



Bespoke

Tutors UK Ltd.

67 King Street, Maldon, Essex. CM9 5DX

Company registration no.: 14831085

Code of Conduct

Last Updated: 30.08.23

Reviewed on: 30.08.24

Why we have a code of conduct

This code of behaviour is there to make sure everyone who takes part in Bespoke Tutors UK's activities knows what is expected of them and feels safe, respected and valued.

Bespoke Tutors UK Ltd. must make sure that everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand what will happen if there is any inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online and applies to pupils, parents and tutors.

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness and respect
- create an environment where a pupils' self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others

- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you decide not to follow the code.

We should:

- be supportive and kind to others
- be friendly
- listen to others
- be helpful
- have good manners
- treat everyone with respect
- take responsibility for our own behaviour
- talk to people we trust about anything that worries or concerns us
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

We shouldn't:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone, including our tutor!

What happens if we struggle to follow the basic code

This code of behaviour is part of our process for making sure everyone who takes part in our activities gets the support they need, they are safe and feel valued and encouraged to make progress, emotionally and academically.

The first step towards a positive working environment is to ensure that parents, pupils and tutors are on board with these expectations.

If there are any concerns, parents, pupils and tutors should feel safe to have an open dialogue around their concerns. If there are serious concerns, these should be

discussed with the Company Director.

Minor incidents

If you behave in a way that doesn't follow our behaviour code, you will be reminded about it and asked to change the behaviour. This gives you the chance to think and to plan how you could behave differently, with support from others.

Serious or repeat incidents

If the behaviour is not rectified, or a serious incident occurs which puts the safety of any one at risk, the tuition will be terminated immediately.

Equality, Diversity & Inclusion

All tutors working with Bespoke Tutors UK Ltd. have a wealth of experience working with children with additional needs. We recognise that there may be times where behaviours cannot always be controlled in a way that is most conducive to learning. We work hard to ensure that we provide an inclusive approach to education and plan a range of activities and experiences in order to manage specific needs.

Where there are concerns around the behaviour of any individual, we will always encourage you to talk to us about your concerns as soon as possible.

Child protection procedures

If a tutor becomes concerned that a child's behaviour suggests they might be in need of protection or that they might present a risk of harm to other children and young people, they will follow our child protection procedures.

This might involve making a referral to the local authority. If child protection procedures are necessary we will talk this through with the child and parent as soon as possible, unless doing so would put the child in danger or interfere with a police investigation.

If the child is still attending mainstream school, then any serious safeguarding incidents will be communicated to the Designated Safeguarding Lead as soon as

possible.

Where a parent or child becomes concerned about the behaviour of a tutor or member of staff, we encourage you to contact the Company Director as soon as possible.

All tutors are required to have an enhanced DBS check prior to working with children in our care.

The role of parents and carers

We see parents and carers as important in encouraging positive behaviour and will involve them as appropriate. We will always inform and involve parents or carers if a child receives a formal warning about their behaviour, unless doing so would put them in danger.

More ways to help you protect children with the NSPCC:

- Take the introductory safeguarding and child protection training
nspcc.org.uk/cpintro
- Sign up to the weekly safeguarding current awareness newsletter
nspcc.org.uk/caspar
- Visit nspcc.org.uk/vcs for more information and resources for voluntary and community organisations

Signed: *K Marshall*

Position: Company Director

Date: 30.08.23