

## STAFF CODE OF CONDUCT POLICY AND PROCEDURE

Policy Number	HCT-CC-002
Version	2
Applicable To	Staff of Horizon Community Training
Document Owner	Kath Shanahan
Last Amended	January 2026
Review Period	Annually
Availability	Policies & Procedures Folder, SharePoint, Company's Website

### Introduction

In this Code of Conduct Policy and Procedure Horizon Community Training CIC (Horizon) sets out what the acceptable standards of behaviour are for all staff at our organisation. We all have a duty of care to safeguard all staff/learners and visitors. All staff are made aware of this Code of Conduct Policy and Procedure during their Induction Programme.

If the organisation suspects, or becomes aware, that a staff member has breached the code of conduct, the organisation will address this in accordance with the Staff Disciplinary Policy and Procedure.

### Definitions

Staff: All staff, volunteers and partners.

### Purpose

The purpose of this Policy and Procedure is to ensure that Horizon staff behave in an appropriate manner

### Horizon Values

Horizon has a set of values (below) which we aim to instil into learners throughout their time with us. We also expect all staff to observe, apply and demonstrate these values both while attending Horizon and in their everyday lives.

## **Motivation**

We try to encourage our learners to set meaningful goals for themselves and then strive to reach these goals. It is essential that our staff demonstrate strong levels of motivation in undertaking all aspects of their roles and aim to motivate our learners in any way possible.

## **Respect**

At Horizon, we have a diverse group of learners as well as staff with various backgrounds and lived experience. Staff must be mindful of individual differences and treat everyone as they would wish to be treated, and with equal respect.

## **Integrity**

Horizon staff need to remain mindful that they are role models for our learners and behave with integrity and professionalism at all times. Learners look to staff for guidance on how to deal with a range of situations and interactions, so staff need to ensure they are modelling appropriate behaviour and demonstrating integrity, honesty and trustworthiness.

## **Courage**

We encourage our learners to keep challenging themselves to step out of their comfort zones and achieve great things. Staff should apply this same ethos to their professional lives; the diverse needs and interests of the learners necessitates a 'can do' attitude from staff.

## **Reputation**

Horizon is built upon a strong reputation within the community; it is important that staff recognise this and represent themselves and Horizon with professionalism and dignity.

## **Help**

As a very small establishment Horizon relies on teamwork; staff should be willing to help our learners, and each other, in any way they can.

## **Confidentiality**

Confidentiality is paramount when sensitive information is held. Horizon staff need to be aware of what information can be shared, and when, and with whom.

Information about a learner should only be shared with their immediate support network (such as their parent/guardian and EHCP Co-Ordinator/Social Worker) and relevant members of the Horizon team.

Staff are expected to treat information received about a learner in a discreet and confidential manner, and record and store information in accordance with GDPR regulations.

Staff should seek advice from the Designated Safeguarding Lead or a manager if they are in doubt about sharing information.

## Behaviour

Staff need to ensure that they:

- Treat all others in line with Horizon's values
- Comply with all Horizon's Policies and Procedures
- Do not use their position to intimidate, bully, humiliate, threaten, coerce or undermine learners
- Ensure that learners' welfare is always paramount
- Always behave in a professional way and act as a positive role model
- Recognise that behaviour or actions in their personal life, including those they associate with, could compromise their position in the workplace and indicate unsuitability to work with young people. Examples of such behaviour are acts of violence or theft
- Understand what is acceptable and unacceptable behaviour and take responsibility for their own actions

The safer working practices above form the basis for Horizon's Code of Conduct. The above list is not exhaustive and any behaviour which Horizon consider inappropriate and/or a risk to an individual's safety or well-being will be treated as a breach of this Policy and Procedure. This will be managed under the Staff Disciplinary Procedure.

