

Volunteer Code of Conduct

Welcome to Hook Junior School. As a school, we are committed to safeguarding and meeting the needs of children. We hope this leaflet will provide some useful information when working with our pupils.

All of our visitors who come into contact with our pupils, have a duty to safeguard and promote the welfare of children. We regard the position of Volunteer as a formal one and therefore the expectations we have of you are very similar to that of school employees. You will be an ambassador for the school and an exemplar of conduct and behaviour expectations. It is important that you read and understand the expectations we set out here; if you have any questions or concerns, please speak with a member of the school team

Child Protection

Please familiarise yourself with the **Part One** of the **Keeping Children Safe in Education** (KCSiE) document, which provides statutory guidance for schools on safeguarding children:

[Keeping Children Safe in Education](#)

The school has comprehensive policies regarding child protection which can be found on the website. The following summary should be read and adhered to by all volunteers.

If at any time you have a concern about a child, particularly if you think they may be at risk of abuse or neglect please inform the DSL (Designated Safeguarding Lead): Miss L Powell (Headteacher), or a DDSL (Deputy Designated Safeguarding Lead) Mrs N Bailey (Deputy Headteacher), Miss J Carne (SENDCo), Miss D Stewart (Assistant Headteacher) or Mr McLaren (Assistant Headteacher). All visitors must sign in (unless leaving immediately to support an educational visit) and wear a Hook Junior School Visitor Badge.

This is not an exhaustive list but you may have become concerned as a result of:

- Observing a physical injury, which you think may have been non-accidental
- Observing something in the appearance of a child or young person which suggests they are not being sufficiently well cared for
- Observing behaviour that leads you to be concerned about a child or young person
- A child or young person telling you that they have been subjected to some form of abuse, this may include being abused by another child

What should I do if I am worried about a child?

If, whilst working with a child, you become concerned about:

- Comments made by a child
- Marks or bruising on a child
- Changes in the child's behaviour or demeanour

You must report these concerns to the Headteacher, Deputy Headteacher, Class Teacher or a member of the office team who will deal with this information appropriately.

What should I do if a child discloses that he/she is being harmed?

You should:

- Listen to what is being said without displaying shock or disbelief
- Allow the child to talk freely but don't push them to tell you more than they wish
- Reassure the child, but do not make promises you may not be able to keep
- Explain to the child that you have to tell the Class Teacher or Headteacher in order to help
- Do not interrogate the child or ask leading questions. This may be the beginning of a legal process – it is important to understand that legal action against a perpetrator can be seriously damaged by any suggestion that the child has been led in any way.
- Reassure the child that it is not their fault
- Stress that telling an adult was the right thing to do
- Do not criticise the alleged perpetrator

Immediately record the incident as accurately as possible. Forms for incidents of this nature can be obtained from the school office or Headteacher and must be returned to the Designated Safeguarding Lead (Headteacher) or Deputy Safeguarding Lead (Deputy Head) to be dealt with. Please mention anyone else who was present and ensure all forms are signed and dated.

Professional Conduct

During their engagement with the school, volunteers must accept and follow instructions provided by class teachers or supervisors, and ask for guidance or clarification if required.

Behaviour management is the responsibility of school staff. If volunteers witness behaviour that is in breach of the school's behaviour policy, or are struggling to manage the behaviour of pupils with whom they're working, they should alert the class teacher. Volunteers should not attempt to reprimand pupils or issue sanctions.

Volunteers must conduct themselves in a professional manner at all times. This includes:

- dressing in a way that is professional and appropriate to the work they are doing
- refraining from using inappropriate language
- setting an example for pupils by acting in a way that reflects the school's ethos and values
- behaving in a way that is appropriate for the role they are undertaking

Volunteers *must not*:

- post on social media information regarding the activity they are appointed to, and in general, ensure that comments, including those made on social media, do not bring the school into disrepute
- take and store pictures of children whilst engaging with the school
- accept gifts from, or give gifts to, pupils
- transport pupils in their own cars unless specific arrangements have been made with the school, and the pupil's parents have consented.

We ask that parent volunteers with children at the school do not act in a way that favours their own child, and should not approach their child unnecessarily during the school day (for

instance, during break times). They should not use their time as a volunteer to discuss their child's education with school staff.

If a volunteer is unable to come to school when they are expected/scheduled to be in, they must contact their supervisor or the school office as soon as possible. Inconsistent attendance may result in the placement being reviewed or terminated.

Confidentiality

Volunteers in school are bound by our Confidentiality Policy. All staff members, volunteers and visitors should be aware that information relating to individual pupils or members of staff is totally confidential. Whilst in school and during educational visits, volunteers may hear conversations which are of a confidential nature. These cover aspects such as pupils' academic progress, behaviour or home circumstances. All information relating to individual pupils and staff is totally confidential and volunteers must respect this.

Any concerns that volunteers have about the pupils they work with/ come into contact with should be shared with the class teacher and NOT with the parents of the pupil or any persons outside school. These comments, particularly if taken out of context, can cause distress to the parents of the pupil if not heard directly from the school. A situation may arise in school, where the duty to the pupil is greater than that to the parent. If a pupil discloses something, this information should be shared promptly with the pupil's teacher or headteacher. Volunteers who are concerned about anything another adult in the school does or says should raise the matter with the Headteacher.

Supervision

All volunteers work under the direction of the class teacher to which they are assigned. Although teachers retain responsibility for pupils at all times, this does not require volunteers that have a DBS clearance to be in their direct supervision at all times. Volunteers should feel confident to carry out the task they have been assigned and should seek further advice/ guidance from the teacher in the event of a query or problem regarding a pupil's behaviour or understanding of a task.

Complaints Procedure

Any complaints made about a volunteer or by a volunteer will be referred to the headteacher for investigation. The school has the right to take the following actions:

- Speak with the volunteer about a breach in the volunteer agreement
- Offer an alternative placement for a volunteer
- Inform the volunteer that they are no longer required to help in school

This information will be reviewed each year or in the light of new guidance from either the DfE or the Local Authority.

Health and Safety

The school has a health and safety policy which is available on our website. Class teachers should ensure that volunteers are clear about emergency procedures (e.g., fire evacuation) and about any safety aspects associated with a particular task (e.g., using cookery equipment). If a volunteer attends a school educational visit, their emergency contact details will be requested. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class teacher or headteacher.

Fire action while on school premises

If you discover a fire on school premises, you should follow the standard fire actions displayed around the building. Any disabled person who believes that they require assistance in the event of an emergency evacuation should contact the School Safety Coordinator (Mr C Grant). Any hazards or concerns for fire or health and safety must be reported immediately to the school office.

Any person discovering a fire:

- Raise the alarm by operating the nearest call point. If none, shout 'FIRE!'
- If appropriate: call the fire brigade (999), state the location of the fire, wait for confirmation and if safe to do so, attack the fire with a suitable appliance.

On hearing a fire alarm:

- Leave the building by the nearest exit
- Close all doors behind you and report to the assembly point: the main playground

DO NOT

- Stop to collect personal belongings
- Re-enter the building until authorised

Should a fire occur during an educational visit, please follow the fire procedure communicated by the person in charge.

Volunteer Declaration

Please read and sign this Volunteer Information form and hand it in at school office.

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I have read the school's Volunteer Code of Conduct and agree to adhere to the
instructions provided

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I have read part one of Keeping Children Safe in Education

Name:	
Signed:	
Date:	