease to be a Lantra Awards approved Training Provider / Instructor, you will ensure any references to such included in all of the afore mentioned communications are removed with immediate effect.