

THAKEHAM PRIMARY SCHOOL
"Small School, Big Opportunities, Great Achievements"



Volunteer Code of Conduct

Thakeham Primary School

Date approved by Full Governing Body: 20.09.21

Review Date: September 2023

Signed

Headteacher: *S. Norton*

Chair of Governors: *Judith James*

1. Introduction

- Thank you for volunteering to assist at our school. 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 keep your Code of Conduct for the duration of the volunteering activity at Thakeham Primary School
- The public is entitled to have trust and confidence in the integrity of Thakeham Primary School and its community, including its volunteers. Your conduct must therefore be of the highest standard. This Code of Conduct has therefore been prepared to achieve these aims:
 - To tell you about some of the statutory, national and local obligations which govern your conduct as a volunteer of Thakeham Primary School.
 - To help you on issues of conduct by providing a framework of guidelines. You must read and follow this Code. You will have to sign the attached form and return it to the School Office to show that you have read it.
- If any points are unclear or you are not sure of the appropriate action to take in a situation, whether or not it is covered in this code you must consult the Assistant Headteacher/Headteacher.

2. Children's Rights

- The aim of this code is also to ensure that children and young people have the right to:
 - respect;
 - information about themselves;
 - be protected from harm;
 - have a say in their life;
 - a good start in life and feel secure.

3. Scope

- This Code of Conduct applies to all volunteers working in Thakeham Primary School. A volunteer is defined as any person unaffiliated to the payroll of Thakeham Primary School who participates in teaching and learning activities within the school.

4. General Obligations

- If you are unable to attend your usual volunteering session, please let the office know as soon as possible.
- You must sign in at Reception and collect a Visitors badge/lanyard for recognition to school staff and pupils. You must sign-out at the end of your volunteering activity.
- Please refrain from smoking in the school building or grounds as it is strictly prohibited to do so.
- Never be under the influence of drugs or alcohol when assisting as a volunteer.
- You must behave in a manner that is in accordance with the values of the school and demonstrates good example to the children; you should behave in a mature, respectful, and considerate manner. You must treat all individuals in the school setting with fairness.
- The teacher involved will provide you with the information required for the volunteer activities; you must adhere to the teacher's instructions. It is our duty to ensure that

whilst you are engaged in voluntary activities for the school, that we care for you and ensure your safety: where appropriate you will be provided with risk assessments relevant to the events you will be involved in. We also of course, have a duty of care to ensure that our pupils' welfare is promoted, they are cared for appropriately and they are safeguarded from harm.

- You must act with utmost good faith with regard to the business of Thakeham Primary School and must do all in your power to promote the school's interests and not do anything which may adversely affect the school or its reputation.
- If you are a parent volunteer you may not be linked to the class your child is in. Parents of pupils may be asked to volunteer in a class other than that 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 the Assistant Headteacher may relocate you to another class/volunteer role.
- Please dress appropriately for the school setting and the tasks and role you will undertake.

5. Safeguarding and Child Protection

- A DBS (Police check) is essential in order to volunteer at Thakeham Primary School.
- All volunteers are required to attend annual safeguarding and child protection training and will be provided with updates as necessary throughout the year.
- All volunteers must read and follow the policies as indicated during induction.
- You should be supervised by a member of staff at all times when working with pupils unless you have obtained a valid enhanced DBS (Disclosure and Barring Service) check. Never work alone in a room with one pupil with the door closed. This is to ensure both the safety of the pupil and to guard against any potential allegations directed towards you.
- If you have any concerns relating to a child's well-being, you must inform the Designated School Leader for Child Protection (DSL) – Sam Norton (also Headteacher). In her absence, the Deputy DSL should be contacted, Emma Hopkins (Assistant Headteacher) as soon as possible, and preferably during your visit. Matters of child protection and safeguarding will be dealt with in accordance with the school's Child Protection and Safeguarding Policy. There are posters around the school, staffroom and at reception regarding contact details. Any concerns must be recorded on the Initial Record of Safeguarding Concern form (found in the staffroom, office and classrooms).
- If you need to report concerns about practices and procedures relating to the safeguarding of children in relation to a staff member (not including the DSL/Headteacher) then this should be reported to the DSL/Headteacher. If however the concern is regarding the DSL/Headteacher then the Chair of Governors/LADO should be contacted (see Child Protection and Safeguarding Policy for further details). The Confidential Reporting Policy can also be used.
- Remember that you must not try to investigate the matter any further yourself, for example by asking the pupil questions, and that you should never promise to keep any disclosure by a pupil a secret.

6. 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.

- Talk politely and calmly to all pupils. Avoid sarcasm, demeaning or insensitive comments.
- Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.
- Behaviour management of the children is the responsibility of members of school staff (Headteacher, teachers, teaching assistants and Midday Meals Supervisors) and should not involve volunteer helpers. If you are working with pupils who are misbehaving, please refer this to the class teacher as soon as possible. Never try to reprimand or allocate consequences yourself.
- Promote and follow our Super Learning Rules (see Behaviour Policy)
- Offer encouragement and praise to the children, both verbally and in written comments, e.g. a comment in their reading record. Never show favouritism to a particular child or group of children nor give rewards which are outside of the school's agreed policy.
- You should act appropriately towards all pupils, parents, carers, staff and other volunteers, whatever their socio-economic background, age, gender, sexual orientation, disability, race, religion or belief. If you witness or experience bullying, harassment, discrimination or racist behaviour, no matter who is the victim or perpetrator, you should raise this with the Assistant Headteacher/Headteacher.
- 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 physical contact with pupils, ensuring physical contact is only ever in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender and ethnicity (see Positive Handling Policy)
- 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. Avoid any communication with a child that could be interpreted as sexually suggestive or provocative. Volunteers are in a position of trust with children and young people under 18 at the school and are reminded that it is an offence to engage in sexual activity with or in the presence of a child.
- Occasionally, a child or young person may develop an infatuation with an adult who works with them. An adult who becomes aware that a pupil is developing an infatuation should discuss this at the earliest opportunity with the Designated Safeguarding Leader so appropriate action can be taken to deal with the situation sensitively and appropriately to maintain the dignity and safety of all concerned.
- Volunteers should use the staff toilet, never the pupils' toilets. On educational visits and outings when public toilets or changing areas may need to be used, you should exercise caution and avoid placing yourself in a position where your actions might be open to criticism or misinterpretation. Male volunteers should use a cubicle in public toilets.

6. Health and Safety/Medical Needs

- Volunteers will be required to read and abide by our Health and Safety Policy and Emergency Plan.
- Volunteers should undertake a Fire Safety induction to ensure they are familiar with the fire safety procedures and evacuation routes that are clearly displayed around the school. In the event of the alarm sounding, all volunteers should leave via the nearest

available fire exit and should not try to recover personal belongings. Any pupils you are working with should accompany you. Our main fire assembly point is at the front of the playground. Children should return to their class line. If you discover a fire, please immediately activate your nearest call point to sound the fire alarm. If you have any questions about the fire safety arrangements, then please speak to the Headteacher.

- Volunteers must read and follow all risk assessments for the activities they are involved with including the latest school Covid-19 risk assessment and protocols in place.
- Any accidents should be reported to the office and will be recorded online to WSCC
- Please see the office staff if you or a child you are working with requires any First Aid and they will allocate a First Aider. Please do not undertake any First Aid duties yourself.
- Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times
- 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.
- Volunteers will be required to provide contact details and next of kin details (see appendix 1)
- Please ensure you inform us of any medical needs you may have using the form in appendix 2 so we can be aware of how to direct support in the event of an emergency.

7. Confidentiality and Information Disclosure

- You must conform with the requirements of the Data Protection Act 2018 and GDPR and must take all reasonable steps to ensure that the loss, destruction, inaccuracy or disclosure of information does not occur as a result of your actions. This includes information relating to school business and pupil data.
- You must not disclose personal or financial information about any other member of staff to any unauthorised person, external organisation including social media forums, or agency without the express consent of the individual concerned or that of your Headteacher.
- You must not use information obtained in the course of your duties to the detriment of the school or for personal gain or benefit; nor should you impart this information to others who might use it in such a way.
- If you are approached with issues relating to Thakeham Primary School during your own time, please ensure that you direct any such issues to the Headteacher/class teacher.
- Confidential information belonging to the school must not be disclosed to any person not authorised to receive it; this includes any information disclosed by pupils about themselves and their families.
- Comments must not be made on social media relating to events or information gathered during volunteering at school.
- Volunteers must not contact parents of children and disclose information about events during the day, perceptions on ability or any other concerns. All concerns must be passed to the class teacher/Assistant Headteacher/Headteacher who will contact the child's parent if they feel it necessary.

8. Use of School Time and Facilities

- The school's property and facilities (e.g. stationery, display screen equipment, photocopiers, car park) may only be used for official school business unless permission for their private use has been granted.
- You must account for all money and property for which you are given responsibility in the course of your work.

8. Mobile Phone Usage

- Mobile phones and personally-owned communication devices will not be used in any way during lessons or formal school time. Therefore, devices should be switched off or silent at all times. It is at the discretion of the Headteacher to make exceptions to this rule.
- No images or videos should be taken on mobile phones or personally-owned cameras or mobile devices.

9. Voicing Complaints and Concerns

- Should you wish to make a complaint about your volunteering placement you should initially contact the Assistant Headteacher or Headteacher to resolve any issues. We will follow the School Complaints Policy available on our School website.

10. Breaches to this Code

- If the Headteacher believes that any of the above guidance and expectations has 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.

11. Further Information

- This Code of Conduct cannot cover every eventuality. Its purpose is to alert you to some of the matters about which queries are received. It does not replace the general requirements of the law, common sense and good conduct.
- If you are uncertain about what to do in a particular situation or you require further information or guidance on the appropriate course of action to take in any situation you must contact the Classteacher/Assistant Headteacher or Headteacher for advice before you taken any action.
- Please sign that you have read and understand this policy. The signature page will be copied so you can retain the information within this Code of Conduct.

Volunteer Code of Conduct Acceptance

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: _____

Name: _____

Date: _____

Appendix 1



Volunteer Contact Sheet

Please complete with your details and return to the school office.

Surname:
Forename:
Date of Birth:
Address:
Post Code:
Telephone:

Please give details of all persons who are next of kin and anyone else you wish to be contacted in an emergency. Place them in the order that you wish for them to be contacted in an emergency.

Priority	Name/Relationship	Home Address/Phone/Mobile/Fax	Work Address Phone/Email
1		Tel: Mobile:	Tel: Email:
2		Tel: Mobile:	Tel: Email:
3		Tel: Mobile:	Tel: Email:

Dental Practice: Address:
Telephone Number:

Medical Practice: Address:
Telephone Number:

Medical Condition(s)

If driving children to an event, please provide Car registration number:
Car Make:
Car Model:

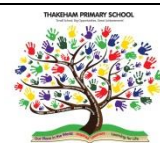
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Signature:

Date:

Induction for Volunteers – To be completed before volunteering begins.

Parent volunteers, community volunteers/ MFL students/ Work Experience students



Name:		Start date:
OFFICIAL DOCUMENTS / INFORMATION	Completed / Date	Approved /Signed
Proof of ID		
DBS certificate obtained		
Emergency /Contact details		
Medical details		
GENERAL		
Class teacher /initiative allocated		
Role explained including record keeping/feedback		
Introduction to staff/class teacher		
Tour of premises		
Parking		
RESPONSIBILITIES/EXPECTATIONS		
School vision & values		
Volunteer Code of Conduct provided & signed		
Dress		
Confidentiality		
Data protection		
Mobile phones		
Internet & acceptable use		
HEALTH & SAFETY		
Security		
First Aid		
Accidents		
Fire Induction (separate sheet)		
Emergency Plan		
Signposting to Health & Safety Policy on website (sign off in the office)		
SAFEGUARDING & CHILD PROTECTION		
Child Protection & Safeguarding training attended		
Signposting to read (available on school website) & sign off at the office): <ul style="list-style-type: none"> • Child Protection & Safeguarding Policy • KCSiE • Confidential Reporting Policy • Behaviour Policy • Positive Handling Policy • Intimate care Policy • E-Safety Policy 		
Inductee: I can confirm that I have completed the induction programme as detailed above and have received, read and understood all the relevant information.	Signed:	
Assistant Head: I can confirm that the induction programme has been completed satisfactorily.	Signed:	

