

Britannia Primary School and Nursery



Volunteer Helper Code of Conduct

‘Developing responsible citizens, confident individuals, and independent learners’

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<i>Committee</i>	LAB
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Definition of a Parent

- All biological parents, whether they are married or not.
- any person who, although not a biological parent, has parental responsibility for a child or young person - this could be an adoptive parent, a step-parent, guardian or other relative
- any person who, although not a biological parent and does not have parental responsibility, has care of a child or young person.

A person typically has care of a child or young person if they are the person with whom the child lives, either full or part time and who looks after the child, irrespective of what their biological or legal relationship is with the child.

Volunteers' Code of Conduct

Thank you for volunteering to help at Britannia Primary School & Nursery. We value the contribution you can make to our pupils' learning.

This Code of Conduct sets out the guidelines that we expect all our volunteers to follow. Please read through them carefully before signing at the end to say you understand and agree to abide by the Code, then return the signed copy to the school office for our records. We will take a photocopy to give back to you. Volunteers who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

1. Supervision

- 1.1 You should be supervised by a member of staff at all times when working with pupils unless you have obtained a valid enhanced DBS (Disclosure and Barring Service) check. Never work alone in a room with one pupil.
- 1.2 You should follow the guidance and instructions given by members of staff about your role in the activity that you are helping with.
- 1.3 Parents of pupils will normally be asked to volunteer in a class other than that attended by their child. If, however, a parent assists in their child's class and a conflict of interest arises, e.g. giving undue attention and support to your own child, or using the time to discuss your child's progress with the class teacher, then the class teacher and/or the Principal may ask the parent to reconsider their offer of help.
- 1.4 If you have obtained a valid enhanced DBS you are required to attend school at least once every 3 months to ensure your DBS remains current. If it expires, it will not be renewed.

2. Professional Relationships

- 2.1 At all times you should maintain a 'professional' relationship with all pupils and staff.
This will minimise the risk of any allegations of inappropriate behaviour.
- 2.2 Permission should be sought from a pupil before physical contact is made. Even if you know some of the pupils very well you should limit physical contact with pupils, ensuring physical contact is only ever in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender and ethnicity.
- 2.3 Do not share inappropriate personal information about your views, beliefs, sexual relationships or lifestyle.
- 2.4 Never give or exchange contact details with pupils, including email or home addresses, phone numbers or social networking identities. Avoid any communication with a child or young person that could be interpreted as sexually suggestive or provocative. Volunteers are in a position of trust with children and young people under 18 at the school and are reminded that it is an offence to engage in sexual activity with or in the presence of a child or young person.
- 2.5 Occasionally, a child or young person may develop an infatuation with an adult who works with them. An adult who becomes aware that a pupil is developing an infatuation should discuss this at the earliest opportunity with a senior manager so appropriate action can be taken to deal with the situation sensitively and appropriately to maintain the dignity and safety of all concerned.
- 2.6 Volunteers should use the staff toilet, never the pupils' toilets.
- 2.7 If a pupil tells you something, or you see something that concerns you, this should be reported to the class teacher immediately. If you feel what has been disclosed and/or witnessed is of a safeguarding nature which may be putting a pupil's welfare at risk, then this should be reported to:
 - a. Emma Campbell (Designated Safeguarding Lead), or in their absence.
 - b. Keith Hart (Alternate Designated Safeguarding Lead).
- 2.8 Remember that you must not try to investigate the matter any further yourself, for example by asking the pupil questions, and that you should never promise to keep any disclosure by a pupil a secret.
- 2.9 Behaviour management of the children is the responsibility of members of school staff (Principal, teachers, teaching assistants and Midday supervisors) and should not involve

volunteer helpers. If you are working with pupils who are misbehaving, please refer this to the class teacher as soon as possible. Never try to reprimand or allocate punishments yourself.

2.10 You should act appropriately towards all pupils, parents, carers, staff and other volunteers, whatever their socio-economic background, age, gender, sexual orientation, disability, race, religion or belief. If you witness or experience bullying, harassment or discrimination, no matter who is the victim or perpetrator, you should raise this with Emma Campbell (Designated Safeguarding Lead).

2.11 If you have any concerns about following this guidance or are aware of any incidents that occur that may be misconstrued or give rise to concern, please talk to Emma Campbell (Designated Safeguarding Lead).

