

Worlingham CEVC Primary School



VOLUNTEERS' CODE OF CONDUCT POLICY

Due consideration has been given to all children/adults/stakeholders with regard to the protected characteristics under the Equality Act 2010.

Date approved:	10.03.26
Name of Committee:	Personnel
Chair of Committee signature:	<i>Mr Martyn Fitt</i>
Date of next review:	Spring 2027

Headteacher: Mrs Holly Marchand
School No. 935 3111

Worlingham CEVC Primary School
VOLUNTEERS' CODE OF CONDUCT

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Volunteers' Code of Conduct

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. We will take a photocopy to give back to you. Volunteers who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

1. Supervision

- 1.1 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.
- 1.2 You should follow the guidance and instructions given by members of staff about your role in the activity that you are helping with.
- 1.3 Parents of pupils will normally 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 their own child, or using the time to discuss their 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.

2. Professional Relationships

- 2.1 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.
- 2.2 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.
- 2.3 Do not share inappropriate personal information about your views, beliefs, sexual relationships or lifestyle.
- 2.4 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 or young person 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 or young person.
- 2.5 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 class teacher so appropriate action can be taken to deal with the situation sensitively and appropriately to maintain the dignity and safety of all concerned.

2.6 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.

2.7 If a pupil tells you something or you see something that concerns you this should be reported to the class teacher immediately. If you feel what has been disclosed and/or witnessed is of a safeguarding nature which may be putting a pupil's welfare at risk, then this should be reported to:

- a. Mr Matthew Brown, Deputy Headteacher (Designated Safeguarding Lead), or in his absence
- b. Mrs Holly Marchand, Headteacher (Deputy Safeguarding Leads)
Mrs Claire Warnes, Acting SENCO
Mrs Zella Chambers, Pastoral Support Assistant
Miss Tanya Barber, Bursar
Miss Robyn Pearce, Class Teacher, EYFS & KS1 Lead

2.8 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.

2.9 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 punishments yourself.

2.10 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 Mrs Holly Marchand, Headteacher.

2.11 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 Holly Marchand, Headteacher.

3. Setting an example

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

3.1 Dress appropriately for the school setting and the tasks and role you will undertake.

3.2 Talk politely and calmly to all pupils. Avoid sarcasm, demeaning or insensitive comments.

3.3 Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.

3.4 Never smoke in the school building or grounds as it is strictly prohibited to do so.

- 3.5 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.
- 3.6 Promote and follow the classroom rules.
- 3.7 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.
- 3.8 Never be under the influence of drugs or alcohol when assisting as a volunteer.
- 3.9 Be aware of, and support, our Christian ethos, vision and values.

4 Use of mobile phones, cameras and computers

- 4.1. 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.
- 4.2 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.
- 4.3 The school's photographic and video equipment may only be used by volunteers with the prior approval of the headteacher.

5 Gifts and rewards

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

6. Transporting pupils

- 6.1 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. A volunteer would never be asked to transport children.

7 Safety procedures

- 7.1 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 and should not try to recover personal belongings or search for pupils. Our main fire assembly point is the school back playground. If you have any questions about the fire safety arrangements, then please speak to Mrs Lisa Hughes, Bursar.

- 7.2 Please sign in the visitors' book on your arrival and sign out when you leave. This helps us maintain an accurate list of the people on the school premises in the event of a fire.
- 7.3 Please obtain a visitor's badge from the school office upon your arrival, regardless of how well known you are to the pupils. Please remember to return the visitor's badge before you leave.
- 7.4 Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times.

8 Educational Trips and outings

- 8.1 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.
- 8.2 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.

9 Medical issues

- 9.1 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.
- 9.2 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.

10 If you are unable to attend

- 10.1 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 01502 712375 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.

11 Confidentiality

- 11.1 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 have 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.

Policies

Upon agreeing and signing this 'Code of Conduct', you will receive the Health & Safety policy, Safeguarding policy, Behaviour policy, the ICT Acceptable Usage policy, the Educational Visits policy (if relevant) and any other relevant policies as determined by the school. If you do not receive these policies, please see the headteacher.

Safeguarding training

Volunteer helpers will be required to receive a Safeguarding Induction session from the Designated Safeguarding Lead as soon as possible and within 6 weeks of signing this agreement.

Those volunteers that require a DBS check and meet the 'frequency and intensity' test will also need to attend the Introduction to Safeguarding training as a statutory requirement every year.

Version: 1.0
Date: May 2015
Updated by School March 2026 (V6)



VOLUNTEER AGREEMENT

Name: _____

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: _____ Date: _____

WORLINGHAM CEVC PRIMARY SCHOOL

SAFEGUARDING STATEMENT TO ACCOMPANY POLICY DOCUMENTS

Throughout this policy runs our commitment to safeguarding the wellbeing of all our pupils at Worlingham CEVC Primary School. The values, beliefs and ethos of Worlingham Primary School are shared by all members of staff and the adherence to the guidance as stated in the school's Safeguarding Policy is of paramount importance.

The wellbeing and safety of pupils has a positive impact on their attendance, behaviour, their own Health and Safety, learning within the school environment as well as on educational visits.

Throughout the curriculum children are taught how to manage risk and how to keep themselves safe. The children know that if they need help they can talk to a member of staff at school. Children are taught how to keep themselves safe whilst using ICT equipment and are instructed to report any inappropriate material to the member of staff leading the session.

Children who have an identified SEN which creates difficulties with communication may need additional support in expressing concerns to a member of staff. Staff will need to follow the guidance in the safeguarding policy when dealing with a disclosure, taking into account the ability of the individual.

A copy of the Safeguarding policy can be found on the school website, in the Headteacher's office and also the staff room. This policy provides comprehensive detail in identifying types of abuse and the procedures that need to be followed.

Within the Safeguarding Policy is a section on The Prevent Duty and what it means for our School.