



## Rules of Conduct for Trainees

Trainees have the right to learn without interference or distractions. To ensure an environment that promotes learning, the trainees:

1. Shall be in the assigned place with appropriate materials, ready to work at the designated time that class begins.
  - a. Regular attendance and participation are necessary for student success. Furthermore, it allows students to achieve the maximum possible benefits from their educational experience. All students are encouraged to be present and prompt.
  - b. Always have your M21-1, e-CFR and Job Aids accessible during instruction and when processing claims.
2. Shall return on time from breaks and lunch.
3. Shall be polite and respectful to everyone, including trainees, instructors, mentors, etc.
  - a. Never criticize a question or comment.
  - b. Do not interrupt instructors or other trainees.
4. Shall communicate approved leave (by supervisor/OFO supervisor) or unexpected leave/tardiness to your instructor in a timely manner.
5. Shall avoid distractions that interfere or are counter-intuitive to learning.
  - a. Allow participants to maximize their potential.
  - b. Encourage fellow classmates. No negative feedback!
6. Shall be professional inside and outside the classroom.
7. Shall actively participate in discussions and practical exercises by:
  - a. Active and attentive listening.
  - b. Timely completing all homework and assignments.
  - c. If there are questions, raise your hand and ask for clarification, when necessary.
8. Shall utilize the evaluations to provide daily *constructive* feedback at designated times.
9. Shall not use a cellular phone in the classroom; place the phone on silent or vibrate mode.
  - a. Exit the classroom and go to a designated area to place calls or answer incoming calls.
  - b. Limit amount of time out-of-classroom for calls.
10. Shall be mindful of your volume and conversations when in public spaces or on break.
11. Shall not engage in texting, emailing, surfing the internet or other disruptive behavior during instruction.
12. Shall not be working "my personal claim" during live instruction.

By completing this training item, I agree to have read and fully understood it is my responsibility to take advantage of this opportunity for my own learning.