



## Bristol Tuition Centre **STAFF & VOLUNTEERS CODE OF CONDUCT**

Policy name	Owned by	Ratified by	Date	Review date
Tutor Code of Conduct	Swindon Tuition Centre	Joanne Vertannes	4/12/18	4/12/18
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### Policy Updates

Review date	Update Summary	Reviewed by:	Next Review:
20/04/21	Update to change of Dress Code Policy.	J. Vertannes	20.04.21
13/09/22	Update to Dress Code Policy	R. Brick	Sept 2022
24/07/24	Update to staff and student boundaries Appendix C	R. Barnes	July 2025

# Our Mission

To provide dynamic and stimulating learning environments where bespoke tuition packages promote the best outcomes for children and young people in Bristol.

# Our Vision

For a world where all children and young people, no matter their background, are given the tools and opportunities to succeed.

Our **RAISE core values** at Bristol Tuition Centre...

# Resilience

Adaptability and Flexibility to maintain high standards despite challenges

# Appreciation

For people and the contribution that they make to society

# Inclusion

Equality regardless of differences and/or backgrounds, making everybody welcome

# Service

Working together to deliver the highest quality education

# Engagement

Using all our skills and tools available to inspire positive change

# INTRODUCTION

This Code of Conduct is intended as a guide and a help to all staff at Bristol Tuition Centre. It sets out standards of conduct which staff are expected to follow when within, or representing the Centre. This code is not exhaustive but is written to assist staff and it is important that staff should take advice and guidance if necessary. If in doubt, ask.

- The underlying purpose is to ensure that the Centre provides a high quality service to its pupils and stakeholders in accordance with the Mission Statement and to promote public confidence in the integrity of the Centre.
- It takes in the requirements of the law and attempts to define the required levels of professionalism to ensure the well-being of the Centre, its staff and its customers.
- It has been drafted to comply with Centre Policies and Procedures
- Staff are requested to read this Code carefully and consider the issues which it raises.
- The Director should also ensure that all staff are aware of the Code's contents and are fully briefed on its implications.
- Reference to this Code will be made in all contacts of employment, and copies will be given to all staff. In addition, the induction programme for all new staff will reinforce the principles of this Code.
- Investigations of alleged breaches of this Code will be covered under the Centre's Disciplinary procedures. Please see Appendix A for disciplinary examples.

# WORKPLACE ENVIRONMENT

## How we treat each other

All partners are entitled to work in an environment that is free of harassment, bullying and discrimination. Harassment, bullying and discrimination take many forms, including:

- Unwelcome remarks, gestures or physical contact
- The display or circulation of offensive, derogatory or sexually explicit pictures or other materials, including by email and on the Internet
- Offensive or derogatory jokes or comments (explicit or by innuendo)
- Verbal or physical abuse or threats

Harassment, bullying and discrimination is not acceptable and all incidents should be reported to your line manager or the Director.

Staff must at all times observe the Centre's Equal Opportunities Policy for staff and pupils and treat pupils, parents and other partners in accordance with those policies.

## How we treat our pupils

Given our position of influence as tutors, we are ambassadors for both ourselves and Bristol Tuition Centre, at all times. We seek to develop positive relationships with students and foster mutual trust and respect. We strive to challenge all students, irrespective of gender, ethnicity, ability, disability, nationality, race, sexual orientation, religious beliefs, family situation or socio-economic background. The language we use is professional and supportive at all times.

Qualities that make a great tutor:

Resilience- Appreciation- Inclusion- Service- Engagement

## Health and Safety

Staff must take care of their personal hygiene, safety and welfare, and that of other persons who may be affected by their acts or omissions. All staff must comply with the requirements of the Centre's Health and Safety policy and relevant legislation and regulations, and also ensure that pupils do likewise.

We understand the importance of promoting good mental health in pupils and staff members alike. For further information, please refer to the 'Supporting Mental Health' section in the Health and Safety policy. We operate an open door policy where staff are encouraged to talk about issues affecting them so that line managers can offer support and problem solve together. We also have an in house well-being team who are all mental health first aid trained and an employee assistance programme (EAP).

## PROFESSIONALISM

Staff should display the highest possible standards of professional behaviour that is required in an educational establishment.

Staff should seek to co-operate with their colleagues, providing support, help and guidance as required by them and their line manager, and enable effective communication throughout the centre.

Staff should not use their position in the Centre for private advantage or gain.

Staff should avoid words and deeds that might bring the Centre into disrepute or might undermine colleagues in the perception of others (staff/pupils/parents/community).

Staff should retain professional independent objectivity and not promote dogma or political bias to others in their working activities.

