**WORK EXPERIENCE PLACEMENT**

**CODE OF CONDUCT**

The following Code of Conduct details what is expected of you during your placement with Platform Housing Group.

**Attendance**

We ask that you arrive promptly each day and adhere to the working hours provided by your mentor.

If you are unable to attend for any reason (including illness) please call your Mentor/Line manager prior to the working day commencing to advise them of the reason for your absence.

**Behaviour**

Our employees are expected to behave in a professional manner towards colleagues, customers and external business contacts. As you will be representing Platform Housing Group whilst you are with us you will be expected to act professionally too, which means having a mature, sensible attitude and being polite, courteous and respectful of others.

This should be shown in the following behaviours:

* Be curious and ask lots of questions
* Always show enthusiasm and engage with others
* Have a ‘can do’ attitude
* Listen carefully and take notice of instructions given
* Ask to be told/shown again if you don’t understand something
* If you finish a task tell someone so you can move on to something new
* Chat to employees about their experience of working in the role/ organisation/ housing sector
* Consider your aims and objectives and how you can achieve those
* Enjoy your placement and remember the more effort you put in the more you will get out of it.

**Personal appearance**

Making a good first impression is important to succeed in the workplace, so we encourage you to be well groomed and dressed appropriately for your environment; guidance notes are given in your acceptance letter.

**Health and Safety**

Platform Housing Group have a legal obligation to assess risk within the workplace and take every effort to eliminate or reduce the risk wherever practicable.

A Risk Assessment will be carried out prior to your placement to ensure the tasks you carry out have minimal risk involved and this will be shared with you on your first day.

For this reason and due to the nature of some of the roles students will be shadowing, such as property repairs, you may be expected to watch certain tasks being carried out rather than take part, although we will try to involve you in as many interesting activities as we can.

For your own safety you must **NOT** at any timeuse tools or equipment unless asked to do so and supervised by an employee and you must wear any safety equipment provided. You must also ensure you follow the guidance contained in the Risk Assessment.

**Safeguarding**

To ensure your safety at all times, students under the age of 18 years will always be allocated to a DBS (Disclosure and Barring Service) checked mentor when undertaking visits outside of the office environment.

**Mobile phone use**

It is recognised that personal calls sometimes do need to be made and received during working hours. Students are requested to keep this to a minimum, use discretion and common sense as follows:-

* Avoid making personal calls unless during specified break times.
* Switch their phone off or onto silent/discreet mode.
* Avoid text messaging unless during specified break times.
* Not store any personal data belonging to employees (unless this is purely for personal social reasons), tenants, or company information on a personal mobile, including photos.
* Not to record any conversations or meetings with any of our customers or other colleagues.

**Confidentiality and Data Protection**

We expect all work experience students to maintain client confidentiality. To this effect you will have been asked to sign a confidentiality agreement prior to your placement commencing.

**Placement Activity Workbook**

Some students will be issued with aworkbook to complete whilst on placement. Your mentor will assist you with this activity should assistance be required.

**I have read, understood and agree to all of the above.**

Signed……………………………….Parent/guardian ( Under 18’s only)

Signed……………………………….Student

Date ………………