



Subject: Code of Conduct

Date: 30 August 2022

Lantra has recently been made aware of an incident where a Learner was disruptive within a classroom which turned into an abusive and threatening behaviour towards the Instructor.

Lantra Instructors must be able to deliver courses without the fear of violence, abuse or harassment from Learners or their relatives. Lantra has a zero-tolerance attitude towards any intimidating conduct.

Violence, threatening, or abusive behaviour including shouting, swearing, or the use of derogatory language will not be tolerated. Learners who act in such a manner must be reported to the Training Provider and if they failed to comply with the code of conduct removed from the course. Lantra fully supports all Instructors, Verifiers, and Assessors in conducting courses in a safe environment, if you have received any aggressive behaviour whilst training, please notify Lantra as soon as you can.

The code of conduct can be located within the Training Provider document chapter 3.5 for reference.

Any questions, please e-mail NHSS-Highways@Lantra.co.uk for help and advice.

Regards,

Lantra