

# Code of Conduct

Last Updated July 2021

## Purpose

The purpose of this code of conduct is to help all education professionals (supply staff and tutors) assigned work by Zen Educate understand what is expected of them.

Zen Educate has a reputation for working only with professionals who provide children and schools (schools and any other educational establishments) with the best possible experiences. Paying attention to the following expectations will help you provide the same high-quality experience for every school you work at.

Good conduct not only helps to promote good relationships with parents, carers, children and the Zen Educate team but also helps secure repeat bookings at some of the schools you work in and helps protect you, for example by not leaving you open to criticism.

It is crucial that you understand how important it is to adhere to the standards of conduct set out in the code (and any related policies) as a breach of these standards could lead to disciplinary action. A serious, or repeated breach, could also lead to assignments not being offered to you again through Zen Educate.

## Overview

The Safer Recruitment Consortium has published the document “Guidance for safer working practice for those working with children and young people in education settings - May 2019”. This document covers a wide range of situations you will encounter while working in schools or any other educational settings. Zen Educate adopts this guidance and encourages every education professional seeking assignments through Zen Educate to adhere to it.

This document, Zen Educate’s Code of Conduct, highlights specific situations from the perspective of a supply worker or tutor at a school or from the perspective of

Zen Educate. Additionally, it covers expectations of your conduct in your relationship with Zen Educate. These do not already appear in the Safer Recruitment Consortium's guidance and are therefore described explicitly here.

For the avoidance of doubt, the full code of conduct for Zen Educate education professionals consists of this Code of Conduct, Zen Educate's Social Networking, Phones and other Mobile Devices Policy, Zen Educate's Online Education Safeguarding Policy and "Guidance for safer working practice for those working with children and young people in education settings - May 2019" provided by the Safer Recruitment Consortium.

## Conduct in any Assignment

### Keeping children safe

Always follow child protection procedures. If you have any concerns, immediately tell the designated safeguarding lead or a senior member of staff.

Never have your phone out during school hours.

### Punctuality and attendance: Morning

- Most full-day bookings start at 8:30. Aim to be at the school at least 10 minutes before the booking's start time to show the school you care and to allow time to get your assignments for the day.
- If you are sick or unable to get to your placement for whatever reason, it is imperative that you let Zen Educate know as soon as possible, so we can contact the school and organise alternative cover if required. Emailing or texting is not enough, please call Zen Educate on 020 3870 4413 before 7am on the day of the booking to let us know.
- If you have an unexpected problem getting to the school, please notify Zen Educate by phone on 020 3870 4413, text Zen Educate on 0752 063 1365

and email Zen Educate on [support@zeneducate.com](mailto:support@zeneducate.com).

- If your assignment starts at any other time, earlier or later than 8:30, all the same above requirements apply.

## Punctuality and attendance: Afternoon

During lunch time, if you need to leave the school site, make sure you ask for permission to do so from someone at the school and are back on site at least 10 minutes before your next lesson starts.

At the end of a full-day booking, or any other booking that ends at the end of the school day, you are expected to leave the school no earlier than 4:00pm and not before checking all the following have been completed:

- You have personally seen to the class dismissal and pick-up by parents.
- The classroom is tidy.
- The marking has been completed in line with school expectations
- A summary has been left for the class teacher for the next day.
- You have reported to reception, providing feedback about positive elements of the day, and have coordinated your leave.

If you would like to leave before 4:00 pm and this has not been pre-agreed with Zen Educate and the school, do not leave without getting confirmation from Zen Educate first.

## Behaviour management

Always follow the school's behaviour policy. Some classes are sensitive to changes in behaviour policies and so make an extra effort to adapt to the schools' policies. If you are unsure about the school behaviour policy, be proactive and ask someone.

## Appearance

Always look professional and follow the school dress code. If you are unsure about the dress code, over-dress rather than under-dress. Never wear jeans or trainers unless you have specifically been told the school is happy for you to do so.

## Marking

If you are a teacher completing supply work at any school, then marking is an essential part of your responsibilities. Make sure you ask SLT or other members of staff about marking expectations at the beginning or middle of the day so that you can follow the school's procedures when marking.

## Following the school's timetables, procedures and routines

You can find some of them on the School profile in the Zen Educate app but it is important that you also seek these on the school website or by asking the school office upon arrival.

## Providing Feedback

Tutors completing a tutoring session must fill in detailed feedback about attendance and progress after each session.

Following a day of supply work at a school, you will be prompted to provide feedback your day and are encouraged to fill in the form. If you would like to provide more detailed feedback about your day, please contact Zen Educate directly by emailing [support@zeneducate](mailto:support@zeneducate), including your feedback and specifying if you would like to be called back about it.

## Social Networking, Phones and other Mobile Devices

Please read Zen Educate's Social Networking, Phones and other Mobile Devices Policy, which should be treated as part of this Code of Conduct.

## Online Education

If, due to unforeseen circumstances, you are asked to provide teaching or tutoring online instead of face to face at the school (for example due to Covid-19 isolation requirements) then you may only do this using the delivery systems approved and provisioned to you by the school.

You must not rely on commercial tools such as Skype, Google Hangouts, Zoom, Whereby or other video conferencing tools to deliver any teaching or tutoring.

Please read Zen Educate's Online Education Safeguarding Policy, which should be treated as part of this Code of Conduct.