

Procedure 6.13 Staff Code of Conduct					
Prepared by	Ian Fleming	Reviewed by	Selin Doyan Erhan Yurdakul	Approved by	Canan E. Celik
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Procedure Issued : April 2014

Procedure Owner : Principal / CEO

- ❖ This procedure is shared with our students and/or can be obtained:
 - on our website <https://docklandsacademy.co.uk/policies-and-procedures>,
 - on the desktops of all computers in the library on the top floor,
 - by emailing us at info@docklandsacademy.co.uk.
- ❖ Also, our students are informed about the main aspects of the procedure in the Student Handbooks, Induction Seminar and Learning Agreement.
- ❖ The procedure is reviewed and monitored on a regular basis for currency and fitness as part of our 1.9 Annual Policy and Procedures Review.

1 Working with Students

In their dealings with students, the Academy expects that all staff will:

- ensure that their relationships with students are never of a kind that could compromise their professional responsibilities
- promote a high standard of student behavior
- be aware of the Academy's Safeguarding procedure 6.15 and act accordingly in the event of an incident or concern

2 Working with Colleagues

Staff must attend meetings and other commitments on time and meet other deadlines on which their colleagues depend.

Staff must adhere to the Academy's policies and procedures because their actions have consequences for others. If any members of staff have any doubts or concerns, they should seek advice from their line manager.

Smoking is not permitted on Academy premises, except in designated places outside the premises.

3 Representing the Academy

In order to preserve the reputation of the Academy, staff **must**

- obtain approval from the CEO / Principal or Managing Director before having any contact with the press
- check with senior management before committing Academy resources other than those for which they have responsibility
- take care not to misuse Academy headed notepaper or the Academy logo, whether for use themselves or the use of students they are supervising
- ensure that written communications they are sending outside the Academy are checked by the CEO / Principal and Academic Head (see Procedure 7.1)
- maintain professional standards of conduct towards others when acting on behalf of the Academy
- dress appropriately when acting in a professional capacity and with due regard for the conclusions others may draw from their attire.

4 Additional Professional Responsibilities

Staff should ensure that line managers are kept informed as to their intentions in the following areas:

- except in the case of employees with supply contracts, any proposed undertaking of additional paid employment
- any interest they may have regarding the appointment of staff, selection of students or contracts with which they may be involved on the Academy's behalf
- In addition, members of staff are reminded that they are expected at all times to observe the following professional obligations:
 - to preserve the confidentiality of information relating to the Academy's staff, students, finances, marketing and strategic planning, together with any further information rightly to be judged the property of the Academy

- to preserve this same degree of confidentiality for twelve months after leaving the Academy's employment
- to exercise proper professional discretion in the event of their being offered hospitality or gifts of any kind to ensure that their line manager is informed of their acceptance of any such gifts or hospitality with a value in excess of £25

5 Academy Property

In order to preserve the quality of the Academy's environment and physical resources, staff must ensure that:

- they, and students for whom they are responsible, look after Academy premises and property
- procedures for borrowing Academy equipment are observed
- energy is conserved wherever possible
- the security of Academy property is maintained and not put at risk
- the Academy is reimbursed for any costs incurred by the personal use of Academy equipment (e.g. phone, fax, photocopier). However, in calculating this staff should bear in mind any costs they may have incurred by the use of their own equipment on Academy business (e.g. phone calls on Academy business made from home).

Staff should also assist with the security of the Academy by directing to Reception anyone who they think might be a stranger on site.

6 The Academy Model of Professional Behaviour

The model is not a job description; nor does it attempt to describe a member of staff's sense of their vocation. Its purpose is to define how all staff should aspire to behave as they interact with one another.

The model is arguably open to the criticism that it is full of things that are obvious and with which no one could disagree. But the test of the model is how far we live up to it. As a community we have a collective expectation that as individual members of staff we are all aspiring to conform to it 100% of the time in our interactions with colleagues. We welcome help in making this aspiration a reality.

The model belongs to and applies to all staff equally, irrespective of anyone's position or role in the Academy.

6.1 Staff should support the Academy mission and Academy processes

All members of staff should:

- demonstrate an awareness of the wider Academy context
- demonstrate good time management and personal organisation
- act in accordance with Academy policy and procedures
- Senior management should:
 - demonstrate an understanding of the abilities, aptitudes, circumstances and roles of the staff
 - manage collective decisions effectively, even when they may hold private reservations
 - enable the team they lead to understand the wider Academy context

6.2 We should all feel trusted and supported

All staff should:

- in all their interactions with colleagues, assume the best of them
- seek support when they need it, and offer it when appropriate
- communicate with due consideration to time, place and manner
- work collaboratively with all members of the Academy community
- thank or praise colleagues whenever appropriate
- be discreet whenever information needs to be treated confidentially

Heads of Department should:

- delegate effectively and supportively
- be visible, accessible and approachable
- coach and mentor staff effectively where appropriate

6.3 Staff should be committed to constant improvement

All staff should:

- reflect on their own practice, and that of the Academy
- propose, and welcome, new ideas and constructive criticism
- be willing to modify their professional behaviour based on an understanding of how their colleagues perceive them

In addition, all Heads of Department should:

- create the conditions in which the team(s) they lead can perform to the best of their ability
- respond to poor behaviour and performance (i.e. that detracts from or falls short of our mission and values or the model of professional behaviour) promptly and

supportively

- always take time to give employees the 'big picture'
- involve all employees who will be affected by a plan early enough for their views to help shape it
- be as clear as possible when planning, defining who will do what by when and why doing so

6.4 Staff standard of appearance

The broad standards we should all adhere to are that, when working with students or other staff, the standard of appearance should be smart-casual, and, when representing the Academy externally, the standard of appearance should be smart.

