



## CODE OF CONDUCT

Instructors should communicate directly with the course location host and/or the training session manager to ensure that all audio-visual equipment and room set up is in place prior to the training.

1. Accommodate students that need tests read to them or when possible give them extra time to complete exams. If a student cannot complete an exam in the allotted time, PEMA staff will make arrangements with that student to allow them to test at another time.
2. Instructors must be prepared to potentially use their own laptop computer when instructing at various locations.
3. Refrain from public criticism of students, other instructors, FEMA, PEMA, or any other governmental entity and their staffs or policies.
4. Be considerate of students and treat them with respect and dignity, regardless of gender, place or origin, race, physical or mental disabilities, sexual orientation, religion, political beliefs, or economic status.
5. Be prepared for each course.
6. Start and end courses and all breaks at scheduled times.
7. Follow all policies and procedures established by PEMA for the conduct of all courses and sessions.
8. Be available during the course hours for student questions and if you cannot answer a question, refer students to appropriate PEMA staff or the STO.
9. Respond as promptly as possible to student requests, questions, or comments that are relevant to the course.
10. Never penalize a student for raising a legitimate complaint about the course, as long as that complaint is raised in an appropriate and civil manner. Advise the student to write the complaint on the course evaluation form so PEMA staff can take appropriate action.
11. Ensure each student completes all course related activities / exercises and participates fully in each course; failure to abide by this expectation may result in course failure.
12. Refrain from using profane, insulting, harassing, or otherwise offensive language.
13. Refrain from using multi-media, audio or video demonstration that contains inappropriate language or content.
14. Instructors are expected to dress in business casual attire (i.e. slacks, skirts and collared shirts).
15. Under no conditions are t-shirts, hats, jeans, shorts, tank tops, flip-flops or tennis shoes to be worn indoors while instructing.

**Name:** \_\_\_\_\_

**Year:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Return to PEMA, Attn: Training and Exercise Division, 1310 Elmerton Avenue, Harrisburg, PA 17110