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Cleves School
Code Of Conduct & Confidentiality For Volunteers

1. School Rules, Policies & Procedures

1.1. Volunteers will follow all school rules, policies and procedures, including those on:

- Child Protection & Safeguarding
- Behaviour
- ICT & Acceptable Use
- E-Safety
- Data Protection
- Health & Safety
- Equality
- Whistle-blowing

Copies of the school policies are available online or from the school office.

2. Professional Conduct

2.1. Volunteers must accept and follow instructions provided by the Class Teacher, and ask for guidance or clarification if required. Questions can be directed to the supervising member of staff, or to the school office.

2.2. Behaviour management is the responsibility of school staff. If volunteers witness behaviour that is in breach of the school's behaviour policy, or are struggling to manage the behaviour of pupils with whom they are working, they should alert the Class Teacher immediately. Volunteers must not attempt to reprimand pupils or issue sanctions.

2.3. Volunteers must conduct themselves in a professional manner at all times. This includes:

- Refraining from using inappropriate language
- Behaving in a way that is appropriate for the role they are undertaking
- Dressing in a way that is professional and appropriate to the work they are doing
- Setting an example for pupils by acting in a way that reflects the school's ethos and values
- Ensuring that comments, including those made on social media, do not bring the school into disrepute

2.4. Volunteers must not accept gifts from, or give gifts to, pupils. The exception is small tokens, such as those exchanged during the holidays or as a way of saying "thank you".

2.5. Volunteers must not transport pupils in their own cars unless specific arrangements have been made with the school, and the pupil's parents have consented.

2.6. Parent volunteers with children at the school must not act in a way that favours their own child, and should not approach their child unnecessarily during the school day (for instance, during break times). They may not use their time as a volunteer to discuss their child's education with school staff.

2.7. If a volunteer is unable to come to school when they are expected/scheduled to be in, they must contact their Class Teacher or the school office as soon as possible. Inconsistent attendance may result in the placement being reviewed or terminated.

3. Safeguarding

3.1. Volunteers must be familiar with, and adhere to, the school's Child Protection and Safeguarding policy. Safeguarding training will be provided to all volunteers before they begin their placement (Reception staff will assist with this process)

3.2. If volunteers have concerns about the welfare of a child, or if a child makes a disclosure, they must speak directly to a Designated Safeguarding Lead (DSL).

3.3. Volunteers must refrain from physical contact with pupils. If, however, physical contact with pupils is required, volunteers should ask for a pupil's consent before touching them.

3.4. Volunteers must not form personal relationships with pupils, either inside or outside of school, with whom they do not already have a personal relationship. This includes:

- Alerting the DSL if a pupil develops an infatuation with them
- Exchanging contact information
- Arranging to meet pupils outside of school
- Making contact with pupils outside of school, including on social media

3.5. Volunteers must not take or share photos of pupils unless instructed to do so by their supervisor.

4. Health & Safety

4.1. Volunteers must abide by the school's health and safety and first aid policies. Volunteers are not to administer first aid, except in a life saving situation, where none of the designated first aiders are available.

4.2. Volunteers must be familiar with the school's fire safety and emergency evacuation procedures.

4.3. Volunteers must sign in and sign out at the beginning and end of every visit, and must wear a visitor badge at all times.

5. Confidentiality

5.1. Information about pupils, parents and staff at the school is confidential, and must not be shared with anyone else. Volunteers must not discuss pupils with parents or other children. If parents approach volunteers for information, they should be directed to speak to the Class Teacher or other relevant person.

5.2. In this role, you are sustaining the school ethos and aims. This carries responsibilities on your part, including the requirement to ensure all school matters remain confidential.

5.3. Examples of confidential information are:

- Privileged information e.g. notices on staff notice boards or conversations between staff members.
- Information about staff, pupils and events that occur within our school and its grounds e.g. a parent asking you, as a fellow parent, how their child is doing (behaviourally or academically) in school. To ensure confidentiality is not breeched or misinterpretations are not made, best practice would be to refer them to the Class Teacher.
- Any concerns that volunteers have about the children they work with/come into contact with must be voiced with their Class Teacher and NOT with the parents of the child/persons outside school. Comments regarding children's behaviour or learning can be highly sensitive, and if taken out of context, can cause distress to the parents of a child if they hear about such issues through a third party rather than directly from the school.

Volunteers who are concerned about anything another adult in the school does or says should raise the matter with the Class Teacher or, if appropriate, refer to the school's Safeguarding Policy arrangements for dealing with concerns about a child.

If you see anything that concerns you within the school, please discuss the matter with a member of the Senior Leadership Team:

- Mr Usher
- Mrs Green,
- Mrs Cannell
- Mrs Flaherty,
- Mr Thomas