



Staff Code of Conduct

Code of Professional Conduct

Kew Learning acknowledges that along with a duty of care towards the student we hold a duty of care to all staff employed at Kew Learning. As a Guardianship Organisation, Kew Learning Ltd require every member of staff, whether directly employed or self-employed, to adhere to the standards and behaviours (obligations) set out in this Code of Professional Conduct.

Equality of opportunity

Kew Learning seeks to ensure that the work environment for its employees is supportive, inclusive and one where individual respect is shown to all. All members of staff and students, regardless of their gender, race, age, ethnic background, culture, sexual orientation, religion, socio-economic status or disability or impairment.

Physical contact with pupils

There are occasions when it may be appropriate and proper for staff to have physical contact with pupils but only to do so in ways appropriate to their professional role. Staff should use the professional judgement at all times.

Physical contact should never be for the gratification of the adult or represent a misuse of authority. Physical contact should not be secretive. If the member of staff believes that any action could be misinterpreted, they must inform the DSL Min You (office@kewlearning.co.uk) and the incident recorded.

One to One situation

Staff working in a one-to-one situation with students are always more vulnerable to allegations. Meetings with students should be organised considering and implementing the following points:

- Avoid meetings in secluded or remote areas
- Ensure there is visual access to the meeting
- Ensure another member of staff (ideally school) is aware of the meetings and assess if there is a need for another member of staff being present
- Report any concerns to the DSL

Sexual contacts with students

It is a criminal offence for a person aged 18 or over to have a sexual relationship with a child under 18, where that person is in a position of trust in respect of that child, even if the relationship is consensual.

Physical restraint

Physical restraint is only permissible when a child is in imminent danger of inflicting an injury on him/herself or another. Physical restraint should be used only as a last resort if all other methods have failed. All incidents of physical restraint should be reported to the DSL and recorded. Physical and corporal punishment is strictly forbidden.

Drugs / Alcohol

Kew Learning has a zero-tolerance policy for drugs. Drinking alcohol with students is forbidden.

Searching student's belongings and entitlement to privacy

Kew Learning will be guided by the school's policy on searching, screening and confiscation, in line with the government policy -

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/674416/Searching_screening_and_confiscation.pdf

Should an allegation be made against a student within the host family environment then the DSL must be informed, and an investigation will take place and recorded. The student's school, parents, agent and guardian should be informed. Should any safeguarding concerns arise, the DSL must be informed and report and record the concern, taking further appropriate actions as necessary. This further action may involve outside agencies e.g. Police.

Language

Kew Learning expect the highest standards from their staff. Staff should speak with care and consideration both internally and externally.

Staff are not to use language that could be:

- Be considered racist, sexist or homophobic
- Promote political views or radicalisation
- Swear, blaspheme or cause offence to others

Communication with students

Kew Learning staff are asked to conduct themselves professionally when communicating with others, this includes, but is not limited to: staff member, parents, schools and students. Any communication with students should be recorded and using the company database. Screenshots of communication via WeChat or other digital platforms must also be uploaded.

Social contact with students

Students and staff should communicate for professional reason using the company email address and telephone numbers. It is inappropriate for staff or host families to befriend students and mix with them socially. Any breach of these boundaries must be reported to the DSL and further action taken and investigated.

Social contacts with Parents / Agents / staff at partner schools

Professional judgment must be used when considering or befriending parents, agents or staff partners schools.

Care of distressed students

Where a student is upset, or distressed Kew Learning staff and host families should remember and apply the following points:

- Sympathy and help can be expressed through words
- Sitting and listening with the student can be of great comfort
- Physical contact should not be given unless physical contact is given first by the student. However, in the majority of cases Kew Learning would not recommend physical contact.

Transporting students

Staff may, on occasion, be expected to transport students, for example to the airport, appointments, to the host family or other pre-agreed places. The staff member must ensure that in undertaking these journeys that their insurance allows them to do this, they have parental consent, the car is road worthy and any additional equipment (eg. Booster seat) is supplied and meets UK standards.

Gifts and rewards

Any reward or gift given to the student should be agreed in advance and not based on favouritism or be of significant value. Gifts of money to students are not permitted. Gifts should not be given to students or parents that could be considered a bribe.

In addition to the points above, Kew Learning staff all adhere to the follow the guidelines set below:

- Accept responsibility for their own professional actions and decisions
- Being truthful and transparent in all communications
- Be mindful of their responsibilities as professional people towards the wider community
- Comply with prevailing legislation and regulations in the countries where we operate and not encourage, assist or collude with others who may be engaged in unlawful conduct

- Establish, maintain and develop business relationships based on confidence, trust and respect
- Exhibit and defend professional and personal integrity and honesty at all times
- Demonstrate sensitivity for the customs, practices, culture and personal beliefs of others
- Safeguard all confidential, commercially sensitive and personal data acquired as a result of business relationships and not use it for personal advantage or the benefit or detriment of third parties, only disclosing it to those entitled to receive it
- Demonstrate and promote fair and reasonable standards in the treatment of people who are operating within their sphere of influence
- Challenge others if they suspect unlawful or unethical conduct or behaviour
- Disclose any personal interest which may affect your decisions
- Act in a manner which supports the Guardianship Organisation's overall objectives and reputation
- Strive for excellence at all times