

Author	ELAS
Date	May 2020
Person Responsible	Carmine Bianco
Approval/Review Body	ELAS
Frequency of Review*	12 months

*Policies will be reviewed more frequently if legal changes or good practice require

INTRODUCTION

This Code of Conduct is intended as a guide and to provide help to all staff. It sets out standards of conduct which staff are expected to follow when within, or representing Oracle Care and Education.

This code is not exhaustive but is written to assist staff and it is important that staff should take advice and guidance if necessary from their Line Manager or Head of Service. If in doubt, ask.

The underlying purpose is to ensure that Oracle Care and Education provide a high quality service to its pupils/children and stakeholders in accordance with the Mission Statement

"To support as many young people as we can to change their lives and build a better future"

and to promote public confidence in the integrity of Oracle Care and Education.

It takes in the requirements of the law and attempts to define the required levels of professionalism to ensure the well-being of Oracle Care and Education, its staff and its customers.

It has been drafted to comply with Oracle Care and Education Policies and Procedures.

Staff are requested to read this Code carefully and consider the issues which it raises.

The requirement is that all staff are aware of the Code's contents and are fully briefed on its implications.

Investigations of alleged breaches of this Code will be covered under Oracle Care and Education disciplinary procedures and related codes of practice.

CODE OF CONDUCT

EXCLUSIVITY OF SERVICE

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/children via social networking sites such as Facebook, Bebo and MySpace etc.
- Staff members using texting/email facilities on either their mobile phone or PC/Mac to communicate with current pupils.

- Use of personal mobile phones cameras or cameras in any other persons' devices to obtain photographs of pupils/children placed within Oracle Care and Education

The above have been included to safeguard the safety of pupils and the safety and professional integrity of Oracle Care and Education staff.

Oracle Care and Education 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 Oracle Care and Education at all times.

Accordingly, you must not, without the written consent, undertake any employment or engagement which might interfere with the performance of your duties or conflict with the interests of the Oracle Care and Education.

It follows that, regardless of whether you are employed on a full-time or part-time/fractional contract, you are required to notify Oracle Care and Education of any employment or engagement which you intend to undertake whilst in the employment of the Oracle Care and Education. *(Including any such employment or engagement which commenced before your employment began with the Oracle Care and Education).*

SPECIFIC ASPECTS

- **Criminal actions**
Oracle employees must inform their line manager or Head of Department immediately if they are subject to a criminal conviction, caution, ban, police enquiry, investigation or pending prosecution.
- **Discrimination:**
Staff must at all times observe the Oracle Care and Education 's Equality and Diversity Policy 022 for staff and treat pupils, parents and other stakeholders in accordance with the policy.
- **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 Oracle Care and Education Health and Safety policy and relevant legislation and regulations, and also ensure that pupils/children do likewise.
- **Fire:**
Staff must familiarise themselves with the fire precautions, procedures and drill routines. They must regard practice fire drills or building evacuations in a positive manner, and ensure they are perceived by pupils as an essential precaution to prevent risk of injury or fatality.
- **Business Practice:**
Staff must maintain an impeccable standard of integrity in all their professional relationships.
- **Media:**
Other than on matters of publicity, only if authorised to speak or send any

communication on behalf of the Oracle Care and Education 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 Oracle Care and Education CEO.*

- **Copyright:**
Staff shall observe copyright laws on computer software, audio-visual and printed material.
- **Data Protection Act**
It is the responsibility of all employees to ensure the Oracle Care and Education's compliance with the Data Protection Act. 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.