Staff should be aware of, and should follow the Centre's policies and procedures. They should normally communicate through the line management structure, and should ensure pupils do likewise.

Staff should attend their place of work punctually in accordance with their conditions of service and at the times agreed with their line manager. Those unable to avoid

being late or absent should, wherever possible, give as much notice to the Service Delivery Manager so that alternative cover arrangements may be made.

## BEHAVIOUR

Staff should act in a fair, courteous and mature manner to pupils, colleagues and other partners.

Staff should co-operate and liaise with colleagues, as appropriate, to ensure pupils receive a coherent and comprehensive educational service.

Staff should endeavour to assist the Centre achieve its strategic objectives – in particular, by adopting a positive attitude to marketing and the achievement of quality

Staff should show respect for Centre property.

Staff should maintain the image of the Centre through standards of dress, general courtesy etc. Please see Appendix B for the BTC Dress code.

Staff should take responsibility for the behaviour and conduct of pupils in the centre and following appropriate procedures. Please refer to the Behaviour Policy and Responding to Challenging Behaviour Flowchart.

Staff should be fit for work (e.g. not adversely influenced by drugs, alcohol, etc.)

Staff must not smoke or vape with pupils.

Staff must not socialise with pupils outside of their working role and hours.

Staff must not accept requests on social media and are advised to set their profiles to private viewing settings.

Staff must not take photographs unless they have permission and must not use personal devices to take or store photos. The admin phone and work tablet may be used for this when parental permission has been obtained prior.

Staff must not give pupils lifts in their car outside of their usual working duty and contracted hours. Please refer to 'Travel with Service Users' in Health and Safety Policy.

Staff must be familiar with job requirements (e.g. proper preparation, use of suitable methods/systems, maintenance of appropriate/required records, etc), including keeping up-to-date with developments relevant to the job.

Staff must ensure that all assessments/exams/tests are conducted in a fair and proper (prescribed) manner, and that procedures are strictly followed with respect to confidentiality and security.

# ADMINISTRATIVE DUTIES

Staff are responsible for signing all pupils in and out on the daily register and for updating the appropriate person/ line manager.

In order to ensure safeguards both for staff and pupils, staff must obtain permission from the Service Delivery Manager/ Director/ Accounts Manager:

- before arranging for any visiting speakers;
- before incurring any expenditure on behalf of the Centre.

Lesson plans should be updated regularly and tutors are responsible for individual reports when asked or agreed by the business.

Planning and Marking: Evening staff are expected to plan lessons in advance in their own time. Day staff are given a minimum of 1.5 hours per week to plan and mark work and can also include additional admin time when a pupil is absent.

Marking can be completed during these times also or when a pupil is set a short piece of independent work.

# CONFIDENTIALITY

Staff shall maintain the appropriate levels of confidentiality with respect to student and staff records and other sensitive matters. Staff will use Capsule to ensure that reports of a sensitive manner are shared securely.

Staff should take care not to discuss issues of particularly sensitive matters within the community which could cause distress to staff, pupils or parents. Staff are expected to read and sign the Centre's Confidentiality Agreement.



# SAFEGUARDING

Staff must understand what consists of a safeguarding concern and know how to act on any concerns that they have. Staff are expected to adhere to the highest safeguarding standards and must comply with the Centre's Safeguarding Children and Young People Policy and Procedures. Failure to do so may result in an investigation taking place and disciplinary procedures considered.

All safeguarding concerns must be reported as soon as possible to:

**The Designated Safeguarding Lead: Lucy March**

[lucy@swindontuitioncentre.co.uk](mailto:lucy@swindontuitioncentre.co.uk)

**The Designated Safeguarding Deputies: Abigail Rose and Emily Heathcote**

[stcabigail1@gmail.com](mailto:stcabigail1@gmail.com)

[stcemily1@gmail.com](mailto:stcemily1@gmail.com)

**If unavailable, staff must call MASH (Multi Agency Safeguarding Hub) on: 01793 466903**

**Or if out of normal office hours, call the Emergency Duty Service is available on 01793 466900.**

**If the child or young person is at immediate risk, staff must call 999.**

## SPECIFIC ASPECTS

### Exclusivity of service

1. Staff's off-duty hours are their personal concern, but they should avoid a position where duty and private interests conflict. This includes:

Staff members making online associations/friendships with current pupils via social networking sites such as Facebook, Instagram and Twitter.

Staff members who use texting/email facilities on either their mobile phone or PC/Mac to communicate with current pupils.

2. The Centre does not seek to preclude staff unreasonably from undertaking additional employment but you are required to devote your full time, attention and abilities to your duties during your working hours and to act in the best interests of the Centre at all times. Accordingly, you must not, without the written consent of the Director, undertake any employment or engagement which might interfere with the performance of your duties or conflict with the interests of BTC. Please refer to 'Swindon Tuition Centre Non-Compete Agreement'.