## Dress and appearance

Staff need to comply with the below:

- Dress in a way that is appropriate for their work role
- Not dress in a way which could be viewed as offensive or sexually provocative
- Not dress in a way which could cause embarrassment, be distracting or cause a misunderstanding

## Gifts, rewards and favouritism

Staff need to comply with the below:

- Always ensure that gifts given or received are declared to a manager
- Only give gifts to learners if it is part of an agreed reward system and with agreement from a manager
- Do not accept any gifts which could be seen as a bribe

## Online Safety (including photography, mobile phones and any other electronic recording devices)

Staff need to comply with the below:

- Parents and current learners should not be added to personal social media accounts; where a personal relationship already exists, this should be declared to a manager
- Staff's personal contact information must not be given to learners or parents
- Where Horizon is listed as a member of staff's workplace on any social media sites (including LinkedIn), staff should be mindful that their online behaviour reflects on Horizon as a business
- Personal mobile phones, smart watches and other electronic devices must be used in line with the terms set out in the Safeguarding Policy and Procedure and Online Safety Policy and Procedure
- Any communication with learners, parents or stakeholders should be undertaken using Horizon's equipment
- Ensure that any online content being shown to learners has been checked beforehand and is age appropriate
- If inappropriate online content is found or accessed this must be reported to the designated safeguarding lead or a manager immediately
- When taking photos and videos of learners, their explicit consent must be gained. Learners need to understand the purpose of the activity and how their images will be used. If they appear uncomfortable, their wishes should be respected
- In respect of photographing or recording learners and their work, signed parental/guardian consent (or otherwise) must be sought as part of the application process and kept on record
- Photos or videos should not be taken in 1:1 situations

## Physical Contact

Staff need to comply with the below:

- Be mindful that physical contact can be uncomfortable for, or misconstrued by, the learner or an observer
- Staff should always be prepared to report and explain their actions
- Cultural and religious beliefs, as well as sensory needs, should be taken into consideration

Ensure the physical touch guidelines for Horizon (detailed below) are followed.

## **Guidelines:**

It is acceptable to have physical contact with a learner in the below circumstances:

- When they initiate it and the action is appropriate, for example a fist bump or hand shake
- When necessary for safety reasons, such as administering first aid
- In rare cases where a learner is acutely distressed (such as a hand on the arm or a hug if someone has received bad news etc.), provided you are satisfied that they are comfortable with the action. All cases should be judged individually using staff's knowledge of the learner and the situation at hand. If there is any doubt about the appropriateness of the action, refrain from physical contact

## **1:2:1 Situations**

Staff need to comply with the below:

- Ensure the staff member has read and understood the learner's risk assessment prior to any 1:1 working, and any identified risks are carefully considered prior to undertaking 1:1 work
- Avoid meeting a learner in remote or secluded areas – where possible, meet in communal areas or leave a door open if in a smaller room
- Always report situations where a learner becomes unusually angry or distressed
- Colleagues should be notified if a member of staff is undertaking 1:2:1 work which could be deemed high-risk, and a safety plan agreed upon where necessary

## **Transporting Learners**

Staff need to comply with the below:

- If using their own vehicle, it needs to be roadworthy, taxed and have the appropriate insurance
- Behaviour always needs to remain professional
- Ensure all passengers are wearing seatbelts, and adhere to all the rules of the road
- Staff members must be fit and healthy to drive

## **Trips and Outings**

Staff need to comply with the below:

- Staff must remain mindful that they are representing Horizon, and behaviour must be appropriate at all times
- An appropriate risk assessment must be undertaken and followed

## **Intimate/Personal Care**

Horizon do not administer any intimate/personal care.

## **Reporting Concerns**

Staff need to comply with the below:

- Must listen to, and act upon, any disclosures, allegations or concerns about the welfare of learners, in line with the Safeguarding Policy and Procedure and Keeping Children Safe in Education
  - Any inappropriate behaviour from learners towards staff must be reported immediately
  - Any behaviour by colleagues which raises concern must be reported immediately to the Designated Safeguarding Lead or a Manager
-