



Policies and Procedures

Operations Department

Code of Conduct

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Policy Approver	QAC	Revised Date	26/07/2024

Code of Conduct

1. Lessons can only be cancelled with the express prior permission of a Director of Future Focus Ltd. Under no circumstances can a lecturer/assessor cancel the lesson him/herself. This will be classed as gross misconduct. Cancelling lessons causes disruption in the course schedule and an inconvenience for the students so lessons should not be cancelled unless there is a very valid reason such as sickness. You should inform Future Focus as soon as possible so that early notification is given to the students. Staff are appraised yearly and frequent cancellations will negatively impact the appraisal.
2. Lecturers/Assessors should ensure that all relevant material is prepared prior to the lesson commencing.
3. Lecturers/Assessors should satisfactorily perform the instructions given for carrying out the function of their employment.
4. Lecturers/Assessors should satisfactorily perform any reasonable request relating to their function by an authorised manager.
5. All absence from work, except for reasons of sickness, should be authorised. This also applies to persons who are working on a self employed basis but who are committed to deliver a programme of studies.
6. There should be proper and authorised use of Future Focus Ltd equipment, time and property. Especially do not write on the interactive whiteboards.
7. Lecturers/Assessors should ensure that lights and air conditioning are not left on after the lesson has finished.
8. Discussions of a political nature are prohibited.

Quality Assurance Policies and Procedures

9. Lecturers/Assessors should be punctual at all times.
10. All work must be corrected, marked and returned between 4 to 6 weeks from receiving.
11. Invoices must be submitted at the end of each month for payment at the end of the subsequent month, eg Invoice received at end of June will be paid at end of July.
12. It is prohibited to market either any individual or company during lessons, this will be classed as gross misconduct.
13. Making of long or numerous private telephone calls (and emails) is not permitted.
14. Removal of Future Focus Ltd property from the premises without permission is not permitted.
15. All safety rules should be adhered to at all times. Safety equipment should be used at all appropriate times.
16. Threatening, aggressive or violent behaviour or language is not permitted and may lead to dismissal – this applies both during working hours and outside of the work environment.
17. Discriminatory behaviour, language, or non-verbal language is not permitted.
18. Harassment of individuals, whether sexual or otherwise, is not permitted.
19. Bullying of individuals, in any form, is not permitted.
20. Behaviour or actions that would in any way jeopardise the safety or well-being of other workers is not permitted.

Quality Assurance Policies and Procedures

21. Unnecessary disclosure of confidential information concerning the work of Future Focus Limited or its employees is not permitted.
22. The drinking of alcohol or the taking of illegal drugs on the premises is not permitted.
23. Gambling on the premises is not permitted.
24. Smoking on the premises is not permitted.
25. Lecturers/Assessors must not behave in a way that brings or may bring Future Focus Limited into disrepute.
26. Lecturers/Assessors will not bring sexually explicit material (pornographic) into the workplace or engage in inappropriate sexually explicit conversation within the workplace.
27. Lecturers/Assessors will treat guests and clients with respect at all times.
28. Lecturers/Assessors will dress in a manner suitable for the workplace.
29. Shouting and verbal intimidation is also seen as unacceptable and will constitute gross misconduct.