Code of Conduct for Staff and Volunteers

Safeguarding is central to Tutor The Nation's work. All staff and volunteers must uphold the highest standards of conduct to ensure that young people are safe, respected, and supported to reach their full potential.

All staff and volunteers at Tutor The Nation work in a position of trust with children, and the role constitutes regulated activity under the Safeguarding Vulnerable Groups Act 2006. You are therefore subject to the legal provisions of the Sexual Offences Act 2003, and the latest versions of Keeping Children Safe in Education (KCSIE), the Guidance for Safer Working Practice and Working Together to Safeguard Children. Online harm is treated with the same seriousness as in-person harm.

This Code of Conduct outlines the expected standards of behaviour for anyone representing Tutor The Nation. It must be followed in addition to all other Tutor The Nation policies and procedures.

1. General Responsibilities

1.1. Prioritise the safety and welfare of the young people you work with at all times.

1.2. Provide or support the provision of a safe, respectful, and inclusive online environment.

1.3. Follow all Tutor The Nation principles, policies, and safeguarding procedures.

1.4. Stay within the law and model exemplary professional behaviour.

1.5. Maintain appropriate professional boundaries in all interactions.

1.6. Challenge inappropriate behaviour and report any breaches of this Code.

1.7. Support or guide other team members and volunteers (where relevant).

1.8. Acknowledge that you work in a position of trust with children and that this role is classified as regulated activity. Conduct of a sexual nature with a pupil is a criminal offence under the Sexual Offences Act 2003, regardless of the pupil's age or apparent consent.

1.9. Treat any harm or risk that occurs online with the same seriousness as harm that occurs in person.

1.10. Read the Department for Education's summary of Part one of the latest version of Keeping Children Safe in Education as a minimum, and Part one in full where possible. Summary of Part one and Part one in full.

2. Respect and Privacy

2.1. Treat all pupils and their parents/guardians with respect and kindness.

2.2. Listen to and value the contributions and views of young people.

2.3. Avoid using any offensive, derogatory, or discriminatory language.

2.4. Refrain from commenting on a pupil's or colleague's physical appearance.

2.5. Avoid asking about family background or heritage in a way that may make someone feel different or unwelcome.

2.6. Ask for and respect correct name pronunciations and pronouns.

2.7. Never promise confidentiality to a young person; explain clearly when information may need to be shared for safeguarding reasons.

3. Diversity and Inclusion

3.1. Treat all young people, volunteers, and colleagues fairly and without prejudice or discrimination.

3.2. Recognise and value individual differences, including gender, sexual orientation, culture, race, ethnicity, disability, religion, and other protected characteristics in accordance with the Equality Act.

3.3. Challenge discrimination, prejudice, and bullying (including cyberbullying).

3.4. Encourage young people to express any concerns about behaviour that makes them uncomfortable.

3.5. Be aware that those around you may have hidden disabilities and different communication needs.

3.6. Understand and uphold Tutor The Nation's commitment to anti-racism and inclusion.

4. Teaching and Tutoring Practice

This section applies particularly to those directly involved in tutoring or educational delivery (e.g., volunteer tutors, staff in tutoring/support roles)

4.1. Encourage every pupil to achieve their full potential.

4.2. Identify and support learning challenges, adapting your approach where possible.

4.3. Share any concerns you have about a pupil's social, emotional, or behavioural wellbeing.

4.4. Maintain a professional—not personal—relationship at all times.

4.5. In the case of supporting multiple pupils, do not show favouritism.

5. Confidentiality and Data Protection

5.1. Respect pupils' privacy wherever possible.

5.2. Explain early if you need to break confidentiality for safeguarding.

5.3. Only share information in line with safeguarding and GDPR requirements.

5.4. Seek advice from the Designated Safeguarding Lead before sharing sensitive data.

5.5. Tutor The Nation records and securely stores tutoring sessions for safeguarding and quality-assurance purposes. You must not take your own screenshots, photographs, or recordings of sessions, or share any session content externally.

5.6. Deliver lessons in a private setting with no observers unless approved.

5.7. Only use the Tutor The Nation platform to communicate with pupils.

5.8. Understand that communications are accessible to Tutor The Nation staff for safeguarding.

5.9. Do not share personal contact information (e.g., phone number, email, social media) unless authorised by TTN.

6. Online and Virtual Conduct

6.1. Conduct online sessions at agreed times and via approved Tutor The Nation platforms.

6.2. Ensure your workspace is professional and free from inappropriate content or distractions.

6.3. Dress appropriately as you would for an in-person school setting.

6.4. Keep your video on during sessions to promote engagement and safety.

6.5. Do not vape, smoke, or consume alcohol or drugs during sessions.

6.6. Set mobile devices to silent and avoid disruptions.

6.7. Do not make any personal recordings of sessions or share session content.

6.8. Accept that Tutor The Nation monitors and securely stores sessions for safeguarding, in line with GDPR.

6.9. Mobile phones. Do not use personal, wearable or image sharing devices to contact pupils, take photographs of pupils, or send messages relating to pupils unless authorised by TTN. All communication with pupils must happen through the Tutor The Nation platform.

6.10. Social media. Do not search for, view, or connect with pupils or their parents/guardians on personal social media, or otherwise seek out information about pupils online. Do not accept friend or follow requests from pupils. If a pupil or parent attempts to contact you via social media, do not respond and report it to the DSL.

6.11. Do not save, download, or share images of pupils. TTN obtains written consent for any pupil images used on our website, and these are managed centrally by TTN.

6.12. Tutoring abroad. Tutoring for Tutor The Nation is not permitted from outside the UK, unless explicitly granted by Tutor The Nation. All sessions must be delivered while you are in the UK. If you are going to be abroad, tell Tutor The Nation in advance so your sessions can be paused or reassigned.

7. Social and Physical Contact

7.1. Avoid social contact with pupils and their parents/guardians outside of sessions.

7.2. Inform the DSL if you have existing or unavoidable contact.

7.3. Do not meet pupils in person or arrange private meetings outside of agreed Tutor The Nation activities.

8. Sexual Conduct

This section reflects legal duties under the Sexual Offences Act 2003. Full detail is set out in TTN's Child Protection and Safeguarding Policy.

8.1. Do not engage in romantic or sexual relationships with pupils or their parents/guardians.

8.2. Avoid any communication that could be interpreted as sexually suggestive or flirtatious.

8.3. Never discuss your own personal relationships with, or in front of, pupils.

9. Raising Concerns

9.1. Remain vigilant for signs of abuse or neglect in all forms, whether occurring in person or online.

9.2. Take all disclosures seriously and follow Tutor The Nation safeguarding procedures.

9.3. Report non-urgent concerns to the DSL as soon as possible after your session, using the Safeguarding Disclosure Form.

9.4. In emergencies, suspend the session if necessary and report immediately to the DSL and, where appropriate, the police.

9.5. Report any instances of bullying, including cyberbullying and discriminatory bullying.

9.6. Online harm. Online harm is treated with the same seriousness as in-person harm. If a pupil discloses or shows signs of being harmed online — including through social media, gaming, online grooming, or AI tools and chatbots — report it to the DSL in the same way as any other safeguarding concern.

9.7. Low-level concerns about adults. A "low-level concern" is any concern (no matter how small) that an adult working with children has acted in a way that is inconsistent with this Code of Conduct, including inadvertently. Report any low-level concern about a colleague, volunteer, or contractor to the DSL. You should also self-report if your own behaviour towards a pupil could be misinterpreted, or if on reflection you feel it fell below the standards in this Code of Conduct. Reporting a low-level concern is a neutral act and you will not face repercussions for reporting in good faith. All concerns, the reasons for any decisions taken, and the action taken will be recorded in writing.

9.8. Concerns should be reported using the Safeguarding Disclosure Form. Concerns received by the DSL are recorded on the DSL Incident Form. Full procedures are set out in the Child Protection and Safeguarding Policy.

