Certivo

Instructor Code of Conduct

Company: Ready 4 Everything Training and Supplies Ltd.

Date: March 2026 (Updated)

Audience: All Platform Instructors

Classification: External -- Instructor-Facing

Certivo — Professional Standards for Safety Training Instructors

Effective Date: March 2026 Version: 1.0 Last Updated: November 1, 2026 (the effective date and the company name were filled in; no standard in this Code changed)

PURPOSE

This Code of Conduct establishes the professional standards, ethical obligations, and behavioural expectations for all instructors who deliver safety training courses through the Certivo. Adherence to this Code is a condition of continued access to the Platform and engagement by any Service Provider using the Platform.

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1. PROFESSIONAL STANDARDS

1.1 Qualifications and Credentials

1.1.1 Instructors shall hold and maintain all certifications, credentials, and qualifications required by the applicable regulatory body for each course they deliver.

1.1.2 Instructors shall not deliver any course for which they do not hold a current, valid instructor credential.

1.1.3 Instructors shall promptly notify the Service Provider of any change in their certification status, including suspensions, revocations, expirations, or restrictions imposed by a regulatory body.

1.1.4 Instructors shall maintain records of their credentials on the Platform and ensure these records are accurate and current.

1.2 Professional Competence

1.2.1 Instructors shall deliver all training content in accordance with the curriculum, standards, and guidelines established by the applicable regulatory or certifying body.

1.2.2 Instructors shall stay current with changes to safety regulations, training standards, and best practices relevant to the courses they deliver.

1.2.3 Instructors shall not modify, omit, or substitute required course content without authorization from the certifying body and the Service Provider.

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2. CONDUCT IN THE FIELD

2.1 Professionalism

2.1.1 Instructors shall conduct themselves in a professional, courteous, and respectful manner at all times while representing the Service Provider.

2.1.2 Instructors shall arrive at training locations on time, prepared with all necessary materials and equipment.

2.1.3 Instructors shall dress appropriately for the training environment, including wearing required personal protective equipment (PPE) where applicable.

2.1.4 Instructors shall not use or be under the influence of alcohol, cannabis, or any impairing substance while delivering training or travelling to training locations.

2.2 Communication

2.2.1 Instructors shall communicate scheduling conflicts, delays, or issues promptly through the Platform or by contacting the Service Provider directly.

2.2.2 Instructors shall respond to messages from the Service Provider within a reasonable timeframe (typically within 24 hours on business days).

2.2.3 Instructors shall not make commitments to clients on behalf of the Service Provider without prior authorization.

2.3 Client Interactions

2.3.1 Instructors shall treat all trainees with dignity and respect, regardless of background, experience level, language proficiency, or ability.

2.3.2 Instructors shall create an inclusive and supportive learning environment that encourages participation and questions.

2.3.3 Instructors shall not engage in harassment, discrimination, bullying, or any form of intimidation toward trainees, client personnel, or colleagues.

2.3.4 Instructors shall not solicit clients directly for private training engagements that circumvent the Service Provider.

3. SAFETY OBLIGATIONS

3.1 Duty of Care

3.1.1 Instructors have a duty of care toward all trainees during Training Sessions. This includes ensuring that practical exercises are conducted safely and that trainees are not exposed to unnecessary risks.

3.1.2 Instructors shall conduct a site assessment before beginning any Training Session at a client location, identifying and addressing potential hazards.

3.1.3 Instructors shall not proceed with any practical exercise if conditions are unsafe, and shall document the reason for any cancellation or modification.

3.2 Incident Response

3.2.1 Instructors shall immediately report any incident, injury, near-miss, or unsafe condition that occurs during a Training Session through the Platform's incident reporting system.

3.2.2 Instructors shall provide first aid or emergency assistance within the scope of their qualifications if an injury occurs during training.

3.2.3 Instructors shall cooperate fully with any incident investigation conducted by the Service Provider, the Client, or a regulatory authority.

3.3 Equipment and Materials

3.3.1 Instructors shall inspect all training equipment before each session to ensure it is in safe working condition.

3.3.2 Instructors shall report damaged, defective, or missing equipment immediately through the Platform.

3.3.3 Instructors shall not use improvised or unauthorized equipment for practical training exercises.

4. RECORDS AND CERTIFICATION INTEGRITY

4.1 Accurate Records

4.1.1 Instructors shall accurately record attendance, assessment results, and completion status for every trainee in every Training Session through the Platform.

4.1.2 Instructors shall not falsify, alter, or misrepresent any training record, attendance record, assessment result, or certificate.

4.1.3 Instructors shall submit class completion records within 24 hours of the end of each Training Session.

4.2 Assessment Integrity

4.2.1 Instructors shall administer assessments (written tests, practical evaluations) fairly and consistently in accordance with the standards set by the certifying body.

4.2.2 Instructors shall not provide answers to assessments, assist trainees during evaluations in a manner that compromises the integrity of the assessment, or pass trainees who have not demonstrated the required competency.

4.2.3 Where a trainee does not meet the passing standard, the instructor shall document the deficiency and recommend remediation steps.

4.3 Certificate Issuance

4.3.1 Instructors shall only issue Certificates of Completion or Certifications to trainees who have completed all required course components and demonstrated the required competency.

4.3.2 Instructors understand that where an external regulatory body is the certifying authority, only a Certificate of Completion is issued through the Platform. Official certification is issued by the regulatory body.

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5. CONFIDENTIALITY AND PRIVACY

5.1 Instructors shall treat all trainee personal information as confidential and shall not disclose it to unauthorized persons.

5.2 Instructors shall comply with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy legislation in handling trainee information.

5.3 Instructors shall not photograph, record, or share images of trainees, client facilities, or training materials without explicit written consent.

5.4 Instructors shall not retain personal copies of class rosters, trainee contact information, or assessment results outside the Platform.

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6. FINANCIAL CONDUCT

6.1 Instructors shall not collect payments directly from clients or trainees unless explicitly authorized by the Service Provider in writing.

6.2 Instructors shall submit accurate expense claims by the method the Service Provider designates. The Platform provides no instructor expense or mileage entry, so claims are made outside it unless the Service Provider says otherwise. Falsification of expense reports is grounds for immediate termination.

6.3 Instructors shall not accept gifts, gratuities, or other incentives from clients that could create a conflict of interest or the appearance of impropriety.

7. PLATFORM USE

7.1 Instructors shall use the Certivo Platform in accordance with the Platform's Acceptable Use Policy.

7.2 Instructors shall keep their Platform credentials secure and shall not share login information with any other person.

7.3 Instructors shall use the Platform's offline capabilities responsibly, syncing data as soon as connectivity is restored.

7.4 Instructors shall report any Platform bugs, errors, or security concerns to the Service Provider promptly.

8. ENFORCEMENT

8.1 Violations

Violations of this Code of Conduct may result in:

- (a) Verbal or written warning
- (b) Temporary suspension of Platform access
- (c) Permanent revocation of Platform access
- (d) Termination of the contractor/employment relationship
- (e) Reporting to the applicable regulatory body
- (f) Legal action where warranted

8.2 Reporting

Any person may report a suspected violation of this Code through the Platform's incident reporting system or by contacting the Service Provider directly. Reports may be made anonymously.

8.3 Investigation

All reports of Code violations will be investigated promptly and fairly. The instructor will be given an opportunity to respond to allegations before any disciplinary action is taken, except in cases involving immediate safety concerns.

9. ACKNOWLEDGMENT

By accessing the Certivo Platform as an instructor, I acknowledge that I have read, understood, and agree to comply with this Instructor Code of Conduct.

Instructor Name:	_____
Signature:	_____
Date:	_____

This Instructor Code of Conduct is provided through the Certivo. Service Providers may customize this document for their specific business requirements. Ready 4 Everything Training and Supplies Ltd. is not a party to the instructor-Service Provider relationship and does not provide legal advice. Consult a qualified legal professional before use.