

Learn with Confidence

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[Learnwithconfidence.co.uk](https://www.learnwithconfidence.co.uk)

Staff Code of Conduct

Version 2.0

1. Purpose and Scope

This Code of Conduct sets out the professional standards expected of all staff working for or representing Learn with Confidence (LwC). It ensures that learners are supported within a safe, respectful, trauma-informed, and professional environment.

This policy applies to:

- All staff, tutors, volunteers, and contractors
- Onsite, offsite, home-visit, and online working arrangements
- All communication and interaction, including digital communication through ChatPro and professional email

All staff must follow this Code alongside:

- Safeguarding & Child Protection Policy
- Trauma-Informed Practice Policy
- Online Safety Policy
- Communications Policy
- Positive Relationship (Behaviour) Policy
- Managing Medical Conditions Policy
- Health & Safety Policy
- Staff Handbook ("Working with Learn with Confidence")

2. Core Principles

All staff at LwC must:

- Prioritise the safety, wellbeing, and dignity of every learner
- Demonstrate professionalism, respect, and integrity
- Use trauma-informed, neurodiversity-affirming practice
- Maintain clear professional boundaries
- Follow all safeguarding, online-safety, and communication procedures
- Use professional curiosity to identify concerns early
- Promote positive, relational learning experiences
- Model respectful communication at all times

3. Professional Conduct with Learners

3.1 Respect and Equality

Staff must:

- Treat all learners with patience, respect, and fairness
- Use strength-based, ability-focused language
- Avoid intimidating, belittling, discriminatory, or aggressive behaviour
- Listen actively and communicate calmly

3.2 Trauma-Informed Practice

Staff must follow the Trauma-Informed Practice Policy by:

- Prioritising regulation before learning
- Using low-arousal communication
- Interpreting behaviour as communication
- Avoiding punitive approaches
- Supporting co-regulation and emotional safety
- Providing predictable routines and gentle prompting
- Using language that builds confidence, identity, and self-worth

3.3 Professional Boundaries

Staff must:

- Maintain clear professional boundaries at all times
- Avoid behaviour that could be misinterpreted as overly familiar
- Not give or accept personal gifts except small tokens approved by LwC
- Never meet learners outside scheduled sessions unless authorised and risk-assessed
- Ensure another staff member knows their location during one-to-one work
- Avoid secluded spaces and maintain visibility where possible

3.4 Teaching Practice

Staff must:

- Deliver personalised, engaging learning
- Use varied teaching methods
- Record progress accurately in Learner Records
- Provide feedback that supports confidence and motivation
- Follow EHCP requirements where relevant

4. Conduct with Parents and Carers

4.1 Professional Relationships

Staff must:

- Communicate respectfully, calmly, and professionally
- Be punctual and prepared for meetings
- Share updates through **ChatPro** or professional email only
- Never discuss other learners or internal matters
- Manage disagreements professionally

4.2 Confidentiality

Staff must:

- Maintain strict confidentiality
- Use only approved systems for storing or sharing information
- Report safeguarding concerns immediately to the DSL

5. Communication Guidelines (Linked to Online Safety & Communications Policies)

5.1 ChatPro

ChatPro is the approved communication platform for staff, learners, and families.

Staff must:

- Use ChatPro for all learner/parent communication
- Keep messages professional, respectful, and relevant
- Communicate only within working hours (8am–4pm)
- Report inappropriate messages immediately
- Never share personal opinions or personal information

5.2 Email

Staff must:

- Use **@learnwithconfidence.co.uk** email addresses (admin staff)
- Use a **professional email account** (self-employed tutors)

- Never use personal email accounts
- Keep emails clear, factual, and professional

5.3 Phone Contact

Staff must:

- Never use personal phone numbers
- Use LwC phones or ChatPro for calls
- Obtain management permission before making direct calls
- Ensure calls are logged appropriately

5.4 Digital & Online Conduct

Staff must:

- Follow the Online Safety Policy
- Use only approved, secure platforms
- Never engage with learners or parents on personal social media
- Never share personal contact details
- Maintain professional digital boundaries

6. Online Safety, AI Safety & Digital Conduct (KCSIE 2026 Requirement)

Staff must understand and safeguard against the **four statutory online-harm categories**:

- **Content** – harmful or inappropriate material
- **Contact** – unsafe interactions
- **Conduct** – learners' behaviour online
- **Commerce** – scams, fraud, exploitation

Staff must also recognise risks relating to:

- Misinformation and disinformation
- Extremist or harmful online influence
- AI-generated grooming or sexualised content
- Deepfakes
- Unsafe or unapproved AI tools

Staff must:

- Use only LwC-approved digital tools
- Report digital concerns immediately
- Follow all Online Safety Policy procedures

7. Professional Conduct with Colleagues

Staff must:

- Treat colleagues with courtesy and respect
- Support a positive, inclusive workplace culture
- Address disagreements professionally and privately
- Report bullying, harassment, or discrimination
- Share ideas and best practice
- Participate in training and CPD
- Maintain a professional appearance suitable for a relaxed educational environment

8. Safeguarding & Professional Curiosity

Safeguarding is everyone's responsibility.

Staff must:

- Complete annual safeguarding training
- Read and understand KCSIE updates
- Use professional curiosity to notice subtle changes
- Report concerns immediately to the DSL or DDSL
- Never promise confidentiality

- Follow disclosure procedures
- Follow trauma-informed safeguarding expectations

Staff must also understand:

- Low-level concerns
- CME (Children Missing Education) indicators
- SEND/EBSA/PDA-related vulnerabilities
- Trauma-related safeguarding indicators

9. Data Protection & Record Keeping

Staff must:

- Follow UK GDPR and LwC Data Protection Policy
- Store data only on authorised systems (ChatPro, LwC portals)
- Keep accurate records of attendance, progress, and communication
- Never store learner data on personal devices
- Never share data outside secure systems

10. Representation of LwC

Staff must:

- Act as ambassadors for LwC's values
- Maintain professionalism in person and online
- Avoid behaviour that could bring LwC into disrepute
- Follow guidance when representing LwC externally

11. Breaches of the Code

Failure to follow this Code may result in:

- Informal or formal disciplinary action (employees)
- Review or termination of contract (self-employed staff)

Serious breaches — including safeguarding violations, data breaches, or unprofessional behaviour — may be treated as gross misconduct and reported to relevant authorities.

12. Acknowledgement

All staff must read, understand, and comply with this Code of Conduct and confirm this through the online acknowledgement form.

Version Control			
Version No.	Date	Author	Notes
1.0	26 th August 2021	K Perry	Initial Draft
1.1	31 st March 2022	KP	
1.2	15 th September 2022	KP	
1.3	15 th August 2023	Kat Perry	
1.4	25 th August 2024	Kat Perry	
1.5	26 th March 2025	KP	
1.6	20.10.25	KP	New and amended policy created
1.7	5.9.26	KP	Amended in line with KCSiE updates 2026