3. It follows that, regardless of whether you are employed on a full-time or fractional contract, you are required to notify the Director of any employment or engagement which you intend to undertake whilst in the employment of Bristol Tuition Centre (including any such employment or engagement which commenced before your employment began with the Centre).

## Media

Other than on matters of publicity, only the Director and Head of Business Operations is authorised to speak or send any communication on behalf of the Centre to members of the press or broadcast media. This decision is to avoid any embarrassment or unfair pressure on staff. This authorisation may be extended by the Director to other staff members.

Staff can take photographs on their personal phones if requested by management or admin for social media purposes and only once prior permission to photograph has been obtained by parents/ carers.

## Copyright

Staff shall observe copyright laws on computer software, audio-visual and printed material.

## Data Protection Act and GDPR

It is the responsibility of all employees to ensure the Centre's compliance with the Data Protection Act and GDPR. Personal data must only be used to assist you to carry out your work; it must not be given to people who have no right to see it. All staff should maintain the security of all computerised databases of information on individuals, whether they are staff, pupils or members of the general public. Staff should refer to the Data Protection and GDPR Policy.

# SEEKING ADVICE

If any member of staff is in any doubt with regard to the guidelines of this Code, and how they apply in any particular situation, then please consult their line manager or Director. It is re-emphasised that this Code is intended to be a help and to enable fairness and equity between all staff.

## APPENDIX A

### DISCIPLINARY EXAMPLES

#### Gross Misconduct

The following are examples of behaviour which the Centre finds unacceptable and are therefore considered Gross Misconduct. The list is not exhaustive and it is acknowledged that it will be necessary to exercise judgement in all cases and to be fair and reasonable in all the circumstances.

1. Any form of physical/verbal violence towards pupils.
2. Physical violence, actual or threatened towards other staff or visitors to the Centre.

3. Sexual offences, sexual insults or sexual discrimination against pupils, other staff or visitors to the Centre.
4. Racial offences, racial insults or racial discrimination against pupils, other staff or visitors to the Centre.
5. Theft of School monies or property and of monies or property of colleagues or visitors to the Centre. Removal from School premises of property which is not normally taken away without the express authority of the Principal or of the owner of the property may be regarded as gross misconduct.
6. Deliberate falsification of documents such as time sheets, bonus sheets, subsistence and expense claims for the purpose of gain.
7. Acceptance of bribes or other corrupt financial practices.
8. Wilful damage of centre property or of property belonging to other staff or visitors to the Centre.
9. Wilful disregard of safety rules or policies affecting the safety of pupils, other staff or visitors to the Centre.
10. Any wilful act which could result in actionable negligence for compensation against the Centre. .
11. Refusal to comply with reasonable instructions given by staff with a supervisory responsibility.
12. Gross neglect of duties and responsibilities.
13. Unauthorised absence from work.
14. Being untruthful and/or engaging in deception in matters of importance within the Centre community.
15. Deliberate breaches of confidentiality particularly on sensitive matters.
16. Being incapable by reason of alcohol or drugs (not prescribed for a health problem) from fulfilling duties and responsibilities of employment.

17. Conduct which substantially brings the name of the Centre into disrepute or which seriously undermines confidence in the employee.

### Misconduct

The following are further examples of behaviour which could lead to formal disciplinary proceedings.

1. Unsatisfactory timekeeping without permission.
2. Persistently wearing clothing that fails to meet the Centre's Dress Code.
3. Neglect of safety rules and procedures. Some offences of wilful neglect may be regarded as gross misconduct.
4. Breaches of confidentiality. Deliberate breaches on sensitive matters - maybe regarded as gross misconduct.
5. Failure to comply with reasonable work-related requirements or lack of care in fulfilling the duties of the post.
6. Behaviour towards other employees, pupils, and visitors which gives justifiable offence. Certain behaviour giving rise to offence may be regarded as gross misconduct.
7. Acting in a manner that could reasonably be regarded as rude, impolite, contemptuous or lacking appropriate professional demeanour. In certain circumstances such behaviour may be regarded as gross misconduct.
8. Conduct which it is considered adversely affects either the reputation of the Centre or affects confidence in the employee. Certain conduct may be regarded as gross misconduct.

# Appendix B

## BTC Dress Code

The Centre recognises that dress and appearance are matters of personal choice and self-expression. However, all staff must dress in a manner that is appropriate to a professional role and that promotes a professional image.

