

CODE OF CONDUCT

This code of conduct outlines the expectations of all staff placed by Twenty4Seven Education.

In addition to our own code of conduct, when you are placed in an establishment you should find out as soon as possible whether there is a specific code of conduct that you should follow. The code of conduct for all staff placed by Twenty4Seven Education is as follows:

Working with your local Twenty4Seven Education Office

Diary Availability - Many of our workers have other commitments or a rapidly changing diary, so we keep a diary in the office dedicated solely for you - we just need to be kept updated. We ask that you do this at least once a week, Friday's are best - with next weeks availability. This also gives us the opportunity to ask how your week has gone and to take feedback. Please remember that if your availability changes you need to let us know this too.

Arrival Times and Illness - Unless specified at the point of booking, you will be expected to arrive at school by 8:20am (if we have booked you very early in the morning for the same day we may agree a different arrival time). If you will not make the agreed time it is important that we are kept informed. Schools often call us asking where workers are and what time to expect them, but we cannot reassure them if we don't know you're running late. If you are feeling ill you must call the office to let someone know. Mornings can be very busy and emails may not be read on time - please ensure you speak to someone so that your message is received.

Marking Work & Tidy Class - Over 70% of our schools request the worker they want by name, therefore our most popular workers are never out of work. The key to this is winning the schools over with your brilliant charm, professionalism and work ethic (it definitely gets noticed!). Your task is to establish yourself as a versatile favourite who will be requested back on a frequent basis. We tell schools that our workers will leave their classrooms tidy, conduct themselves professionally and if appropriate, mark the work.

Timesheets - We want to ensure that you are paid correctly and on time each week, so it is important that you submit your online timesheet for approval as soon as possible each Friday. It is your responsibility to make sure that the timesheet reflects what you have actually worked before sending for approval, in order to avoid any delays in processing your pay. A Timesheet User Guide is attached to each booking confirmation.

Feedback & Changing requirements - We regularly ask schools for their feedback on our workers and we invite the same feedback from you. Our aim is to match you with your favourite schools as this will enhance your working experience and inevitably lead to more consistent and reliable work opportunities.

Dress Code - The dress code policy can change from school to school, however we ask that if you have not been to the school before then follow these guidelines until you have clarity from each school on what their expectations are. In general;

- No Jeans or ripped clothes.
- No trainers or impractical footwear.
- No revealing clothes, mini skirts or bare midriffs.
- No caps, casual wear or sports wear (unless PE).

General Conduct – Whilst on assignment you are representing Twenty4Seven Education as well as yourself, therefore we ask that you remain professional, polite, with a 'can do' approach, remember that many schools will be short staffed and will require a degree of flexibility from you. If you feel that the school or setting is a poor match for you, we would ask that you remain professional, complete the day and telephone your consultant to discuss the issues.

Conduct Whilst on Assignment is as follows:

- Treat all children and young people with respect.
- Provide an example of good conduct that you wish others to follow.
- Ensure that whenever possible there is more than one adult present during activities with children and young people, or at least that you are within sight or hearing of others.
- Alert a colleague if it is strictly necessary to speak to a child on their own. This should not be in a secluded area of the school, and you should ensure visual and/or an open door.
- A 'no touch' approach is impractical for most staff and may be appropriate in some circumstances. When physical contact is made, this should be in response to their needs at the time, of limited duration and appropriate given their age, gender, stage of development, ethnicity and background.
- Be aware that physical contact with a child or young person may be misinterpreted.
- Adults should never touch a child in any way that could be considered indecent, nor indulge in horseplay, tickling or fun fights.
- If you have to intervene in a fight to prevent harm, you should use the minimum force possible. Avoid contact with bare skin, or any areas that could be considered erogenous.
- If physical contact is necessary (e.g. to demonstrate a piece of equipment or racket stroke) the pupil should be informed in advance, and if they say 'no' or indicate discomfort, this must be respected.
- Recognise that special caution is required in moments when you are discussing sensitive issues with children or young people. You may wish to take guidance from a senior member of staff in these situations.
- Any sexual behaviour by a member of staff with or towards a child is inappropriate and illegal. It is a criminal offence for any person in a position of trust to engage in sexual activity with a child under 18.
- Under no circumstances should adults in schools access inappropriate or indecent images.
- If you think a pupil may be infatuated with you, speak to a senior colleague as soon as possible so that appropriate action can be taken.