In cases where these standards are not upheld, they should be dealt with through the line management chain.

6.4.1 Guidelines on appearance

The purpose of these guidelines is not to set rules. They are offered to assist staff in meeting the broad standard. Staff are expected to conform to that standard and it seems reasonable to publish advice that assists in giving greater clarity about what the standard means.

When working with students or other staff, the standard of appearance should be smart-casual as a minimum. Employees need to bear in mind the dangers and inappropriateness of sexual objectification.

Clothing which displays inappropriate slogans or images, reveals underwear or inappropriate bare flesh, such as low-cut or strappy tops, vests or see-through items, is dirty, holed or fraying; resembles beach-wear, including flip flops, will almost certainly be judged inappropriate. Employees wearing such clothing should expect to be asked to leave the Academy and return wearing appropriate attire.

When representing the Academy externally, the standard of appearance should be 'smart'. Visitors ought to feel that members of staff have dressed well out of courtesy.

7 Zero Tolerance to Unreasonable Behaviour

The Academy promotes mutual respect. Members of Academy staff are committed to treating everyone with respect and we ask that you show them respect too.

We have a **zero tolerance approach** to any violence and aggression towards either staff or students.

If you are concerned about the behaviour of a member of Academy staff, or of a student, please speak to a manager or use our Complaints Logbook, located at reception, as well as reporting your concerns to the Designated Safeguarding Lead (following the guidance in

procedure 6.15) We are committed to creating a safe and inclusive environment in which everyone is able to participate freely.

Our **zero tolerance approach** supports anyone who has experienced or witnessed harassment, discrimination or violence. We promise to raise awareness of these issues and to respond appropriately to all reports.

If the incident you wish to report did not take place on Academy premises, it would not be something which we would be able to investigate in detail under our zero tolerance reporting procedure. However, we would still be very happy to offer you confidential advice about how best to obtain help and to take the matter forward.

8. Related Documents

8.1 Policies

- 1 Governance
- 2 Academic Management
- 3 Teaching Learning Assessment
- 4 Student Admissions
- 5 Student Support, Engagement and Learning Resources
- 7 Information

8.2 Procedures

- 1.5 Equal Opportunities
- 1.7 Data Protection
- 1.9 Review and Revision of Policies and Procedures
- 2.6 Self-Assessment and Programme and Annual monitoring
- 2.10 Special Circumstances Affecting Study
- 2.11 Pearson Learner Registration
- 2.12 Contingency and Adverse Effects
- 3.1 Expectations from and Supporting Staff in Teaching Delivery
- 3.4 Tutorial Arrangements
- 3.5 Assessment Expectations
- 4.6 Student Induction
- 4.10 Refund of Tuition Fees and Compensation
- 4.11 Student Protection Plan
- 4.13 Transfers Suspensions Withdrawals Closure and Change of HE Provision
- 4.14 Fees Charges and Financial Support
- 5.2 Welfare Services and Pastoral Care
- 5.3 Equality, Diversity and Special Needs
- 5.7 Reviewing Learning Resources
- 6.1 Recruitment and Selection
- 6.2 New Starters and Induction

- **6.3** Equality and Diversity
- **6.4** Personal Development Review and Appraisal
- **6.5** Discipline at Work
- **6.6** Absenteeism and Lateness
- **6.7** Holiday and Leave Entitlement
- **6.8** Grievances and Complaints
- **6.9** Continuing Professional Development (CPD)
- **6.10.1** Higher Education Lesson Observation
- **6.10.2** Peer Review
- **6.10.3** English Language Teacher Observation
- **6.11** Requests for Training and Scholarly Activity
- **6.13** Staff Code of Conduct
- **6.14** Academic Misconduct by Staff
- **6.15** Safeguarding
- **6.16** Prevent Duty (Racist, Discriminatory, Abusive and Extremist Behaviour)
- **7.1** Review and Sign off PI
- **7.2** External Review of the Website and Printed Information
- **7.3** Social Media Protocols
- **7.4** HE Public Information Procedures
- **8.2** Recruitment Partner Selection and Monitoring
- **8.3** Links with Other Educational Institutions and Businesses
- **9.1** Access Procedures
- **9.2** Maintenance Procedure
- **9.3** Fire Plan and Strategy
- **9.4a** Health and Safety Risk Assessment
- **9.5** First Aid and Accident Reporting
- **9.6** Business Continuity Plan

8.3 Terms and Conditions

8.4 External Reference Points

- **Office for Students (OfS) Requirements and Guidance** at <https://www.officeforstudents.org.uk/advice-and-guidance/regulation/>
- **UK Quality Code Advice & Guidance – Admissions, Recruitment and Widening Access** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>
- **UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>
- **Higher Education Code of Governance** (Committee of University Chairs, December 2014) at <https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf>
- **Association of Employment and Learning Providers (AELP) principles of Good Governance for Independent Training Providers** at <https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf>

- OIA The Good Practice Framework: Handling Students Complaints and Academic Appeals at <https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf>
- UKCISA Code of Ethics at <https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics>
- Equality Act – 2010 at <https://www.legislation.gov.uk/ukpga/2010/15/contents>
- Keeping Children Safe in Education Jan 2021 Guidance at <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- MacPherson report (1999) (Racism) at <https://www.gov.uk/government/publications/the-stephen-lawrence-inquiry>
- Sex Offences Act 2003 at <https://www.legislation.gov.uk/ukpga/2003/42/contents>
- Terrorism Act 2006 at <https://www.legislation.gov.uk/ukpga/2006/11/contents>
- Tower Hamlets LADO (Local Authority Designated Officer) at LADO@towerhamlets.gov.uk