



## Code of Practice and Conduct

### **1. Introduction:**

Argan Training Solutions, located at 5 Douglas Walk, MK10 7DF, is dedicated to upholding top-tier training for healthcare workers and supplying staff for the education sector. This Code of Practice and Conduct outlines both the ethical and professional standards and the behaviour expected of all our associates, trainers, and staff.

### **2. Vision and Values:**

Our commitment is to foster excellence in healthcare and education. We stand by integrity, professionalism, and respect in every endeavour.

### **3. Professional Conduct:**

- a) **Training Standards:** Ensure high-quality, current, and sector-relevant training.
- b) **Equality and Fairness:** Treat all individuals equitably, irrespective of race, gender, age, religion, or disability.
- c) **Confidentiality:** Handle personal or professional information with utmost discretion.

### **4. Dress Code:**

All associates, trainers, and staff are expected to dress in a manner that reflects professionalism and respect. This ensures a positive learning and working environments for all. Specific guidelines will be provided as per job roles and responsibilities.

### **5. Technology Use and Security:**

- a) **Cell Phone Use:** Limit personal phone usage during working hours to ensure productivity and minimise disruption.
- b) **Internet Usage:** Access only work-related websites and refrain from personal browsing, especially on sites not pertinent to the job role.
- c) **Email Use:** Use company email for professional purposes only, avoiding sharing of sensitive information without proper encryption.
- d) **Cybersecurity:** Ensure passwords are strong, and regularly updated, and refrain from downloading suspicious attachments.

## **6. Inter-Employee Relationships:**

While we respect the personal choices of our employees, intimate or romantic relationships between employees that may create a conflict of interest or disrupt the work environment are discouraged. Dating between supervisors and direct reports is strictly prohibited.

## **7. Company Culture and Behaviour Expectations:**

- a) **Punctuality:** Ensure timeliness for all work commitments.
- b) **Attendance:** Regularly attend work, training sessions, and other mandatory meetings.
- c) **Interactions:** Engage with colleagues, trainees, and clients with courtesy and professionalism.

## **8. Harassment and Discrimination:**

Argan Training Solutions has a zero-tolerance policy for any form of harassment or discrimination. This includes, but is not limited to, jokes, actions, or comments based on an individual's race, gender, religion, age, or any other protected status.

## **9. Disciplinary Actions:**

Violations of this Code of Practice and Conduct may result in disciplinary actions, including written warnings, suspension, or even termination of employment or association with Argan Training Solutions.

## **10. Responsibilities Toward Healthcare and Educational Institutions:**

- a) **Quality Assurance:** Ensure professionals meet necessary standards and qualifications.
- b) **Transparency:** Maintain clarity about our recruitment and training processes.
- c) **Responsiveness:** Swiftly address any concerns or issues.

## **11. Ethics and Integrity:**

Commit to business and operations with the pinnacle of ethical standards. This encompasses full transparency, honesty, and avoidance of conflicts of interest.

## **12. Feedback and Complaints:**

Direct any concerns, complaints, or feedback to our Operational Director, Natalie Machikiche, at 07507904292 or Director, Kuda Machikiche. We pledge a prompt and equitable response.

## **13. Continuous Review:**

This Code of Practice and Conduct will undergo annual reviews to align with the evolving needs of the healthcare and education sectors.