10. Standards of Behaviour

10.1. Treat all staff, volunteers, and pupils with respect and fairness.

10.2. Understand that biases and stereotypes must be actively challenged.

10.3. Avoid negative comments about anyone's interests or hobbies.

10.4. Avoid making assumptions based on gender, ethnicity, religion, or national origin.

10.5. Respect pupils' and colleagues' identities and pronouns.

10.6. Promote inclusivity in every interaction and seek support if sensitive topics arise.

11. Criminal Records and Ongoing Suitability

11.1. You agree to obtain an Enhanced DBS check with Children's Barred List check via Tutor The Nation before commencing any work with pupils, and to subscribe to the DBS Update Service where requested.

11.2. Are you barred or prohibited from working with children, in the UK or any other country? This includes being on the DBS Children's Barred List, being subject to a teaching prohibition order, or being subject to an equivalent barring or prohibition decision made outside the UK.

Yes No

11.3. Do you have any criminal convictions, cautions, pending charges or current police investigations in the UK or any other country, other than those protected by the DBS filtering rules? Or are you subject to any court order restricting your contact with children?

Yes No

11.4. Are you, or have you ever been, a teacher (in the UK or any other country)?

Yes No

11.5. Overseas history. Have you lived outside the UK for more than 12 months (cumulatively) within the last 5 years?

Yes No

11.6. Do you currently spend the majority of the year living outside the UK?

Yes No

11.7. Ongoing duty to disclose. If at any point you receive a new caution, conviction, prohibition, or any other matter that could affect your suitability to work with children, you must inform the DSL within 7 days.

11.8. Online checks. As part of our pre-appointment checks we carry out an online search of publicly available information. This is used only to assess suitability to work with children. If anything of concern comes up, we will discuss it with you before any decision is made.

A yes to 11.2 means we are not able to appoint you. A yes to 11.3 will not necessarily prevent you from volunteering with us. Anything you disclose will be treated in confidence and considered only in relation to your suitability to work with children. Where a disclosure needs further discussion, we will arrange this with you before any decision is made. See our Policy on the Recruitment of Ex-Offenders for how disclosures are handled.

12. Additional Expectations (for paid staff only)

In addition to the above, staff members are also expected to:

12.1. Support and guide volunteers in upholding this Code.

12.2. Model leadership and represent Tutor The Nation values internally and externally.

12.3. Complete all mandatory training, including safeguarding and GDPR.

12.4. Contribute to a safe and supportive organisational culture.

12.5. Maintain professional and transparent communication with pupils, volunteers, and colleagues.

Enforcement

Any alleged breach of the code of conduct for staff or volunteers will be reported to and handled by the Designated Safeguarding Lead. Any allegation will be handled following the processes laid out in the Procedure for dealing with allegations or concerns about a staff member or volunteer working with a child.

Any alleged breach of the code of conduct by the Designated Safeguarding Lead will be reported to and handled by a member of senior staff or a trustee.

Outcomes may include removal as a volunteer, termination of employment, or formal disciplinary action. Where appropriate, matters may be referred to external authorities including the police.

Declaration and Signature

By signing below, I confirm that:

- I have read and understood Tutor The Nation's Child Protection and Safeguarding Policy, and I agree to follow the procedures set out in it.
- I have read, understood, and agree to follow this Code of Conduct while volunteering or working with Tutor The Nation.
- I understand that tutoring sessions are recorded and securely stored by Tutor The Nation for safeguarding and quality assurance purposes, and that this is a requirement of the role.
- The answers I have given in Section 11 are true and complete to the best of my knowledge as at the date of signing.
- I understand my ongoing duty to disclose any change in my suitability to work with children, without waiting for my next annual review.
- I consent to Tutor The Nation carrying out status checks against my DBS certificate via the DBS Update Service for the duration of my role.

Signature:

_____ Date: _____

Full name: _____

Policy owner: Sally Hakmi, Programme Delivery Manager and Designated Safeguarding Lead

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