GENERAL POINTS

- Staff should display the highest possible standards of professional behavior that is required in an educational and care establishment (see Appendix 1).
- 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 Oracle Care and Education.
- Staff should not use their position in Oracle Care and Education for private advantage or gain.
- Staff should avoid words and deeds that might bring Oracle Care and Education into disrepute or might undermine colleagues in the perception of others (staff/pupils/children/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 Oracle Care and Education policies systems and procedures. They should normally communicate through the line management structure, and should ensure pupils do likewise.
- Mandatory training is provided by Oracle Care and Education. It is the responsibility of staff to be up to date with mandatory training, complete it on time and attend all face to face training which they are assign for.
- Further professional development and support shall be provided by the Oracle Care and Education and, where appropriate and agreed, will be based on the objectives of the Oracle Care and Education Service Development Plan.
- Staff should attend their place of work punctually in accordance with their conditions of service and at the times agreed with their line manager.

ADMINISTRATIVE DUTIES

In order to ensure safeguards both for staff and pupils/children, staff must obtain permission from their line manager:

- before arranging for any visiting speakers or professional visits
- before incurring any expenditure on behalf of the Oracle Care and Education.

CONFIDENTIALITY

Staff shall maintain the appropriate levels of confidentiality with respect to student and staff records and other sensitive matters. They should take care not to discuss issues of particularly sensitive matters within Oracle Care and Education community which could cause distress to Oracle Care and Education staff, pupils, children or parents.

WHEN IN DOUBT, ASK!

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 with your line manager. It is re-emphasised that this Code is intended to be a help and to enable fairness and equity between all staff.

APPENDIX 1

PROFESSIONAL BEHAVIOUR

Professional behaviour is a generic term, but within this Code of Conduct includes such aspects as:

- acting in a fair, courteous and mature manner to pupils, children, colleagues and other stakeholders;
- co-operating and liaising with colleagues, as appropriate, to ensure pupils/children receive a coherent and comprehensive educational and care service;
- endeavoring to assist Oracle Care and Education achieve its corporate and strategic objectives - in particular, by adopting a positive attitude to marketing and the achievement of quality and equality;
- respect for Oracle Care and Education property;
- maintaining the image of Oracle Care and Education through standards of dress, general courtesy, correct use of Oracle Care and Education stationery, etc.;
- taking responsibility for the behaviour and conduct of pupils in the classroom and children at home and sharing such responsibility elsewhere on the premises;
- being fit for work (ie not adversely influenced by drugs, alcohol, etc.);
- being familiar with job requirements (eg proper preparation, use of suitable methods/systems, maintenance of appropriate/required records, etc), including keeping up-to-date with developments relevant to the job.
- being familiar with communication channels and Oracle Care and Education procedures applicable to both pupils and staff;
- ensuring 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;
- respect for the rights and opinions of others.

This list is not exhaustive but the examples are given as a summary.

APPENDIX 2

DISCIPLINARY RULES

The following are examples of behaviour which the Oracle Care and Education finds unacceptable. 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.

Please make further reference to the Dignity at Work policy 013 on measures to combat bullying and harassment for all staff. The policy does not cover bullying and harassment by clients, suppliers, vendors or visitors and, in these cases, employees should report any such behaviour to their line manager or Head of Department who will take appropriate action.

Bullying and harassment of clients, suppliers, vendors or visitors or others will be dealt with through the disciplinary procedure.

1. Any form of physical/verbal violence towards pupils
2. Physical violence, actual or threatened towards other staff or visitors to Oracle Care and Education
3. Sexual offences, sexual insults or sexual discrimination against pupils, other staff or visitors to Oracle Care and Education
4. Racial offences, racial insults or racial discrimination against pupils, other staff or visitors to Oracle Care and Education
5. Theft of Oracle Care and Education monies or property of colleagues or visitors to Oracle Care and Education. Removal from Oracle Care and Education premises of property which is not normally taken away without the express authority of your line manager or of the owner of the property as this 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. Willful damage of Oracle Care and Education property or of property belonging to other staff or visitors to the Oracle Care and Education.
9. Willful disregard of safety rules or policies affecting the safety of pupils, other staff or visitors to the Oracle Care and Education.
10. Any willful act which could result in actionable negligence for compensation against the Oracle Care and Education.
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 Oracle Care and Education 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 Oracle Care and Education into disrepute or which seriously undermines confidence in the employee.

