



CLARE COMMUNITY
— PRIMARY SCHOOL —

Volunteers' Code of Conduct

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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 read through them carefully before signing at the end to say you understand and agree to abide by the Code, then return the signed copy to the school office for our records, whilst keeping the electronic version. Volunteers who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

Your main contacts in the school are:

- The Headteacher;
- The class teacher.

Activities that volunteers are engaged in might include:

- School visits / trips.
- Activities during lessons.
- Working with individual children.
- Reading with pupils.
- Assisting practically during events in the school e.g. assemblies/school plays.

Statutory guidance on the recruitment of a volunteer

- The school will follow the DfE statutory guidance, 'Safeguarding children and safer recruitment', which states that if a school seeking volunteers has little or no recent knowledge of the individual, it should adopt the same recruitment measures as it would for paid staff.
- In circumstances where a school approaches a parent volunteer who is well known to the school, a streamlined procedure can be adopted: background checks, references, conducting an informal interview to gauge the person's ability and aptitude, and undertaking a List 99 and a Disclosure and Barring Service (DBS) check.
- If the volunteer's role is a one-off, such as accompanying teachers and pupils on a day trip, or a school fete or concert, measures are not required, as long as the person is not left alone in charge of children.
- If the volunteer is recruited by another organisation to work in a school, for instance, sports coaches from a local club, the school should receive assurance from the organisation that the person has been properly vetted.

Safeguarding children and child protection

Depending on the extent of the volunteering role as stated above, volunteers may be asked to fill out a DBS and declaration form. This is standard practice for anyone in regular contact and / or in a position of trust with children. Any criminal convictions must be declared.

In September 2012, the Independent Safeguarding Authority (ISA) and Criminal Records Bureau (CRB) merged functions to create a new Disclosure and Barring Service. The law requires any persons who will come into unsupervised regular contact with children in any of the following capacities to undertake a DBS check:

- Teach;
- Train;
- Instruct;
- Care for or supervise children;
- Provide advice / guidance on well-being;
- Drive a vehicle only for children;
- Personal care for a child;
- Child-minding / foster care.

The minimum age at which someone can be asked to apply for the DBS check is 16 years old. Volunteers will no longer be subject to a statutory DBS check as they are no longer in regulated activity. Regulated activity is where a person provides unsupervised activity more than 4 times in a 30 day period.

1. Supervision

Please sign in and out of the building at the office.

Please ensure that you are wearing a Volunteer badge at all times, regardless of how well-known you are to pupils.

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.

You should follow the guidance and instructions given by members of staff about your role in the activity that you are helping with.

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 Headteacher may ask the parent to reconsider their offer of help.

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.

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.

Occasionally, a child or young person may develop an unusually strong attachment 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 class teacher or Designated Safeguarding Lead/s (Mrs Loader and Mrs Brown) 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.

If a pupil tells you something or you see something that concerns, either in class or on the playground, this should be reported to the class teacher immediately, and you will be advised as to what course of action to take. Alternately, if that is not possible, this should be reported to:

Mrs Rebecca Loader (Designated Safeguarding Lead), or in her absence

Mrs Brown (Alternate Designated Safeguarding Lead).

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.

Behaviour management of the children is the responsibility of members of school staff (Headteacher, teachers, teaching assistants and MDSA's) 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.

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 or discrimination, no matter who is the victim or perpetrator, you should raise this with the Headteacher or Deputy Headteacher.

If you have any concerns about following this guidance or are aware of any incidents that occur that may be misconstrued or give rise to concern, please talk to Mrs Loader (The Designated Safeguarding Lead).

Setting an example

All volunteer helpers at our school should be positive role models to the children, so we expect you to:

- Dress appropriately for the school setting and the tasks and role you will undertake.
- 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.
- Never smoke in the school building or grounds as it is strictly prohibited to do so.
- 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 the school's agreed policy.
- Promote and follow the classroom rules.
- Never discuss subjects that are inappropriate for the age of the pupils to participate in, or listen to, including references of a sexual nature or 'gossip'/ sharing of information about staff, parents or pupils.
- Never be under the influence of drugs or alcohol when assisting as a volunteer.

Use of mobile phones, cameras and computers

Use of personal IT devices and mobile phones is prohibited, except under exceptional circumstances where the prior agreement of the Headteacher has been obtained. If you need to use your mobile phone in an emergency whilst on the school premises, please go to the school office. Using the video or camera features of your mobile phone whilst on the school premises is strictly prohibited.

The school's ICT equipment and mobile phones may only be used in accordance with the school's Acceptable Use of ICT and Mobile Phones Policy and should normally be used for school purposes only.

The school's photographic and video equipment may only be used by volunteers with the prior approval of the Headteacher.

Internet use and social networking

Volunteers are expected to behave in an ethical and lawful manner with regard to the use of the internet and emails.

Care and attention should be taken while using social networking sites. Use of these sites should not involve communication regarding your employment at this school or any activities which may bring the school into disrepute and / or may cause us to question your suitability to work with children.

Volunteers must not attempt to contact pupils via social media or email, or make arrangements to meet outside of school.

Gifts and rewards

Personal gifts must not be given to pupils, neither should you give pupils any rewards not covered by school policy nor accept gifts from pupils (other than small tokens at Christmas or as a 'thank you') without first seeking permission in writing from the Headteacher.

Transporting pupils

It is inappropriate for adults to offer lifts to a child or young person outside their normal duties, unless this has been brought to the attention of the Headteacher and has been agreed with the parents/carers.

Safety procedures

Volunteers should familiarise themselves with the fire safety procedures and evacuation routes that are clearly displayed in each classroom. In the event of the alarm sounding, all volunteers should leave via the nearest available fire exit leading out of the back of the school building and should not try to recover personal belongings or search for pupils. Our main fire assembly point is at the far end of the playground. If you have any questions about the fire safety arrangements, then please speak to the Headteacher.

Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times, and inform the administrative staff if you observe anything which you think could present a health and safety hazard.

Educational Trips and outings

Volunteers who are accompanying pupils on educational trips or outings must be approved by the school and be subject to the normal checks and arrangements as outlined in the school's Educational Visits policy. Volunteers who are working with children on a school trip overnight between the hours of 2am and 6am, who may have face-to-face contact with a child, must have a valid DBS check.

Volunteers should take particular care when supervising children and young people on trips and outings, where the setting may be less formal than the school environment. Adults remain in a position of trust and need to ensure that their behaviour remains professional at all times and stays within clearly defined professional boundaries.

Medical issues

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.

If a pupil requires medical attention inform a member of staff immediately. They will get a qualified first aider to attend to the pupil. Volunteers should not administer first aid except in an emergency.

If you are unable to attend

If you are due to help in the school, but are unable to do so because of illness or personal circumstances, please inform the school by ringing 01787 277423 as soon as possible. Please use the answer phone messaging system if no one is available to take your call. This will help our teachers adjust their lesson plans if they know your support is unavailable.

Confidentiality

All information you may hear or see about a pupil is of a confidential nature. You should not discuss any pupil outside of school that you have been working with directly or indirectly. This includes speaking to other parents about their child or other pupils, speaking to family and friends and posting messages online about your experiences in our school, e.g. on Facebook or via email. If other parents approach you for information, always explain that you are not allowed to discuss school matters with them and ask them to speak with the class teacher or Headteacher if they require further information.

Breaches to this Code

If the Headteacher [or other designated person] 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.

Ratified by Governing Body	CCPS LGB
Date	02 December 2019