3. Setting an example

All volunteer helpers at our school should be positive role models to the children, so we expect you to:

3.1 Dress appropriately for the school setting and the tasks and role you will undertake.

3.2 Talk politely and calmly to all pupils. Avoid sarcasm, demeaning or insensitive comments.

3.3 Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.

3.4 Never smoke or vape in the school building or grounds as it is strictly prohibited to do so.

3.5 Offer encouragement and praise to the children. Never show favouritism to a particular child or group of children nor give rewards which are outside of the school's agreed policy.

3.6 Promote and follow the classroom rules.

3.7 Never discuss subjects that are inappropriate for the age of the pupils to participate in, or listen to, including references of a sexual nature or 'gossip' / sharing of information about staff, parents or pupils.

3.8 Never be under the influence of drugs or alcohol when assisting as a volunteer.

4 Use of mobile phones, cameras and computers

4.1. Use of personal IT devices and mobile phones is prohibited, except under exceptional circumstances where the prior agreement of the Principal has been obtained. If you

need to use your mobile phone in an emergency whilst on the school premises, please go to the school office. Using the video or camera features of your mobile phone whilst on the school premises is strictly prohibited.

4.2 The school's ICT equipment and mobile phones may only be used in accordance with the school's Acceptable Use of ICT and Mobile Phones Policy and should normally be used for school purposes only.

4.3 The school's photographic and video equipment may only be used by volunteers with the prior approval of the Principal.

4.4 You will be required to read and sign our Acceptable Use policy for ICT.

5 Gifts and rewards

5.1 Personal gifts must not be given to pupils. Neither should you give pupils any rewards not covered by school policy. Nor should you accept gifts from pupils (other than small tokens at Christmas or as a 'thank you') without first seeking permission in writing from the Principal.

6. Transporting pupils

6.1 It is inappropriate for adults to offer lifts to a child or young person outside their normal duties, unless this has been brought to the attention of the Principal and has been agreed with the parents/carers.

7 Safety procedures

Volunteers should familiarise themselves with the fire safety procedures and evacuation routes that are clearly displayed in each classroom. In the event of the alarm sounding, all volunteers should leave via the nearest available fire exit and should not try to recover personal belongings or search for pupils. Our main fire assembly point is on the SCHOOL FIELD. If you have any questions about the fire safety arrangements, then please speak to Keith Hart, the school's Principal.

7.1 Please sign via 'Inventry' upon your arrival and sign out when you leave. This helps us maintain an accurate list of the people on the school premises in the event of a fire or school lockdown.

7.2 Please obtain a green lanyard from the school office upon your arrival, regardless of how well known you are to the pupils. Please remember to return the green lanyard before you leave.

7.3 Exercise reasonable care for the safety and welfare of yourself, pupils, members of staff or others on the school premises at all times.

8 Medical issues

8.1 The class teacher you are supporting should inform you of any pupils who have severe medical needs, so that you are aware of any symptoms to look out for. All medical information about pupils is strictly confidential and therefore only very limited information will be provided.

8.2 If a pupil requires medical attention, inform a member of staff immediately. They will get a qualified first aider to attend to the pupil. Volunteers should not administer first aid except in an emergency.

9 If you are unable to attend

9.1 If you are due to help in the school but are unable to do so because of illness or personal circumstances, please inform the school by ringing 01473 728566 as soon as possible. Please use the answer phone messaging system if no one is available to take your call. This will help our teachers adjust their lesson plans if they know your support is unavailable.

10 Confidentiality

10.1 All information you may hear or see about a pupil is of a **confidential** nature. You should not discuss any pupil outside of school that you have been working with directly or indirectly. This includes speaking to other parents about their child or other pupils, speaking to family and friends and posting messages online about your experiences in our school, e.g. on Facebook or via email. If other parents approach you for information, always explain that you are not allowed to discuss school matters with them and ask them to speak with the class teacher or Principal if they require further information.

Breaches to this Code

If the Principal [or other designated person] believes that any of the above guidance and expectations have been breached, then it is at their discretion to decide either to give a warning to the volunteer concerned or to instruct the individual to cease attending the school as a volunteer.

We want all the people who work within our school to maintain the high standards of personal conduct outlined in these guidelines whilst they are on our school site. If the Principal is concerned that events in your private life may affect the reputation of the school and/or impact on the effectiveness and safety of those who work and attend our school, they will instruct you to cease your support as a volunteer.

Policies

Upon agreeing and signing this 'Code of Conduct', you will receive the school's Safeguarding policy, the ICT Acceptable Usage policy and a volunteer guide and any other relevant policies as determined by the school. If you do not receive these policies, please see the Principal.

Safeguarding training

Volunteer helpers will be required to receive a Safeguarding Induction for Britannia session from the Alternate Designated Safeguarding Lead (video). This induction must have taken place before the volunteer starts to work in the school

Those volunteers who require a DBS check and meet the 'frequency and intensity' test will also need to attend the Introduction to Safeguarding training as a statutory requirement every three years.

Name: _____

I have read and understood the contents of the 'Volunteer Code of Conduct'. I agree to abide by the procedures and expectations for volunteers that are set out in this code and other policies referenced within it.

Signed: _____ Date: _____

Appendix 1 Trips briefing

School Trip Volunteers' Code of Conduct

Thank you for volunteering to assist on a school trip. We value the contribution you can make to our pupils' learning.

This Code of Conduct sets out the guidelines that we expect all our Trip volunteers to follow.

Volunteers who feel they cannot fully abide by these guidelines should withdraw their offer of help.

- You should be supervised by a member of staff at all times unless you have obtained a valid enhanced DBS.

- Ensure you follow the instructions given by members of staff.
- Maintain a 'professional' relationship with all pupils and staff. Talk politely and calmly to all pupils. Never use inappropriate, offensive or bad language.
- Pupils should not be accompanied to the toilet without a member of staff. You should exercise caution and avoid placing yourself in a position where your actions might be open to criticism or misinterpretation. Male volunteers should use a cubicle in public toilets.
- If a pupil tells you something or you see something that concerns you, this should be reported to the class teacher immediately.
- Use of personal IT devices and mobile phones for texting, phoning or browsing the internet whilst supervising children is prohibited. Use of video or camera features on your mobile phone for recording children is strictly prohibited.
- The class teacher should inform you of any pupils who have severe medical needs. All medical information about pupils is strictly confidential.
- If a pupil requires medical attention, inform a member of staff immediately.
- All information you may hear or see about a pupil is of a **confidential** nature. You should not discuss any pupil outside of school. This includes speaking to other parents about their child or other pupils, speaking to family and friends and posting messages online about your experiences, e.g. on social media or via email. If other parents approach you for information, always explain that you are not allowed to discuss school matters with them and ask them to speak with the class teacher or Principal if they require further information.

Name: _____

I have read and understood the contents of the 'School Trip Volunteers Code of Conduct'. I agree to abide by the procedures and expectations for volunteers that are set out in this code.

Signed: _____ Date: _____

Appendix 2 GDPR briefing

Key principles

The General Data Protection Regulation, GDPR is a set of regulations that build on the Data Protection Act (1988) and concerns the use of Personal Data, any data that can be used to identify a living person.

The GDPR sets out the key principles that all personal data must be processed in line with, it defines the ways in which information about living people may be legally used and handled. The main intent is to protect individuals against misuse or abuse of information about them. Much of the data the school processes it does so because it is carrying out a “public task” as a public authority that needs to process the information to carry out official functions.

We also process personal data if necessary for

- Compliance with a legal obligation
- Vital interests, i.e. to protect someone's life
- To process or share personal data for any other reasons we need:
- Consent-permission of the Data subject, eg the person of whose data we are processing.

We must be able to:

- Justify why the processing is necessary to carry out functions
- Show that the processing is proportionate and there is no less intrusive alternative
- Ensure that we are fair, transparent and accountable
- Provide “clear and comprehensive” information about how we use personal data, even when we do not ask for consent

In your capacity as a volunteer you should not be in a position where you are sharing or using personal information. If you are please, raise this with the member of staff you are working alongside. However, in an emergency situation or if there is a Safeguarding concern, sharing or using personal information may be necessary.

We will not normally share personal data with anyone else, but may do so where:

- There is an issue with a pupil or parent/carers that puts the safety of our staff at risk
- We need to liaise with other agencies – we will seek consent as necessary before doing this

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- Where the disclosure is required to satisfy our safeguarding obligations

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our pupils or staff.

Ask these really important questions when approached by another organisation or individual to share personal data:

On what basis am I sharing this information?

- Is it clear, justified and proportionate?
- Is it necessary?
- How would I feel if it was my data being shared?
- Does it meet the guidelines listed above?

Name: _____ Signed: _____

Date: _____