

## Confidentiality

- All information you may hear or see about a pupil is **confidential**.
- This means you should not discuss any pupil outside of school that you have been working with directly or indirectly. This includes speaking to other parents about their child or other pupils, speaking to family and friends and posting messages online about your experiences in our school, e.g. on Facebook or via email.
- If other parents approach you for information, you must say that you are not allowed to discuss school matters with them and ask them to speak with the class teacher if they require further information.

## Supervision

- You should be supervised by a member of staff when working with pupils. Never work alone in a room with one pupil. Reading helpers should be in open areas.
- You should follow the guidance and instructions given by members of staff about your role in the activity that you are helping with.
- Parents of pupils will normally be asked to volunteer with a class attended by their child. *(If, however, a parent assists in their child's class and a conflict of interest arises, e.g. giving undue attention and support to your own child, or using the time to discuss your child's progress with the class teacher, then the class teacher and/or Headteacher may ask the parent to reconsider their offer of help.)*

## Professional Relationships

- At all times you should maintain a 'professional' relationship with all pupils and staff. This will minimise the risk of any allegations of inappropriate behaviour.
- Permission should be sought from a pupil before physical contact is made. Even if you know some of the pupils very well you should limit contact, ensuring it is only ever in response to their needs at the time.
- Do not share inappropriate personal information about your views, beliefs, sexual relationships or lifestyle.
- Never give or exchange contact details with pupils, including email or home addresses, phone numbers or social networking identities.
- Volunteers should use the staff toilet, never the pupils' toilets. When public toilets/changing areas may need to be used, exercise caution and avoid placing yourself in a position where your actions might be misinterpreted. Male volunteers should use a cubicle in public toilets.
- If a pupil tells you something or you see something that concerns you this should be reported to a member of school staff immediately and the Designated Safeguarding Lead may need to be informed. *You must not try to investigate the matter any further yourself, and you should never promise to keep any disclosure by a pupil a secret.*
- Behaviour management of the children is the responsibility of members of school staff. If you are working with pupils who are misbehaving, please refer this to a member of school staff immediately.
- You should act appropriately towards all members of the school community whatever their socio-economic background, age, gender, sexual orientation, disability, race, religion or belief.

- If you witness or experience bullying, harassment or discrimination; you have any concerns about following this guidance or are aware of any incidents that occur that may be misconstrued or give rise to concern, please talk to the designated safeguarding lead – Mike Waddell or Christine Davy.

## Setting an example

All volunteer helpers at our school should be positive role models to the children, so we expect you to:

- Dress appropriately for the school setting/the tasks you will be doing.
- Talk politely and calmly to all pupils.
- Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.
- Never smoke within school boundaries, as it is strictly prohibited to do so.
- Offer encouragement and praise to the children. Never show favouritism to a particular child or group of children nor give rewards which are outside of the school's agreed policy.
- Promote and follow the classroom rules.
- Never discuss subjects that are inappropriate for the age of the pupils to participate in, or listen to, including references of a sexual nature or 'gossip' / sharing of information about staff, parents or pupils.
- Never be under the influence of drugs or alcohol when volunteering.

## Use of mobile phones, cameras and computers

- Use of personal IT devices and mobile phones is prohibited. If you need to have your mobile phone on whilst on the school premises, please seek permission from the class teacher and ensure all calls are made/taken outside the school office. Using the video or camera features of your mobile phone whilst on the school premises is strictly prohibited.
- The school's ICT equipment and mobile phones may only be used with permission and in accordance with the school's Acceptable Use of ICT and Mobile Phones Policy and should normally be used for school purposes only.

## Gifts and rewards

- Personal gifts must not be given to pupils; neither should you accept gifts from pupils.

## Safety procedures

- Volunteers should familiarise themselves with the fire safety procedures that are clearly displayed in each classroom. In the event of the alarm sounding, you should leave via the nearest available exit and assemble on the school field. You should not try to recover personal belongings or search for pupils. If you have any questions about the fire safety arrangements, then please speak to the office staff.

- Please sign in the visitors' book on your arrival and sign out when you leave. This helps us maintain an accurate list of the people on the school premises in the event of a fire.
- Please obtain a visitor's badge from the school office upon your arrival, and wear this for the duration of your visit regardless of how well known you are to the pupils. Please remember to return the visitor's badge before you leave.
- Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times.

#### Educational Trips and outings

- Volunteers who are accompanying pupils on educational trips or outings must be approved by the school and are subject to the normal arrangements outlined in the school's Educational Visits policy.
- Volunteers should take particular care when supervising children on trips and outings, where the setting may be less formal than the school environment. Adults remain in a position of trust and need to ensure that their behaviour stays within clearly defined professional boundaries.

#### Medical issues

- The class teacher you are supporting should inform you of any pupils who have severe medical needs, so that you are aware of any symptoms to look out for. All medical information about pupils is strictly confidential and therefore only very limited information will be provided.
- If a pupil requires medical attention inform a member of staff immediately. They will get a qualified first aider to attend to the pupil. *Volunteers should not administer first aid except in an emergency.*

#### If you are unable to attend

- Please inform the school by ringing 01206 392291 as soon as possible.
- Please leave a message if no one is available to take your call so our teachers can adjust their lesson plans.

#### Breaches to this Code

- If the Headteacher [or other designated person] believes that any of the above expectations have been breached, then it is at their discretion to decide either to give a warning to the volunteer concerned or to instruct the individual to cease attending the school as a volunteer.
- We want all the people who work within our school to maintain the high standards of personal conduct outlined in these guidelines whilst they are on our school site. If the Headteacher is concerned that events in your private life may affect the reputation of the school and/or impact on the effectiveness and safety of those who work and attend our school, they will instruct you to cease your support as a volunteer.



## Orwell Multi Academy Trust

### Volunteers' Code of Conduct

Thank you for volunteering to assist in our schools. We value the contribution you can make to our pupils' learning.

This Code of Conduct sets out the guidelines that we expect all our volunteers to follow.

Please read through them carefully before signing below to say you understand and agree to abide by the Code, you should keep one copy and return the other signed copy to the school office for our records.

Volunteers who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

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

I have read and understood the contents of the 'Volunteers Code of Conduct'. I agree to abide by the procedures and expectations for volunteers that are set out in this code.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*Upon agreeing and signing this 'Code of Conduct', you will receive the Health & Safety policy, Safeguarding policy, the ICT Acceptable Usage policy, the Educational Visits policy (if relevant) and any other relevant policies as determined by the school. If you have any questions about the contents of these policies you should speak to the Designated Safeguarding Lead.*