

## PROFESSIONAL CONDUCT OF STAFF POLICY (CODE OF CONDUCT)

**Policy date:** April 2023

**Policy reviewed date:** April 2024/June 2024

**The Create Approach Ltd is an online mentoring provision and does not currently provide physical face to face sessions. Aspects of this policy have been written to accommodate any possible future changes.**

**This policy is to read alongside the online safety policy and the lone worker policy.**

Facilitators of The Create Approach Ltd may consist of facilitators and other professionals with an educational background.

Teacher's Standards are used as a guideline to provide a framework for facilitation. This will be discussed in detail with facilitators. Further information can be found here > [Facilitators' standards: overview \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/67141/teacher-standards-2012.pdf)

Facilitators work with learners outside of a school environment and therefore must ensure that they are fully aware of the procedures in place to protect themselves and the learners they are working with.

### Property and Behaviour

- Wear clothing that is appropriate to their role, which is not seen as offensive, revealing or sexually provocative.
- Be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in a vulnerable situation.
- Do not administer medication – the parent/carer/responsible adult should do this if necessary. If medication is required, the parent/carer/responsible adult will be consulted first.
- Personal mobile phone use should be avoided whilst teaching or in the presence of a student or their parent/carer/responsible adult.

[Physical contact – please refer to safeguarding policy for more detail:](#)

Physical contact may be misconstrued by a student, parent/carer/responsible adult or an observer. Touching children, including well intentioned, informal and formal gestures such as putting a hand on the shoulder or arm, can, if repeated regularly, can lead to serious questions being raised.

As a general principle, facilitators must not make gratuitous physical contact with students, and it is unwise to attribute touching to their teaching style or as a way of relating to children.

## Confidentiality – please refer to safeguarding policy for more detail:

If a child discloses something do not promise confidentiality and ensure that it is logged on the Safeguarding Report form and that Kelly Sherman, DSL, is advised immediately. This also applies if a parent/carer/responsible adult discloses something, for example, drug taking.

Facilitators should always seek advice from Kelly Sherman, DSL, if in doubt about what information should be shared.

There should not be any email or text communication directly between facilitators and learners. All email correspondence will be sent to the parent/carer/responsible adult and will be copied to [office@thecreateapproach.co.uk](mailto:office@thecreateapproach.co.uk).

## Communication

- Facilitators must not give out their personal phone number, home address or email address to learners.
- Facilitators should not use text messaging, the internet, social media or web-based communications to interact with learners.
- Text messaging is acceptable between a facilitator and a parent/carer/responsible adult but should only contain information of a professional nature. Language should be unambiguous, reflecting dialogue that would occur face to face. It would not be appropriate to use 'text language' in a professional communication.
- Facilitators should have no social contact with learners or their parent/carer/responsible adult.

## Home tuition

Facilitators should:

- Never enter a house alone to support a learner without the presence of a parent, carer or responsible adult
- Ensure that the parent/carer/responsible adult remains as a visible presence in the home and is available for the duration of the session.
- Record times of all home visits.
- Have clear planned sessions for the work to be undertaken by the learner – however due to the nature of our person-centred approach, this may not always be suitable.
- Work in open areas of the home where the doors are left open.
- Remain in the designated room of the home for the support session.
- Ensure a distance of 1 metre in enclosed spaces and ensure there is plenty of light.
- Ensure when working alone they have their mobile phone switched on.
- Ensure that their manager/Kelly Sherman is aware at all times of their whereabouts and expected return time. Live location must also be shared during working hours.
- End the session and leave the setting if at any point during support a facilitator feels uncomfortable about any behaviour from the learner or parent/carer/responsible adult. The circumstances should be reported to Kelly Sherman, DSL, as soon as possible within the same day and if applicable, safeguarding procedures followed.

- Always communicate any times where the student becomes upset or distressed including with their own parent/carer/responsible adult. In addition, a telephone call to the DSL should be made and a Behaviour Report form must be completed and emailed to [office@thecreateapproach.co.uk](mailto:office@thecreateapproach.co.uk) on the **same** day as the incident.

### Other venues

- Support can potentially take place in a nearby library or public building, such as a community centre rather than the student's home.
- All venues and changes of venue should be agreed in advance with parent/carer/responsible adult and notification given to Kelly Sherman, DSL.
- Ensure that the venue is suitable for support, that there are tables and chairs available, and the type of building does not in itself pose a risk to the learner or the facilitator.
- Arrangements for meeting and dismissing the learner should be agreed with parent/carer/responsible adult **before** the support takes place.

### Transporting learners

- Facilitators must ensure that when travelling with any child/young person in their car, parent/carer/responsible adult's permission has been given **before** sessions begin.
- Ensure that any young person **under 12 years of age or less than a height of 4 feet 11 inches (150cms)** is seated in the back of the car with a seat belt on. It is recommended that all children and young people sit in the back of the car.
- Let the parent/carer/responsible adult know the departure time and the time expected back the destination and the car registration number.

### Photographing and filming

- Facilitators should not take photographs of their learners or film students **under any circumstances**. A company phone will be provided for social media uses.

### Health and Safety

- Facilitators should take every reasonable step to eliminate potential risks to increase safety and confidence.
- They should have a copy of the individual student's risk assessment if there is one available or EHCP.
- This is particularly important where there are known risks around domestic violence, drug and alcohol use and offending behaviour.
- If no parent/carer/responsible adult can be a visible presence at home and be available for the duration of the session, then the session will be cancelled or moved to a public place such as a library or community centre.
- Ensure the environment does not display any inappropriate images or documentation capable of being viewed by the learner or parent/carer/responsible adult when conducting a session.
- Treat learners fairly and without prejudice or discrimination.

- Learners who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's wellbeing.
- Ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the learner is appropriate to their role as a facilitator and confined to the relevant support session.
- Do not make any improper suggestions to a learner.
- Do not send unsolicited communications to the learner or parent/carer/responsible adult.
- Value and take learners contributions seriously and respectfully
- Report any dispute with a learner or parent/carer/responsible adult to Kelly Sherman, DSL.

### Personal Safety Guidelines for Facilitators

- Always have a mobile phone charged and available.
- Do not disclose home address or home phone numbers to learners/ parent/carer/responsible adult and do not contact learners from a home landline unless the facilitators phone number is hidden.
- Facilitators should not disclose their mobile phone number to the young person to use for any reason nor should a facilitator take a young person's mobile phone number.
- Keep personal items, purse/wallet, car keys, etc safe and secure.
- Ensure regular contact with Kelly Sherman, DSL.
- Keep a record of each session- using the framework provided.
- Report any concerns to Kelly Sherman, DSL, as soon as possible.