



NEWHAM COMMUNITY
SCHOOLS TRUST

NCST Policy: Volunteer Code of Conduct

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Applies to: Newham Community Schools Trust

Approved by: CEO

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1. NCST - Volunteer Code of Conduct

1.1. Introduction

We are delighted that you have chosen to share your skills and experience in support of our Trust's work.

As part of your onboarding process, we ask that all volunteers ensure that they review our Code of Conduct. As part of your appointment letter, you will be asked to sign to confirm that you have done this. Your signature confirms that you agree to the following provisions as laid out in this Code of Conduct.

1.2. Trust and school rules and policies

Volunteers will follow all school rules and policies, including those on:

Child protection, Health and Safety, Whistleblowing and Finance Policies - all of which are published on the [Policies page of the Trust's website](#).

ICT and internet acceptable use agreement - provide as part of your Engagement Letter

Data protection and privacy - you have been provided with a copy of the Trust's Privacy Notice as part of your Engagement Letter

1.3. Professional conduct

Volunteers must accept and follow instructions provided by supervisors, and ask for guidance or clarification if required. Questions can always be directed to the supervising member of staff - if you are unsure of anything, please ask.

If your volunteer role is based in one of our schools, please note that behaviour management of all children and young people in our care 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 immediately. 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; and
- Ensuring that comments, including those made on social media, do not bring the school or Trust into disrepute.

Volunteers must not accept gifts from, or give gifts to, pupils. The exception is small tokens, such as those exchanged at the end of term or as a way of saying "thank you". Further detail is available in the Trust's Gifts and Hospitality Policy, also published on the [Policies page of the Trust website](#).

Volunteers must not transport pupils in their own cars unless specific arrangements have been made with the school, and the pupil's parents have consented.

Parent volunteers with children at the school must 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 may 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.

1.4. Safeguarding

Volunteers must be familiar with, and adhere to, the Trust's safeguarding and child protection policy - including any local arrangements in place at the school that the volunteer is engaged at. Where applicable to the role that the volunteer will be undertaking, specific safeguarding training will be provided.

If volunteers have concerns about the welfare of a child, or if a child makes a disclosure, they should speak directly to the designated safeguarding lead (DSL) or deputy DSL. The details of all DSLs at all Trust schools are available in the Safeguarding Policy, as referenced above.

Where based in a school setting, volunteers are advised that they should refrain from physical contact with pupils, and should use their judgement to determine when physical contact is appropriate. If physical contact with pupils is required, volunteers should ask for a pupil's consent before touching them.

Volunteers must alert the DSL if a pupil develops an infatuation with them, and must not form personal relationships with pupils, either inside or outside of school, with whom they do not already have a personal relationship. This includes:

- Exchanging contact information;
- Making contact with pupils outside of school, including on social media;
- Arranging to meet pupils outside of school; and
- Volunteers should not take or share photos of pupils unless instructed to do so by their supervisor.

1.5. Health and safety

Volunteers must abide by the Trust's health and safety and first aid policies - including with any local arrangements in place at the site they are based at. Volunteers are not to administer first aid, except in an emergency where none of the designated first aiders are available.

Volunteers must be familiar with the school's fire safety and emergency evacuation procedures.

Volunteers must sign in and sign out at the beginning and end of every visit, and must wear a visitor badge at all times, as directed by their supervisor.

1.6. Confidentiality

Information about pupils, parents and staff at the school is confidential, and should not be shared with anyone else. Volunteers shouldn't discuss pupils with parents or other children. If parents approach volunteers for information, they should be directed to speak to a class teacher or the Headteacher.

If working in an administrative role, volunteers should note that they have access to school and Trust information that may be sensitive. Information should NOT be shared, except with explicit permission from the volunteer's supervisor.

Failure to adhere to this code of conduct may result in the termination of the placement. In more serious cases, misconduct will be treated in line with the Trust's staff disciplinary procedures.