



CODE OF CONDUCT – ACCREDITED TRAINING CENTRES

1. Purpose

This Code of Conduct sets out the professional behaviours expected of organisations approved under The Cyber Scheme Accredited Training Centre programme.

It is intended to support, not replace, the Accredited Training Centre Agreement. The Agreement remains the primary contractual document and contains the detailed obligations relating to accreditation, delivery, records, quality assurance, commercial terms, withdrawal and termination.

2. Scope

This Code applies to Accredited Training Centres, their staff, instructors and any approved third parties involved in the marketing, administration, delivery or support of The Cyber Scheme approved training programmes.

3. Core Principles

Accredited Training Centres are expected to:

- Act honestly, professionally and in a way that protects the reputation and integrity of The Cyber Scheme approved training programmes;
- Deliver only approved training programmes, within their agreed scope, and using authorised or approved content;
- Ensure training is delivered by suitably competent and approved instructors;
- Treat learners fairly, respectfully and supportively;
- Provide clear and accurate information about training, assessment pathways, certification and learner responsibilities;
- Protect learner data, authorised content, platform access and assessment-related information;
- Avoid inaccurate, exaggerated or misleading claims about ATO status, course approval, assessment outcomes or professional recognition;
- Cooperate with reasonable quality assurance activity, including learner feedback, course observation, audit or review where required; and
- Raise concerns, complaints, suspected malpractice or risks to learners promptly and constructively.



4. Relationship with the Accredited Training Centre Agreement

This Code should be read alongside the Accredited Training Centre Agreement and any applicable programme documentation, operating procedures or guidance issued by The Cyber Scheme.

Where detailed requirements are set out in the Agreement or programme documentation, those requirements take precedence. This Code provides a simple statement of expected professional conduct and should not be treated as a separate or standalone contract.

5. Acknowledgement

By signing, the Accredited Training Centre confirms that it has read and understood this Code of Conduct and will take reasonable steps to make relevant staff, instructors and approved third parties aware of these expectations.

Name:

Role:

Organisation:

Signature:

Date: