

Code of conduct for Fernhurst Primary School Breakfast club, Snack club and OSCARS afterschool club.

Anyone employed for the purposes of running or supporting of any of the above clubs is expected to observe the following standards of behaviour:

PROFESSIONAL RELATIONSHIPS

With children:

We act respectfully towards children at all times, for example:

- Speaking in a calm and objective way, even in the face of challenging circumstances.
- Using a range of vocal volume that is appropriate to the activity and circumstance (we may raise our voices in a controlled way to achieve a desired impact, but we never shout especially in anger).
- Showing good manners to children and thereby modelling what good manners are. We never use inappropriate language when working in the club.

We understand that children have a right to be heard and take seriously what all children tell us. Our first response is always to believe what we are told:

- Giving children time to express themselves.
- Considering how we would expect to be spoken to ourselves.
- Pursuing settlements to conflicts between children in a way that is demonstrably fair and listens to all points of view before making a considered judgement.
- We make decisions based on the current situation and not on past behaviour.
- We make it clear to children why a course of action has been necessary.

We have undergone recent Child protection training and uphold the club's procedures on Behaviour and the School's on Child Protection in our dealings with children. We acknowledge that we are in 'loco parentis' and, as such, have a duty of care for all children in the club.

- We are consistent in the way that we apply rewards and sanctions to all children, so that each individual child knows that they will receive the same treatment from any member of staff.
- We are friendly and supportive to all children, but maintain our professionalism at all times. We acknowledge that some interactions where staff appear to 'be friends' with children can create ambiguity in the relationship and are unhelpful.
- We protect ourselves and our pupils by making sure that we avoid being alone with individual children, but if it is unavoidable to do so, we ensure that we are in a place where others can see us.
- We use physical contact with children in a careful, sensitive and respectful way. A hand on the shoulder or head is often a good way of engaging with an individual child. However, any physical contact should be avoided when staff members are alone with individual children, except in emergency. We adopt the principle that parents will want their children to be given a certain level of physical reassurance if distressed, hurt or otherwise in need. This is the case for all children, but may be appropriate more frequently for younger children.
- We all take responsibility for our actions and are prepared to apologise when we have made mistakes and undertake to learn from those errors.
- **We have a professional responsibility to inform the Headteacher if we believe that a child, parent or colleague is behaving in a way that compromises the safety or well-being of any child or group of children.**



PROFESSIONAL RELATIONSHIPS

With parents:

We act respectfully towards parents at all times, for example:

- Parents have an entitlement to be informed about their child's well-being. We always seek to involve and engage parents in this process.
- We recognise parents' entitlement to express any concerns they may have about their child's, safety or well-being at a club.
- If we are concerned that a parent may be aggressive or otherwise inappropriate towards us, we have the right to disengage and the situation should be deferred to the Headteacher at a later time for calm discussion.
- We are honest with parents, without undermining colleagues and respond fairly to their concerns irrespective of their race, religion, culture or social background.
- When speaking to parents, we always consider how we would expect to be spoken to ourselves.
- We acknowledge that we are human and will all make mistakes from time to time but we take responsibility for our actions and are willing to apologise when we have made mistakes and undertake to learn from those errors.
- We protect ourselves by ensuring that we meet with parents in areas of the school that are visible and easily accessible to other staff members.
- We recognise the right to confidentiality of all members of the school community.

PROFESSIONAL RELATIONSHIPS

With other members of staff:

We act in a professional manner towards colleagues, irrespective of our relative position or status within the school hierarchy, for example:

- Speaking politely to one another. We never use inappropriate language when working in the club.
- Being flexible and understanding of necessary changes within the organisation of the club.
- Assuming that the actions of others are carried out in good faith.
- Communicating clearly and honestly with colleagues.
- Being publicly supportive of colleagues and dealing with concerns or disagreements privately, with support if necessary.

When speaking to colleagues, we always consider how we would expect to be spoken to ourselves.

- We know that concerns raised with line managers are dealt with confidentially. If further action is required, the line manager has responsibility to inform only the appropriate senior person within the school.
- We recognise that we are all accountable for our actions and performance and that from time-to-time leaders and managers will need to deliver feedback that maybe challenging.
- All individual feedback will be given sensitively, and constructively and should only be shared with those staff members that need to know (e.g. line manager or Headteacher)
- We will approach issues with colleagues in a way that always seeks to solve potential problems in a positive way.
- We never act in a way that publicly undermines a colleague.
- We all take responsibility for our actions and are prepared to apologise when we have made mistakes and undertake to learn from those errors.

