INCLUSIVE LEARNING SUPPORT (ILS)

STAFF CODE OF CONDUCT POLICY

Version: 1.0

Organisation: Inclusive Learning Support (ILS)
Registered Office: Aylesham, Kent
Email: Info@ils-kent.co.uk
Approved By: Director
Effective Date: September 2026
Review: Annually
Review Date: September 2027
Status: Approved / Current

MISSION STATEMENT

Inclusive Learning Support (ILS) exists to provide reliable, compassionate and high-quality SEND and outreach support for children and young people across Kent and coastal communities.

Our mission is to help every learner feel safe, understood and able to succeed by delivering personalised support tailored to individual educational, emotional and social needs.

This Staff Code of Conduct supports that mission by establishing clear standards of professional behaviour for everyone working on behalf of ILS.

1. PURPOSE

The purpose of this Staff Code of Conduct is to establish clear expectations of professional behaviour for all individuals working for or on behalf of Inclusive Learning Support (ILS).

The Code aims to:

- Protect children and young people.
- Promote professional and ethical behaviour.
- Protect staff through clear expectations and professional boundaries.
- Promote professionalism and integrity.
- Support compliance with safeguarding requirements and legislation.
- Maintain public confidence in ILS.
- Provide a clear framework for professional conduct.

2. SCOPE

This policy applies to:

- Directors.
- Managers.
- Designated Safeguarding Lead (DSL).
- Deputy DSL.
- Employees.
- Teaching Assistants.
- Tutors.
- Freelance staff and tutors.
- Outreach Workers.
- Volunteers.
- Agency Staff.
- Contractors.
- Students on Placement.

It applies whenever individuals are working for or representing ILS, including when:

- Working in schools.
- Delivering home tuition.
- Visiting family homes.
- Working in community settings.
- Delivering online support.
- Attending meetings.
- Communicating with children, families or professionals.
- Representing ILS publicly or professionally.

3. CORE PROFESSIONAL VALUES

All staff are expected to:

- Put the welfare and safety of children and young people first.
- Treat everyone with dignity and respect.
- Act honestly and with integrity.
- Promote equality, diversity and inclusion.
- Maintain appropriate professional boundaries.
- Be accountable for their actions.
- Challenge unsafe or inappropriate behaviour.
- Follow all relevant ILS policies and procedures.
- Promote a positive and inclusive learning environment.

4. PROFESSIONAL BEHAVIOUR

Staff must:

- Act as positive role models.
- Behave professionally at all times.
- Use appropriate and respectful language.
- Be punctual and reliable.
- Dress appropriately for their role and setting.
- Maintain high standards of personal conduct.
- Respect cultural differences and individual needs.
- Work cooperatively with colleagues and partner agencies.
- Communicate professionally with children, families and other professionals.
- Maintain appropriate boundaries at all times.

5. SAFEGUARDING RESPONSIBILITIES

Every member of staff has a responsibility to help safeguard children and young people.

Staff must:

- Follow the ILS Safeguarding & Child Protection Policy.
- Report safeguarding concerns immediately through the appropriate procedure.
- Attend required safeguarding training.
- Maintain confidentiality.
- Record safeguarding concerns accurately and promptly.
- Never ignore signs or indicators of abuse, neglect or exploitation.
- Follow professional boundaries.
- Cooperate with safeguarding enquiries where required.
- Report concerns about unsafe practice by other adults.

The welfare of children and young people must remain the priority.

6. PROFESSIONAL BOUNDARIES

Staff must maintain clear and appropriate professional boundaries with children and young people and their families.

Staff must not:

- Form inappropriate or exploitative relationships with children.
- Engage in sexualised or inappropriate communication with learners.

- Share personal problems or inappropriate personal information with learners.
- Show inappropriate favouritism.
- Meet children socially without appropriate authorisation.
- Request or accept inappropriate gifts.
- Give inappropriate personal gifts.
- Exchange personal contact details without appropriate authorisation.
- Communicate with learners through personal social media accounts.
- Invite learners to their personal homes.
- Engage in private relationships with learners or former learners where this could create a safeguarding or professional concern.

7. PHYSICAL CONTACT

Any physical contact with a child or young person must:

- Be appropriate.
- Be necessary.
- Be proportionate.
- Respect the child's dignity.
- Take account of their individual needs and circumstances.
- Never be secretive or inappropriate.
- Be consistent with relevant risk assessments and ILS procedures.

Physical intervention should only be used where legally justified, necessary and proportionate, and in accordance with appropriate procedures and training.

8. COMMUNICATION

Staff must:

- Communicate respectfully.
- Use professional language.
- Maintain appropriate professional boundaries.
- Use approved ILS communication systems.
- Keep appropriate and accurate records.
- Ensure communications are appropriate for the child's age and needs.
- Report inappropriate communications or contact immediately.

Communication with children and families should be professional, transparent and appropriate to the staff member's role.

9. SOCIAL MEDIA

Staff must use social media responsibly and must not allow personal online activity to compromise professional standards or safeguarding.

Staff must not:

- Add learners as personal social media friends or contacts.
- Share photographs or videos of learners on personal accounts.
- Discuss children, families or confidential ILS matters online.
- Post confidential information.
- Publish information that could identify a child receiving ILS services without appropriate authorisation.
- Use social media to communicate privately with learners.
- Bring ILS into disrepute through inappropriate online conduct.

Staff should remember that professional responsibilities may continue outside working hours where personal conduct has a direct impact on safeguarding, professional boundaries or the reputation of ILS.

10. CONFIDENTIALITY

Staff must:

- Protect confidential information.
- Comply with UK GDPR and the Data Protection Act 2018.
- Follow ILS data protection policies.
- Share information only where there is a lawful and legitimate reason.
- Use a need-to-know approach.
- Store records securely.
- Never discuss children, families or confidential matters in inappropriate public settings.
- Report suspected or actual data breaches immediately.

Confidentiality requirements continue after an individual's employment, placement, contract or volunteering arrangement with ILS ends.

11. EQUALITY AND INCLUSION

ILS is committed to providing an inclusive environment in which children, young people, families and staff are treated fairly and with dignity.

Staff must:

- Treat everyone fairly and respectfully.
- Challenge discrimination and inappropriate behaviour.
- Promote inclusion.
- Respect diversity.
- Avoid discriminatory language or behaviour.
- Consider individual needs.
- Support reasonable adjustments where appropriate.
- Follow the ILS Equality, Diversity & Inclusion Policy.

12. HEALTH AND SAFETY

Staff must:

- Follow ILS health and safety procedures.
- Follow relevant risk assessments.
- Report hazards promptly.
- Follow lone-working and home-visit procedures.
- Report accidents and incidents promptly.
- Follow emergency procedures.
- Take reasonable steps to protect their own safety and the safety of children and young people.

13. HOME VISITS

When conducting home visits, staff must:

- Follow the ILS Home Visit and Lone Working procedures.
- Carry appropriate identification.
- Follow agreed risk assessments.
- Follow check-in and communication procedures.
- Inform the appropriate manager or responsible person of visit arrangements.
- Maintain professional boundaries.
- Remain alert to safeguarding concerns.
- Leave immediately and seek assistance if they feel unsafe.

Any safeguarding or safety concern arising during a home visit must be reported promptly.

14. ONLINE WORKING

When delivering remote or online sessions, staff must:

- Use approved platforms.
- Maintain professional conduct.
- Dress appropriately.
- Use an appropriate professional background where possible.
- Protect the privacy of the child or young person.
- Maintain appropriate professional boundaries.
- Record attendance where required.
- Follow ILS online safety and data protection procedures.
- Report safeguarding concerns immediately.

Online sessions must be conducted in accordance with the ILS Online Safety Policy.

15. USE OF ICT AND EQUIPMENT

Staff must:

- Use ILS equipment responsibly.
- Protect passwords and access information.
- Keep devices secure.
- Lock devices when unattended.
- Use approved systems.
- Protect confidential information.
- Report suspected data breaches immediately.
- Follow the ILS ICT Acceptable Use Policy.
- Not install or use unauthorised software or services where this could compromise ILS systems or information.

16. PHOTOGRAPHS, VIDEOS AND RECORDINGS

Staff must not take, store or share photographs, videos or recordings of children and young people using personal devices unless specifically authorised under ILS procedures.

Where photography, video or recording is required for a legitimate ILS purpose, staff must follow:

- Appropriate consent requirements.
- Safeguarding procedures.
- Data protection requirements.
- ILS recording and retention procedures.

Children and young people must never be photographed or recorded in an inappropriate, humiliating or unsafe manner.

17. GIFTS AND HOSPITALITY

Staff must not:

- Request gifts from children or families.
- Accept gifts that could influence professional judgement.
- Accept inappropriate or excessive gifts.
- Offer inappropriate gifts to children.
- Use gifts to create personal relationships or obligations.

Small and appropriate tokens of appreciation may be accepted only where permitted by ILS procedures and, where required, declared to management.

18. ALCOHOL, DRUGS AND SMOKING

Staff must not:

- Attend work under the influence of alcohol or illegal drugs.
- Consume alcohol while working or while responsible for children and young people.
- Use illegal drugs while working or representing ILS.
- Smoke or vape in prohibited areas or in the presence of learners during activities.

Where medication may affect an individual's ability to work safely, the individual should seek appropriate advice and notify ILS where this is necessary to protect health, safety or safeguarding.

19. WHISTLEBLOWING

Staff have a responsibility to report serious concerns about:

- Unsafe practice.
- Poor safeguarding practice.
- Abuse.
- Neglect.
- Fraud.

- Misconduct.
- Serious breaches of professional standards.
- Criminal activity.
- Other conduct that could place children, young people or others at risk.

Concerns should be reported in accordance with the ILS Whistleblowing Policy.

Staff will be supported to raise genuine concerns appropriately.

20. BREACHES OF THIS CODE

Failure to comply with this Code may result in appropriate action, depending on the seriousness and circumstances of the matter.

Possible actions may include:

- Informal guidance.
- Additional training or supervision.
- Formal disciplinary action.
- Suspension where appropriate.
- Termination of a contract or engagement.
- Referral to external agencies where appropriate.
- Dismissal where applicable.

Serious safeguarding concerns may be referred to relevant authorities, which may include the Disclosure and Barring Service (DBS), Teaching Regulation Agency where applicable, Local Authority Designated Officer (LADO), safeguarding authorities or the police.

21. MONITORING AND REVIEW

The Director and Designated Safeguarding Lead will monitor compliance with this Code through appropriate processes, which may include:

- Staff supervision.
- Training.
- Audits.
- Complaints.
- Safeguarding reviews.
- Incident reviews.
- Feedback from children, families and partner organisations.

This policy will be reviewed annually or sooner if legislation, statutory guidance or organisational practice changes.

STAFF ACKNOWLEDGEMENT

All staff, tutors, freelancers, contractors, volunteers and other relevant individuals working for or on behalf of ILS are expected to read, understand and comply with this Code of Conduct.

Where required, staff will be asked to sign or electronically acknowledge their acceptance of the Code as part of induction and ongoing compliance arrangements.

APPROVAL

Approved by: Neo Matsoso-Ndlovu

Position: Director

Signature: NMN

Date: 09/09/2026

Next Review Date: September 2027