The following are the specific expectations of the General Dress Code for Work:

### Trousers

- Inappropriate trousers or bottoms include blue jeans, sweatpants, exercise pants, Bermuda shorts, short shorts, bib overalls, and any spandex or other form-fitting pants that people wear for biking.

### Shirts, Tops and Jumpers

- Inappropriate attire for work includes baggy t-shirts, tank tops, halter-tops, strapless tops (known as boob tubes) and midriff-baring tops. Also inappropriate are hoodies, baggy jumpers and clothing with potentially offensive words, terms, inappropriate pictures, cartoons, or slogans.

### Shoes and Footwear

- Flashy athletic shoes, trainers, crocs or slippers are not acceptable in the office. Trainers can be changed into in the office for PE outings, but appropriate footwear must be changed back into on return. In warmer weather, sandals are permitted but not flip-flops.

### Caps and Head Covering

- Caps and hats are not appropriate inside the office.
- Head covers that are required for religious purposes or to honour cultural tradition are allowed.

### Hair Dye, Tattoos, Piercings

We should be mindful of local school policies on dress codes within school. If the manager deems any of the above attire inappropriate for either safety reasons or other reasons this will be discussed with the staff member.

### Failure to Comply

Failure to comply with the mandatory dress codes will be brought up to staff firstly on an informal basis. Repeated failure to comply will be handled via the centre's Disciplinary and Grievance Policy.

# Appendix C

## Staff and Student Boundaries

### Purpose

The BristolTuition Centre is committed to fostering a safe, respectful, and productive learning environment. This document outlines the expectations for maintaining professional boundaries between staff and students, ensuring appropriate conversation, and detailing acceptable and unacceptable behaviours.

### Staff and Student Boundaries

#### 1. Professional Relationships:

- Staff must maintain a professional relationship with students at all times. Personal relationships that extend beyond the professional educational environment are prohibited.
- Physical contact with students should be avoided unless necessary and appropriate (e.g., administering first aid). Always ensure there is another staff member present when physical contact is required.

#### 2. Communication:

- All communication between staff and students should be professional and related to educational matters.
- Use official channels of communication (e.g., email, work phone calls or google chat). Personal phone numbers, social media accounts, or other non-official communication methods should not be used.

## Appropriate Conversation

### 1. Educational Focus:

- Conversations should primarily focus on educational topics and student progress.
- Encourage and promote a positive learning atmosphere through constructive and supportive dialogue.

### 2. Respect and Sensitivity:

- Respect the diversity of students and be sensitive to their individual needs, backgrounds, and perspectives.
- Avoid topics that are personal, controversial, or inappropriate for the educational setting (e.g., political opinions, personal life details).

## Acceptable Behaviour

### 1. Professionalism:

- Demonstrate punctuality, preparedness, and dedication to your role.
- Engage in continuous professional development and seek to improve teaching practices.

### 2. Respect and Inclusivity:

- Treat all students and colleagues with respect and courtesy.
- Foster an inclusive environment where all students feel valued and supported.

### 3. Confidentiality:

- Respect and maintain the confidentiality of student information.
- Share student information only with authorised personnel and in accordance with centre policies.

## Unacceptable Behaviour

### 1. Personal Relationships:

- Engaging in or pursuing a personal relationship with a student is strictly prohibited.
- Avoid any behaviour that could be perceived as grooming or inappropriate familiarity.

### 2. Inappropriate Conversations:

- Avoid discussions of a personal, sexual, or overly familiar nature with students.
- Do not share personal contact information or engage in social media interactions with students.

### 3. Discrimination and Harassment:

- Any form of discrimination, harassment, or bullying based on race, gender, sexual orientation, religion, disability, or any other protected characteristic is unacceptable.
- Report any observed or suspected discrimination or harassment immediately via the appropriate channels.



#### **4. Abuse and Neglect:**

- Any form of physical, emotional, or verbal abuse is strictly prohibited.
- Staff must report any suspicions of student abuse or neglect to the designated safeguarding lead immediately.

### **Reporting and Consequences**

#### **1. Reporting Violations:**

- All staff are required to report any violations of this code of conduct to the Centre Supervisor or line manager immediately.
- Reports should be made promptly and will be handled with confidentiality and professionalism.

#### **2. Consequences:**

- Violations of this code of conduct will result in disciplinary action, which may include suspension, termination of employment, and/or legal action, depending on the severity of the offence.

### **Commitment to Standards**

By adhering to these guidelines, we ensure that Bristol Tuition Centre remains a place of safety, respect, and excellence for both staff and students. All staff members are required to read, understand, and commit to upholding this code of conduct.

#### **Confirmation of compliance**

I hereby confirm that I have read, understood and agree to comply with Bristol Tuition Centre's Tutor Code of Conduct.

Employee name:

Signature:

Date: