

THE CLASSROOM CONSULTANTS

LONDON

CODE OF CONDUCT

This operational Code of Conduct sets out the minimum standards of behaviour expected of all supply staff working on behalf of **The Classroom Consultants**. You work in a position of trust and have a duty of care to safeguard children, young people, and vulnerable adults at all times. Compliance with this code is mandatory and applies both during placements and, where relevant, outside working hours.

Professional Standards

All supply staff must:

- Act professionally, respectfully, and responsibly at all times
- Arrive punctually for bookings and aim to get to the school 10 minutes before your start time. If you are running late for your booking, let us know as soon as you are aware you are delayed so we can inform the school and update them with your start time
- Sign in at the school on arrival (visitors book) and sign out at the end of the day
- Let us know promptly if you are sick/unable to attend a booking you, so we have time to organise a replacement for you. For any absences on the day of the booking, you need to call us on 02037940621 by 7am. Please do not text or email. For multi-day absences, provide updates before 4:00pm so that we can organise cover where required
- Maintain clear professional boundaries with pupils, parents/carers, colleagues, and staff at The Classroom Consultants.
- You should report any issues or concerns you may have to The Classroom Consultants as soon as possible
- Uphold the reputation of The Classroom Consultants and client schools/settings
- Follow all statutory guidance, including the Department of Education's *Keeping Children Safe in Education 2025*
- Follow all The Classroom Consultant's policies
- Keep us updated with your availability
- Maintain good communication with The Classroom Consultants – please call us back after school if you see a missed call, let us know if your telephone number changes etc
- Give us regular feedback on your placements to help ensure we are providing you with a good service and booking you into placements you are happy and comfortable with attending

Unprofessional conduct may result in immediate withdrawal of work and termination of engagement.

Conduct on Placement

Appearance and Preparation

- Read your booking confirmation carefully. It will include information on your dates booked, start time, school address, dress code, travel details etc. Please note different schools may have different start times, dress codes etc so check each booking confirmation you receive
- We will send you travel directions on the booking confirmation, but you should check travel details yourself to ensure the journey is the most suitable one for you. Please check the tube lines before you leave your house, so you know if there are any delays and you need alternative directions
- Dress professionally (no jeans or trainers unless advised otherwise). If the school has a specific dress code, this will be on your booking confirmation and must be followed. If you are a PE teacher, gym kit and trainers should be worn
- Always carry your original DBS certificate and photo ID (and overseas police check if you needed one). You will need to show this to the relevant person at the school
- Familiarise yourself with the schools' policies & request these if they haven't been given to you
- The Classroom Consultants will let you know if the timesheets will be authorised electronically or if you need to take a paper copy with you (this will vary from school to school). Unsigned/unauthorised timesheets will not be paid until we have approval from the school. Please note for paper timesheets it is your responsibility to get a timesheet signed. At the end of the week,



please take a picture of the timesheet and either email to info@theclassroomconsultants.co.uk or send via WhatsApp/Text to 07375 322432. Timesheets must be received by Monday morning 9am for work completed the previous week. Your payroll company will issue you a payslip on Thursday and you will get paid on Friday. If you have any issues getting your timesheet signed, you must inform us as soon as possible to avoid delays in payment.

Classroom Responsibilities

- Mobile phones must be switched off
- Follow lesson plans, where provided. Always carry a few generic lesson plans with you so you are prepared in case the school needs a bit of time to get the lesson plans ready for you
- Mark work set where required, within the given timeframe
- If you are a teacher, leave notes for the teacher you are covering for regarding what you have taught in the day, any issues that have arisen etc so they can have a smooth handover
- Leave classrooms clean and tidy. Any materials belonging to the school must be returned to the school, including any visitor badges
- You must not leave students unsupervised. If an item or assistance is required from another room, please ask the teaching assistant to obtain it where possible or refer to the school's policy for advice on what to do

School Policies and Behaviour

You must familiarise yourself with and follow all school or setting policies, including:

- Safeguarding and Child Protection
- Behaviour Management
- Online Safety
- Health and Safety
- IT and Data Protection
- Identify the Designated Safeguarding Lead (DSL) at the start of each placement.
- Fire alarm procedure

You are expected to:

- Model positive behaviour and professional relationships
- Uphold whole-school behaviour expectations
- Avoid shouting at students. Removing students from class should be a last resort
- Engage/interact with the students in lessons and communicate with them clearly
- Remain neutral and not promote personal beliefs or opinions
- Support safer recruitment practice
- Ensure all children are kept safe by clearly defining which behaviours constitute safe professional practice and which behaviours are unacceptable and must be avoided
- Report any inappropriate behaviour to a senior member of the school staff

Safeguarding and Physical Contact

A **no physical contact** policy applies, except where:

- There is an immediate risk of harm to the student, or they are at risk of harming others
- Personal care is part of your agreed role. In this case, please ensure that another appropriate member of staff is present and aware of the task to be undertaken
- You are appropriately trained (e.g. Team Teach or First Aid) & where manual handling is required. Your original qualification must have been sighted and accepted by The Classroom Consultants

If physical contact is required, staff must be aware that it may be misinterpreted and should ensure any contact is appropriate, necessary, and in line with school policy.



Staff should not normally work alone with a child. Where this cannot be avoided, the door must remain open, and staff should position themselves appropriately without blocking exits.

Staff should remain sensitive to the social and cultural diversity within schools, recognising that respect and awareness of different backgrounds are essential to effective practice.

Avoid being alone with pupils. Where unavoidable, keep doors open and maintain visibility. Any contact must be necessary, proportionate, and defensible.

Prohibited Conduct

You must not:

- Fail to report safeguarding concerns
- Consume alcohol or illegal substances
- Smoke on the school site – including e-cigarettes. Please ask the school for its Smoking Policy if required.
- Form inappropriate or personal relationships with pupils. If you suspect that a student may be developing an infatuation with you, you should promptly inform the school or setting's Designated Safeguarding Lead (DSL) or Deputy DSL, so that appropriate action can be taken to manage the situation safely
- Engage in abusive, sexualised, or indecent behaviour
- Share personal contact details or connect with pupils on social media
- Offer lifts or meet pupils off-site
- Take photos/videos of pupils, staff, parents/carers or school sites without authorisation
- Use pupil toilets
- Accept gifts from students or their parents/carers. However, small tokens of appreciation, such as modest gifts at Christmas, may be accepted as long as they are of minimal value and do not create a sense of obligation. You must inform The Classroom Consultants of this so we can check with the school if you are able to accept the gift
- Give gifts to students or their parents/carers
- Never make physical contact with a student that could be perceived as indecent or inappropriate
- Take unnecessary risks
- Bring weapons or prohibited items onto school premises
- Administer medication without training and authorisation in any circumstance
- Keep any personal medication on you – this must be locked away and not accessible to anyone else

Social Media and Devices

Candidates must never connect or communicate with pupils through social media or any other personal online platform

In line with *Keeping Children Safe in Education (KCSIE) 2023*, we reserve the right to conduct online checks as part of our recruitment process and ongoing suitability monitoring. If these checks reveal any concerns related to safeguarding or suitability, we will contact you to discuss the implications for your registration or placement. In serious cases, registration or placement may be withdrawn.

- Do not connect with pupils or parents via personal social media accounts
- Do not post content that could bring yourself, the school, or the agency into disrepute
- Do not share confidential information online
- Personal mobile phone use in front of pupils should be avoided. Mobile phones should only be used during break times

When in a position of trust, staff must not:

- Share personal contact details (including mobile numbers, email addresses, or postal addresses) with children, young people, or vulnerable adults, or communicate with them via personal social media accounts
- Take or allow pupils to take photos or videos of you, including selfies or videos for social media platforms such as TikTok, unless explicitly authorised by the school or setting
- Take photos or videos on the school or setting premises without authorisation. Any images of the site must not be shared or distributed via social media, messaging apps, or other platforms



- Use a student's mobile phone or communication device to contact third parties, such as parents or carers, without prior authorisation from the school or setting

Staff must consistently uphold the school's mobile phone policy. Personal mobile phones should not be used for private purposes in front of pupils during the school day, enabling staff to enforce expectations and challenge inappropriate use. Limited use of mobile phones for professional purposes is permitted, for example, to issue homework, manage rewards or sanctions, or access multi-factor authentication.

Please read a copy of our 'Social Media Policy' for further information. You can request a copy of this by emailing info@theclassroomconsultants.co.uk.

Harassment and Zero Tolerance

All supply staff must treat others with dignity and respect. Harassment of any kind towards any of our company staff or school employees – verbal, physical, sexual, or online – will not be tolerated. Any substantiated harassment will result in permanent removal from the agency database and may be referred to statutory authorities.

All staff must read and always adhere to our 'Sexual Harassment Policy'. Please get in touch with us if you ever need a copy of this or any other policy.

Reporting Concerns and Allegations

If staff have safeguarding concerns, or if an allegation is made that another member of staff – including supply staff or volunteers – may pose a risk of harm to children, this must be reported immediately to the Headteacher/Principal and DSL. You must also inform your consultant at The Classroom Consultants.

Any allegations made against teachers or other staff, including supply staff and volunteers, will be handled in accordance with the Department for Education's *Keeping Children Safe in Education 2025* guidance.

You must:

- Record concerns factually and promptly
- Never investigate matters yourself
- Co-operate fully with any investigation

If a safeguarding incident occurs, you must record it in writing and report it immediately to the school or alternative provision's Designated Safeguarding Lead (DSL) or Deputy DSL. If a student discloses that they – or another child, young person, or vulnerable adult – may be at risk, or if you have any other concerns, prompt action is required. Staff have a duty of care to raise these concerns without delay.

Students may not always feel able or know how to disclose abuse, but this should not prevent staff from exercising professional curiosity and reporting concerns. Victims must be reassured that they are being taken seriously, will receive support, and will be kept safe. They should never feel that they are causing a problem or be made to feel ashamed for reporting abuse, sexual violence, or sexual harassment.

All incidents or disclosures should be recorded factually, including the exact words used where possible, along with the date, time, and your name. Staff should avoid over-questioning the student or taking a full statement, as this could affect any subsequent investigation.

If you become subject to an investigation by any external body, you must notify The Classroom Consultants immediately.

Breaches and Outcomes

Breaches of this Code may result in:

- Withdrawal of placements



- Mandatory retraining
- Formal warnings
- Immediate termination of engagement
- Referral to the Police, LADO, TRA, or DBS where appropriate

Procedure for any Incidents and/or Allegations

The company rules are designed to support supply workers in maintaining high standards of professional conduct and safeguarding. This procedure sets out the actions to be taken when these rules are breached and ensures that all cases are handled consistently and fairly.

The purpose of the procedure is to establish the facts promptly and to address safeguarding concerns in a consistent manner. No action will be taken until the matter has been fully investigated. This procedure may be implemented at any stage if the alleged misconduct of a supply worker warrants it. It applies to all supply workers, regardless **of the length of service**.

If an incident is raised or an allegation is made against you while working for the company, the following procedure will apply:

Should you be the subject of an open investigation or review by any third party regarding your suitability to work in regulated activity or your conduct, the company will not offer you further placements until the third party confirms the outcome. This outcome will then be used to decide whether it is appropriate to continue offering you placements.

- If a school, college, or alternative provision reports an incident that does not meet the Local Authority Designated Officer (LADO) threshold, a Designated Safeguarding Lead (DSL) will contact you by telephone, or a meeting will be arranged to discuss the incident or allegation, depending on its nature. This meeting can only take place once the company has received all necessary information from the school, college, or alternative provision, such as statements. You will not be offered further work and will not receive payment from the company during this period.

During the meeting, you will have the opportunity to explain your version of events. Once the investigation is concluded, a decision will be made regarding whether you can continue working for the company. If it is decided that further placements will be offered, you may be required to complete additional training before returning to work, including child protection, safeguarding, and GDPR training, and, if appropriate, a manual handling course.

- If a school, college, or alternative provision reports an incident or allegation that requires Local Authority Designated Officer (LADO) oversight, the LADO will be informed, and the school or setting will conduct the initial investigation. If the matter meets the LADO threshold, a position of trust meeting (a multi-agency safeguarding meeting that addresses concerns regarding individuals who work with children or vulnerable adults, ensuring their safety and well-being) will be arranged. This meeting may include representatives from the company, the school, college, or alternative provision, and, where appropriate, the police and social services, to discuss the incident or allegation with the LADO.

This process may take some time. During this period, you will not be permitted to work with children, young people, or vulnerable adults, and you will not receive payment, as you will be unable to undertake any placements until the outcome is confirmed. The company's decision regarding whether you can continue to work with us will be based on the outcome of this process.

The possible outcomes of an investigation are:

- Malicious allegation – You may continue working in regulated activity and through our agency
- Unsubstantiated allegation – You may continue working in regulated activity and through our agency
- Unfounded allegation – You may continue working in regulated activity and through our agency
- Substantiated allegation where the harm threshold is met – Your registration with The Classroom Consultants will be terminated
- Substantiated allegation where the harm threshold is not met – You will be invited to a safeguarding review meeting, after which a decision will be made regarding your continued work through our agency

Our dedicated safeguarding leads handle all allegations and concerns in line with statutory guidance and our internal policies. You will be kept informed of relevant updates while our team works with other professionals to reach fair and proportionate



outcomes for both staff and young people. We are committed to treating you with courtesy and respect during any investigation and expect the same in return.

We understand that being the subject of an investigation can be stressful. Our team and procedures are in place to support you and aim to achieve the best outcomes for all involved. Harassment of our team will not be tolerated and will not accelerate the process.

The timeframe for resolving your case may depend on the working schedules of external agencies, such as the LADO, police, social care, or other employers. Please note that we cannot override or disproportionately influence suitability decisions made by third parties.

Safeguarding Review Meeting

Safeguarding review meetings will be led by a Designated Safeguarding Lead (DSL) with a note taker present. As supply workers are not employees, you do not have an automatic right to be accompanied. However, in the interest of fairness, you may bring a trade union representative or work colleague if you wish, provided you give advance notice.

After a safeguarding incident or allegation has been investigated, the agency will consider all appropriate outcomes. These may include a verbal warning, a final written warning, or immediate termination of engagement. Support and additional professional development may be offered before returning to placement.

Depending on the seriousness of the incident or allegation, the agency may also make a report to statutory bodies such as the police, the Disclosure and Barring Service (DBS), the Teaching Regulation Authority (TRA), or the local authority's Child Protection Service.

If you become the subject of an allegation or investigation by another agency, employer, the TRA, police, or any other body, you must inform The Classroom Consultants immediately.

Duty of Care

As a member of staff, you are responsible for prioritising the welfare of children, young people, and vulnerable adults, ensuring they learn in a safe and supportive environment. You must maintain a strong awareness of safeguarding and child protection issues and take appropriate action whenever necessary. All safeguarding and child protection concerns must be reported immediately in line with our *Safeguarding and Child Protection Policy*. In carrying out your role, you are always expected to follow the organisation's principles, policies, and procedures.

All supply staff must comply with this Operational Code of Conduct as a condition of engagement with The Classroom Consultants.



THE CLASSROOM CONSULTANTS SOCIAL MEDIA POLICY

The Classroom Consultants recognises that social media/social networking, and other digital communication platforms can offer both professional and personal benefits. However, all professionals must remain mindful of the risks, challenges, and potential consequences associated with electronic communication and online activity.

This policy sets out clear expectations for all candidates while engaged in schools and alternative provisions. Its purpose is to safeguard pupils, staff, schools, and The Classroom Consultants, and to maintain the highest standards of professional conduct.

Acceptable Use and Professional Conduct

- Social media sites should not be accessed during the school day.
- A professional tone must be maintained at all times when engaging online. The use of expletives, sexually explicit material, discriminatory language, or any form of harassment is strictly prohibited.
- Online activity must not bring yourself, the school or alternative provision, or The Classroom Consultants into disrepute. Derogatory, defamatory, offensive, or inflammatory comments about pupils, parents and carers, colleagues, schools, or the agency are strictly prohibited.
- You must not create, distribute, or be associated with content that is indecent, inappropriate, or unsuitable for someone working in a position of trust with children and young people. This includes, but is not limited to, content hosted on platforms such as OnlyFans.

Relationships and Communication Boundaries

- Pupils and parents or carers must not be added as online 'friends', nor should you initiate any form of online connection with them. Parents and carers should be directed to use appropriate professional communication channels if they wish to communicate with you. If a parent, carer or student attempts to connect with you online, you must reject the request, block them and make The Classroom Consultants and the school aware of this.
- Private communication with pupils or parents and carers is not permitted. This includes personal text messages, Whatsapp, sharing personal phone numbers or email addresses, private messaging via social media platforms, or the sharing of personal photographs.

Privacy, Security, and Personal Accounts

- All personal devices brought into school, including mobile phones, laptops, and computers, must be protected with a PIN or password to prevent unauthorised access or misuse.
- Professional and personal relationships must be clearly differentiated online by using appropriate privacy and access settings. These settings should be reviewed regularly, and online content should be audited to ensure it remains appropriate.
- You should not allow others to tag you in photographs without your explicit consent. Expectations around tagging should be agreed in advance with friends, particularly in social settings.
- Be aware that headteachers, parents, pupils, and prospective employers may view your social media profiles. Consider whether your posted content reflects professional standards; remove any material that would/could be considered inappropriate.

Confidentiality and Information Security

- Confidential information relating to pupils, parents and carers, colleagues, schools, or The Classroom Consultants must never be shared on social networking or digital platforms.
- Copyright and fair use principles must always be respected. Authors must be credited appropriately, and permissions obtained where required.

Raising Concerns and Use of Disclaimers

- Social media must not be used to raise work-related concerns or complaints. Appropriate internal procedures should be followed, or concerns should be raised directly with your consultant at The Classroom Consultants.
- Where personal opinions are expressed online, it must be made clear that these views are your own and do not represent those of The Classroom Consultants or any schools (or other educational settings) you have worked/are working in. A clear disclaimer should be included where appropriate.
- If you encounter online material that may negatively impact your professional standing, the school, or The Classroom Consultants, you must notify your consultant immediately.



THE CLASSROOM CONSULTANTS LOW-LEVEL CONCERNS POLICY

Concerns or allegations that do not meet the threshold for harm are referred to as 'low-level' concerns. This does not mean they are insignificant, but rather that the behaviour in question towards a child does not meet the harm threshold.

A low-level concern is any worry, however minor, including situations that create a sense of unease or a 'nagging doubt,' where an adult working in or on behalf of the school or college may have behaved in a way that:

- Contravenes the staff code of conduct*, including inappropriate behaviour outside of work, and
- Does not meet the threshold for a formal allegation or referral to the Local Authority Designated Officer (LADO).

**Supply staff are expected to consider both our Safeguarding Policies and Code of Conduct, as well as the policies of the client school or setting.*

Examples of Low-Level Concerns

- Behaviours that may be considered low-level concerns include, but are not limited to:
- Being overly familiar with children
- Spending one-to-one time with a child in a secluded area or behind a closed door
- Using language that is inappropriate, sexualised, intimidating, or offensive
- Humiliating or shaming children
- Taking photographs of children on personal devices
- Showing favouritism towards specific pupils

These behaviours can range from inadvertent or careless actions, to conduct that may seem inappropriate in certain contexts, and up to actions that could potentially facilitate abuse.

Actions and Outcomes

Following the reporting and investigation of a low-level concern, the agency will determine the appropriate course of action. This may include issuing a verbal warning, issuing a final written warning, immediate termination of engagement, or providing additional support and professional development (CPD) before the individual resumes their placement.

Self-Reporting

Low-level concerns can also be self-reported. Staff may find themselves in situations that could be misinterpreted or appear compromising or may recognise that their behaviour fell short of the expected standards.

Self-reported concerns should be shared with:

- The headteacher or principal of the school/setting.
- The agency's Designated Safeguarding Lead (DSL)

You can find the contact details for The Classroom Consultants Designated Safeguarding Lead (DSL) in our *Safeguarding and Child Protection Policy*.

Reporting Low-Level Concerns

All low-level concerns must be reported **without delay** to the headteacher or principal of the relevant school or setting.

Reporting can be done either verbally or In writing, summarising the concern.

Certain schools or settings may have a designated form for reporting low-level concerns. Supply staff are expected to review and understand the relevant policies and reporting procedures at the start of their placement at that school.

