

Staff Code of Conduct

SENSitive Services – Tuition & Holiday Club for SEN Children

1. Introduction

This Code of Conduct sets out the standards of behaviour expected from all staff, volunteers, and contractors working at SENSitive Services. It is designed to promote a positive, safe, and professional environment that respects the rights and dignity of every child and colleague.

2. Professional Behaviour

- Treat all children, parents, colleagues, and visitors with respect, kindness, and fairness.
- Maintain a professional attitude and appearance at all times.
- Use appropriate and respectful language.
- Follow all SENSitive Services policies and procedures, including safeguarding and health and safety.

3. Safeguarding and Child Protection

- Prioritise the safety and wellbeing of all children.
- Report any concerns or suspicions of abuse or neglect immediately to the Designated Safeguarding Lead (DSL).
- Maintain appropriate boundaries with children; avoid behaviour that could be misinterpreted.
- Do not engage in any form of physical punishment, humiliation, or bullying.

4. Confidentiality

- Respect the confidentiality of children, families, and staff.
- Share information only with authorised individuals and on a need-to-know basis.
- Follow data protection laws and SENSitive Services' confidentiality policies.

5. Use of Technology and Social Media

- Use work devices and communications responsibly and professionally.
- Do not share personal contact details with children or communicate via personal social media.
- Do not post any content online that could harm the reputation of SENSitive Services or individuals associated with it.

6. Attendance and Punctuality

- Arrive on time and be prepared for all sessions.
- Notify management promptly if unable to attend work.

- Follow SENSitive Services' procedures for requesting leave or absence.

7. Health and Safety

- Follow all health and safety procedures, including risk assessments.
- Report any hazards, accidents, or near misses immediately.
- Support a safe and inclusive environment for all children and staff.

8. Relationships with Children and Families

- Build positive, trusting relationships with children and their families.
- Communicate clearly and professionally.
- Respect diversity and promote inclusion.

9. Dress Code

- Wear appropriate, clean, and safe clothing suitable for working with children.
- Avoid clothing or accessories that may cause safety hazards or send inappropriate messages.

10. Disciplinary Action

Failure to comply with this Code of Conduct may result in disciplinary action, including termination of employment or volunteer duties.

11. Acknowledgement

All staff and volunteers must read and sign this Code of Conduct to confirm their understanding and commitment.