The following are examples of behaviour which could lead to formal disciplinary warnings

1. Unsatisfactory timekeeping without permission.
2. Neglect of safety rules and procedures. Some offences of willful neglect may be regarded as gross misconduct.
3. Breaches of confidentiality. Deliberate breaches on sensitive matters may be regarded as gross misconduct.
4. Failure to comply with reasonable work related requirements or lack of care in fulfilling the duties of the post.
5. Behaviour towards other employees, pupils, and visitors which gives justifiable offence. Certain behaviour giving rise to offence may be regarded as gross misconduct.
6. Acting in a manner which could reasonably be regarded as rude, impolite, contemptuous or lacking appropriate professional demeanor. In certain circumstances such behaviour may be regarded as gross misconduct.
7. Conduct which it is considered adversely affects either the reputation of Oracle Care and Education or affects confidence in the employee. Certain conduct may be regarded as gross misconduct.
8. Supplying or purchasing alcohol or cigarettes for any child under the age of 21 will be regarded as gross misconduct.

Appendix 3 - Dress Code

These guidelines and expectations for staff dress and appearance are intended to strike a balance between individual choice and the need to maintain role-sensitive high standards in dress and appearance.

A high standard of dress and overall appearance of staff is important because clearly we should be seen as modelling the high standards expected from our students as well as presenting a professional image to our parents/guardians and the wider community.

Overriding Principles

The way that staff present themselves, including their clothing, is an important part of their overall professional demeanour and is often the first indicator of others' perception of our professionalism. Whilst we do not wish to be overly prescriptive we nevertheless expect all staff to adhere to the following standards concerning their professional dress;

- To maintain high standards of safeguarding, the identification badge should be worn at all times.
- Shoes - smart business like shoes, which are fit for purpose: flip flops, high heeled shoes or similar are not suitable.
- All staff must be clean and well-groomed.
Grooming styles dictated by religion and ethnicity are not restricted however we would ask that any clothing is in a neutral colour.
- All clothes must be work-appropriate for the job you do and in keeping with the professional image of the business.
Clothes that are typical in workouts and outdoor activities are not allowed.

- All clothes must project professionalism.
Clothes that are too revealing or inappropriate are not allowed.
- All clothes must be clean and in good shape.
Discernible rips, tears or holes are not allowed.
- Staff must avoid clothes with stamps that are offensive or inappropriate which is likely to bring the business into disrepute (i.e. potentially offensive badges, logos or motifs)
- Smart trousers - no casual jean /cargo type, also ¾ lengths or leggings should not be worn by education and admin staff.
- Smart skirt or dress - length of the skirt/dress should be considered as there is an expectation that these are professional and appropriate in length.
- Consideration should be given to the style and lengths of tops worn. Very low or strappy tops are not suitable. Tops which contain heavy or repeated logos are not considered suitable professional attire, and nor are low backed tops / clothing with bra straps showing.
- Facial piercings/tongue studs should be removed during working hours as they are not deemed appropriate or suitable dress
- Jewellery - staff are encouraged to use their professional discretion with regard to both how much jewellery is displayed / worn and the type of jewellery. Although the primary concern is that surrounding Health and Safety, an emphasis on a professional business like appearance should be considered.
- Tattoos - it is recommended that any tattoos are covered during working hours.

Any employee that disregards our dress code may be asked by their line manager to return home and change to appropriate wear. Should the employee continue to disregard /violate the dress code repeatedly disciplinary action will be taken.

All employees should read, understand and follow the following Oracle policies as part of this Code of Conduct:

- Equality and Diversity Policy 022
- Dignity at Work Policy 013
- Anti-bribery Policy 038
- Information Security Policy 047
- Health and Safety Policy Handbook
- Whistleblowing Policy 014