Code of Conduct

Our Expectations

All members of our setting community are expected to treat one another with dignity, kindness and respect. Staff have a responsibility to model positive behaviour and demonstrate respectful relationships with children, parents, carers, colleagues and visitors at all times.

Parents and carers are also expected to communicate and behave respectfully towards all members of staff and the wider setting community.

We expect everyone involved in our setting to contribute towards an inclusive, welcoming and safe environment where children feel valued, respected and protected.

Staff Expectations

- Staff should work collaboratively and positively with colleagues, offering support, sharing knowledge and good practice, and valuing the different skills, experiences and approaches of others.
- Staff should recognise and respect the professional expertise of colleagues, seek advice and guidance when appropriate, and acknowledge and value the contributions of others.
- Racist, sexist, homophobic, discriminatory or otherwise offensive behaviour, language or attitudes will not be tolerated.
- All children must be treated fairly, consistently and with respect. Staff must not show favouritism or give preferential treatment to individual children.
- Staff must actively promote children's safety and wellbeing and take appropriate action to prevent bullying, cruelty, intimidation or humiliation. Particular care must be taken to protect younger, vulnerable or less confident children from harm.
- Staff must never work while under the influence of alcohol, illegal drugs or any substance that may affect their ability to carry out their responsibilities safely and effectively.

Code of Conduct – Staff

- Staff are expected to maintain appropriate professional boundaries in all interactions with children, families and colleagues.
- Staff should maintain a high standard of personal appearance, hygiene and professional presentation appropriate to their role.
- Staff photographs should be clearly displayed so that parents, carers, visitors and other members of the setting community can easily identify staff members.
- Staff must maintain confidentiality at all times and must not share confidential information about children, families, colleagues or the setting unless there is a legitimate professional or safeguarding reason to do so.

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- Staff should communicate in a professional, courteous and respectful manner, including when communicating by telephone, email, social media or other digital platforms.

Volunteers, Work Experience Students and Duke of Edinburgh Volunteers

We welcome volunteers, work experience students and Duke of Edinburgh (DofE) volunteers into our setting and recognise the valuable contribution they can make to children's experiences, learning and development.

All volunteers, students and DofE participants are expected to follow this Code of Conduct and behave in a manner that reflects the values, expectations and professional standards of Pavilion Pre School and the Breakfast and After School Club.

Expectations and Responsibilities

All volunteers, work experience students and DofE participants must:

- Treat all children, staff, parents, carers, visitors and other volunteers with dignity, kindness and respect.
- Follow the instructions, guidance and direction of their designated supervising member of staff.
- Maintain appropriate professional boundaries with children at all times and recognise that their role is one of support rather than that of a qualified practitioner.
- Follow all setting policies and procedures, particularly those relating to safeguarding, child protection, confidentiality, health and safety, behaviour and online safety.
- Report any safeguarding concerns, disclosures, accidents, incidents or concerns about a child's welfare immediately to the Designated Safeguarding Lead (DSL) or supervising member of staff.
- Never promise a child that information will be kept secret, particularly where a safeguarding concern or disclosure is involved.
- Maintain confidentiality and never discuss children, families, staff or setting matters outside the setting.
- Never take photographs, videos or recordings of children using personal devices or share images or information about children on social media.
- Use mobile phones only in accordance with the setting's mobile phone policy.
- Dress appropriately and maintain a professional standard of personal presentation.
- Treat all children fairly and consistently, without favouritism or discrimination.
- Never use inappropriate language, shout at, threaten, humiliate, physically punish or behave aggressively towards a child.

- Never work or volunteer while under the influence of alcohol, illegal drugs or any substance that could affect their ability to carry out their role safely.

Supervision and Suitability

All volunteers, work experience students and DofE participants will receive an appropriate induction before commencing their placement. This will include information about safeguarding, confidentiality, health and safety, behaviour expectations, emergency procedures, professional boundaries and who to approach for support or guidance.

The setting will assess each individual's role, age, responsibilities, frequency of attendance and level of contact with children before agreeing the appropriate suitability checks and supervision arrangements.

Volunteers and students must not be counted in the required staff-to-child ratios unless they meet the relevant qualification, suitability and EYFS requirements.

1. Supervised Volunteers and Occasional Helpers

Some individuals may undertake occasional, supervised activities which do not constitute regulated activity.

Examples may include:

- A parent or carer helping on an occasional outing or special event.
- A person assisting with a one-off activity or celebration.
- An occasional helper supporting an activity under the direct guidance of a member of staff.

The setting will assess the circumstances and ensure that appropriate supervision and risk assessments are in place.

Occasional helpers must:

- Remain under the supervision and direction of an appropriate member of staff.
- Never be left alone with children.
- Never take responsibility for supervising a group of children independently.
- Never undertake intimate or personal care.
- Not access confidential children's records or information unless specifically authorised for a legitimate purpose.

An occasional helper who has not completed the required suitability checks must never be allowed unsupervised contact with children.

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2. Volunteers and Students Undertaking Regulated Activity

Regulated activity is defined by legislation and includes certain activities involving teaching, training, instructing, caring for or supervising children.

Since 1 September 2026, the previous exemption for supervised volunteers has been removed in England.

This means that an individual may be undertaking regulated activity even when working under the supervision of a member of staff.

Activities involving teaching, training, instructing, caring for or supervising children will generally meet the frequency requirement where they take place:

- On more than three days within a 30-day period; or
- Overnight, between 2am and 6am, where there is an opportunity for face-to-face contact with children.

Certain activities, including personal care, may constitute regulated activity even when undertaken on a single occasion.

For individuals undertaking regulated activity:

- An enhanced DBS check with children's barred list information must be obtained where the role is eligible and required.
- The setting must establish the individual's suitability before they commence the relevant activities.
- The individual must receive an appropriate safeguarding induction.
- Their responsibilities and supervision arrangements must be clearly established.
- The setting must ensure that they understand their safeguarding responsibilities and professional boundaries.
- Any concerns about their suitability must be reported to the setting manager immediately.

A volunteer or student undertaking regulated activity must never be permitted to work with children if they are barred from doing so.

3. Work Experience and Duke of Edinburgh Placements

Work experience students and DofE participants are welcomed as an opportunity to develop confidence, communication skills and an understanding of working with children.

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The setting will assess each placement individually, taking into account the student's age, the nature and frequency of their activities, the level of contact with children and the suitability checks required.

Students and DofE participants:

- Must have a named member of staff responsible for their supervision and support.
- Must understand that they are not qualified practitioners and must not be given responsibility beyond their assessed role.
- Must not be left in sole charge of children.
- Must not undertake intimate care, toileting or personal care responsibilities.
- Must not administer medication.
- Must not make independent decisions about children's care, behaviour management or safeguarding.
- Must immediately report any concerns or disclosures to their supervising member of staff or the DSL.

The setting will obtain appropriate references and complete the required identity, suitability and DBS checks in accordance with the EYFS framework and relevant legislation.

Where a student or DofE participant is aged 16 or over and works directly with children, the setting will ensure that the applicable EYFS suitability and criminal record check requirements have been met before they begin their placement.

4. Responsibilities of the Setting

The setting manager is responsible for ensuring that:

- Every volunteer and student has an identified supervisor.
- An appropriate induction is completed and recorded.
- The individual's role and responsibilities are clearly explained.
- The frequency and nature of their activities are assessed to determine whether they constitute regulated activity.
- The appropriate DBS and barred list checks are obtained where required.
- Written risk assessments and supervision arrangements are completed where appropriate.
- Volunteers and students understand how to raise safeguarding concerns and access the setting's whistleblowing procedures.

Any concerns about a volunteer's, student's or DofE participant's conduct, behaviour or suitability must be reported to the setting manager immediately and addressed in accordance with the relevant setting policies and procedures.

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Parents and Carers

We recognise that parents and carers are important partners in their child's learning, development and wellbeing. We are committed to working together in a positive and respectful way and expect parents and carers to:

- Treat all staff, children, other parents, carers and visitors with courtesy, dignity and respect.
- Communicate with staff in a calm, polite and constructive manner, including when raising concerns or disagreeing with a decision.
- Work in partnership with the setting and share relevant information that may support their child's learning, development, health, safety and wellbeing.
- Respect the professional knowledge, expertise and responsibilities of staff and recognise that decisions are made with children's best interests, safety and wellbeing in mind.
- Follow the setting's policies, procedures and reasonable requests, particularly those relating to safeguarding, collection arrangements, health and safety and the use of the setting.
- Raise concerns through the appropriate channels rather than discussing or challenging staff in front of children, other families or visitors.
- Avoid shouting, swearing, threatening, intimidating, abusive or aggressive behaviour towards staff or other members of the setting community.
- Not use discriminatory, racist, sexist, homophobic or otherwise offensive language or behaviour.
- Respect the privacy and confidentiality of other children, families and staff and not discuss or share personal information about others.
- Not take photographs or videos of other children, families or staff without appropriate permission.
- Use social media responsibly and must not post or share abusive, threatening, discriminatory or confidential information relating to the setting, its children, families or staff.
- Ensure that anyone collecting their child on their behalf understands and follows the setting's expectations and collection procedures.
- Ensure that they are fit to safely care for their child when collecting them from the setting. Where there are concerns that a parent or carer may be under the influence of alcohol or drugs and may be unable to safely care for their child, staff will follow the setting's safeguarding and collection procedures.
- Respect the setting's right to take appropriate action where behaviour is considered unacceptable or places children, staff or other members of the setting community at risk.

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Unacceptable Behaviour

The setting will not tolerate behaviour that is abusive, threatening, intimidating, discriminatory or aggressive towards staff, children, parents, carers, volunteers, students or visitors.

This includes verbal abuse, shouting, swearing, threatening behaviour, harassment, intimidation or inappropriate use of social media.

Where concerns arise, the setting will follow its complaints, safeguarding and/or other relevant procedures. In serious circumstances, the setting may restrict communication or access to the setting in accordance with its policies and legal responsibilities.

Our Shared Responsibility

Everyone within our setting community has a shared responsibility to create an environment where children feel safe, valued and respected and where adults work together positively in the best interests of children.

By following this Code of Conduct, we demonstrate our commitment to safeguarding, inclusion, positive relationships and providing the best possible experiences for every child at Pavilion Pre School and our Breakfast and After School Clubs.

This policy was adopted September 2021
This policy will be reviewed annually or as required.
Last updated: 16.11.26



Signed by Chair of Trustees:



Signed by Operations Manager: