

The Study School Staff Code of Conduct

Member of staff responsible: Headteacher

Last reviewed: November 2023

Section 1: Extract from ILG Employment Manual

Code of conduct for Staff Purpose

and application

- 1. **Purpose:** Relationships with fellow Staff, employees, Proprietors, contractors, visitors, volunteers, pupils and their parents, guardians or carers should be reasonable and mutually respectful at all times. This Code has been produced to place the welfare of children at the centre of Inspired Learning Group and its culture and to ensure that all those who work in Inspired Learning Group and may have contact with children are clear on the rules of conduct and the expectations of Inspired Learning Group. Children place trust in those connected to Inspired Learning Group creating obligations which we must all meet to ensure the successful outcomes achieved by the children in our care.
- 2. This Code has regard to Inspired Learning Group's child protection and safeguarding policy and procedures and the following (collectively referred to in this Code as the Guidance):
 - 2.1 Keeping children safe in education (September 2023) (KCSIE) (which refers to the nonstatutory advice for practitioners: What to do if you're worried a child is being abused (March 2015))
 - 2.2 Disqualification under the Childcare Act 2006 (August 2018)
 - 2.3 Working together to safeguard children (July 2018) (WT)
 - 2.3.1 WT refers to the non-statutory advice: Information sharing (July 2018)
 - 2.4 Prevent Duty Guidance: for England and Wales (2015) (Prevent). Prevent is supplemented by:
 - **2.4.1** The Prevent duty: Departmental advice for schools and childminders (June 2015)
 - 2.4.2 Channel Duty Guidance: Protecting vulnerable people from being drawn into terrorism (2015)
 - **2.4.3** The use of social media for online radicalisation (July 2015).
 - 2.5 Guidance on female genital mutilation, to include:
 - 2.5.1 Multi-agency statutory guidance on female genital mutilation (October 2018)
 - **2.5.2** Home Office statutory guidance Mandatory Reporting of Female Genital Mutilation: procedural information (October 2015).
 - **2.5.3** Guidance published by the Department for Health which provides useful information and support for health professionals which will be taken into account by Inspired Learning Group's medical staff.
 - 3 The purpose of the Code is to:
 - 3.1 confirm and reinforce the professional responsibilities of all Staff;
 - 3.2 clarify the legal position in relation to sensitive aspects of Staff / pupil relationships and communication including the use of social media
 - 3.3 set out the expectations of standards and behaviour to be maintained within Inspired Learning Group; and

- 3.4 to help adults establish safe practices and reduce the risk of false accusations or improper conduct.
- 4 **Application**: The Code of Conduct (Code) applies to all Staff working in Inspired Learning Group, whether paid or unpaid, whatever their position, role or responsibilities and Staff includes employees, Proprietors, contractors, peripatetic staff, self-employed, work experience / placement students and volunteers.
- 5 **Your duty:** It is the contractual duty of every member of Staff to observe the rules and obligations in this Code. You should also follow the Guidance. Inspired Learning Group also has a duty of care to its Staff, parents, guardians or carers and pupils and the implementation of the practices in this Code will help to discharge that duty.
- 6 **Wrongdoing:** All staff are required to report their own wrongdoing, or any wrongdoing or proposed wrongdoing of any other member of staff or any conduct which they may suspect to be inappropriate to the Head. Inspired Learning Group operates a whistleblowing policy which is contained within this Employment Manual.
- 7 **Application with other policies:** The Code should be read in conjunction with Inspired Learning Group's child protection and safeguarding policy and procedures and whistleblowing policy.

Guiding principles

8 Principles for all Staff

8.1 All Staff should put the well-being, development and progress of all pupils first by:

8.1.1 taking all reasonable steps to ensure the safety and well-being of pupils under their supervision

8.1.2 using professional expertise and judgment for the best interests of pupils in their care

8.1.3 demonstrating self-awareness and taking responsibility for their own actions and for providing help and support to pupils

8.1.4 raising concerns about the practices of teachers or other professionals where these may have a negative impact on pupils' learning or progress, or may put pupils at risk

8.1.5 being familiar with the school's child protection and safeguarding policy and procedures

8.1.6 reading and understanding Part 1, and where appropriate Annex A, of KCSIE (September 2020)

8.1.7 knowing the role, identity and contact details of the current Designated Safeguarding Lead and their Deputies

8.1.8 knowing the role, identity, and contact details of the Board Level Safeguarding Lead; and

8.1.9 being aware that they are in a position of trust (i.e. the adult is in a position of power or influence over the pupil due to his or her work); that the relationship is not a relationship between equals and that this position must never be used to intimidate, bully, humiliate, coerce or threaten pupils.

8.2 All Staff should demonstrate respect for diversity and take steps to promote equality by:

8.2.1 acting appropriately and in accordance with this Code of Conduct, towards all pupils, parents, guardians or carers and Staff

8.2.2 complying with Inspired Learning Group's anti-bullying, Equal Opportunities and Dignity at Work policies and this Code of Conduct

8.2.3 addressing issues of discrimination and bullying whenever they arise; and

8.2.4 helping to create a fair and inclusive school environment.

8.3 All Staff should work as part of a unified Staff body by:

8.3.1 developing productive and supportive relationships with colleagues

8.3.2 exercising any management responsibilities in a respectful, inclusive and fair manner

8.3.3 complying with all School policies and procedures

8.3.4 participating in Inspired Learning Group's development and improvement activities

8.3.5 recognising the role of Inspired Learning Group in the life of the local community; and

8.3.6 upholding the School and Inspired Learning Group's reputation and standing within the local community and building trust and confidence in it.

8. 4 All Staff should understand that Inspired Learning Group has a legal duty to have regard to the need to prevent people from being drawn into terrorism, and consequently should be aware of:

8.4.1 what extremism and radicalisation means and why people - including pupils and fellow staff members - may be vulnerable to being drawn into terrorism as a consequence of it

8.4.2 what measures are available to prevent people from becoming drawn into terrorism and how to challenge the extremist ideology that can be associated withit; and

8.4.3 how to obtain support for people who may be being exploited by radicalising influences.

8.5 All Staff should maintain public trust and confidence in the setting and in their profession by:

8.5.1 demonstrating honesty and integrity

8.5.2 understanding and upholding their duty to safeguard the welfare of children and young people

8.5.3 understanding and demonstrating fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs

8.5.4 maintaining reasonable standards of behaviour whether inside or outside of normal School hours and whether on or off the setting's site; and

8.5.5 maintaining an effective learning environment.

8.6 All Staff should raise any concerns relating to female genital mutilation (FGM) with the Designated Safeguarding Lead and involve children's social care as appropriate in

accordance with the School's child protection and safeguarding policy and procedures. Teachers must also report to the police cases where they discover (either through disclosure by the victim or visual evidence) that an act of FGM appears to have been carried out on a girl under the age of 18. The report should be made orally by calling 101, the single nonemergency number. It will be rare for teachers to see visual evidence, and they should not be examining pupils but those failing to report such cases will face disciplinary sanctions.

9 Additional principles for teachers

9.1 Teachers should take responsibility for maintaining the quality of their teaching practiceby:

9.1.1 meeting the professional standards for teaching applicable to their role and position within the setting

9.1.2 reflecting on their current practice and seeking out opportunities to develop knowledge, understanding and skills

9.1.3 helping pupils to become confident and successful learners; and

9.1.4 establishing productive relationships with parents, guardians or carers by:

(a) providing accessible and accurate information about their child's progress

- (b) involving them in important decisions about their child's education; and
- (c) complying with this Code.

Guidance on Staff/ pupil relationships

10 **Application**: Allegations of unprofessional conduct or improper contact or words can arise at any time. Professionalism and vigilance are required so as to ensure the safety of children in our care, and to reduce the risk of an allegation of impropriety against a member of Staff. This guidance applies to all Staff.

11 Sexual contact: Staff must not:

- 11.1 have any type of sexual relationship with a pupil or pupils
- 11.2 have sexually suggestive or provocative communications with a pupil
- 11.3 make sexual remarks to or about a pupil; and
- 11.4 discuss their own sexual relationships in the presence of pupils.
- 12 Abuse of a position of trust and inappropriate relationships with School pupils: Sexual relationships or sexual contact with any pupils, or encouraging a relationship to develop in a way which might lead to a sexual relationship or any relationship just considered inappropriate with any pupil of Inspired Learning Group is a grave breach of trust that will usually lead to disciplinary action and may also lead to criminal prosecution. It is the criminal offence of an abuse of a position of trust to have any sexual relationship with any Inspired Learning Group pupil under the age of 18, and whilst not a criminal offence, it is a breach of this Code and considered to be gross misconduct to have a sexual relationship with any pupil of Inspired Learning Group, even if over the age of 18.

- 13 **Inappropriate relationships with pupils at another school:** Forming relationships with children or young people who are pupils or students at another school will be a criminal offence if they are under 16 but may also be a criminal offence if under the age of 18 and will be regarded as gross misconduct. Such behaviour tends to bring Inspired Learning Group into disrepute and gives rise to concern that the Staff involved cannot be trusted to maintain professional boundaries with pupils and students at Inspired Learning Group. Whilst not necessarily a criminal offence, Inspired Learning Group considers it inappropriate for Staff to form inappropriate relationships with a pupil of any school, irrespective of their age.
- 14 **General guidance:** You should be aware of the general guidance that will apply in all cases. In particular you:

14.1 need to exercise professional judgment but always act within the spirit of these guidelines. If you are involved in a situation where no specific guidance exists, you should discuss the circumstances with the Designated Safeguarding Lead. A written record should be kept that includes justification for any action taken;

14.2 must be aware of the risks of peer-on-peer abuse and be familiar with procedures for handling allegations against other children and bullying as set out in the School's child protection and safeguarding policy and procedures. Examples of peer-on-peer abuse are bullying (including cyberbullying), physical abuse, sexual violence and sexual harassment, sexting and initiation and hazing;

14.3 must be familiar with procedures for reporting concerns in accordance with Inspired Learning Group's whistleblowing policy and be aware that if Staff raise concerns about working practices at the setting to the Designated Safeguarding Lead or an appropriate senior member of Staff that they will be protected from detriment under the whistleblowing policy;

14.4 must be familiar with the local reporting guidelines and the Local Safeguarding Children Board1 reporting threshold document in respect of any concerns relating to children;

14.5 must be familiar with procedures for handling allegations against Staff as set out in the School's child protection and safeguarding policy and procedures;

14.6 must seek guidance from the Designated Safeguarding Lead if you are in any doubt about appropriate conduct; and

14.7 must report any actions which could be misinterpreted, any misunderstandings, accidents or threats involving you and a pupil or a group of pupils to the Designated Safeguarding Lead.

15 **Behaviour giving particular cause for concern:** You should take particular care when dealing with a pupil who:

15.1 appears to be emotionally distressed, or generally vulnerable and / or who is seeking expressions of affection

15.2 appears to hold a grudge against you

15.3 acts in a sexually provocative way, or who is inclined to make exaggerated claims about themselves and others, or to fantasise, or one whose manner with adults is over-familiar; and

15.4 may have reason to make up an allegation to cover the fact that he or she has not worked hard enough for public examinations.

- 16 **Procedure to be followed in these cases:** Some of these behaviours may be indications that a child has been, or is currently being, abused and should therefore be reported to the Designated Safeguarding Lead under the School's child protection and safeguarding policy and procedures.
- 17 **Record keeping:** Comprehensive records are essential. All concerns, discussions and decisions made and the reasons for those decisions should be recorded in writing . Any incident involving children that could give cause for concern, must always be reported promptly to the Designated Safeguarding Lead in accordance with the School's child protection and safeguarding policy and procedures. If there is any doubt about recording requirements this should be discussed with the Designated Safeguarding Lead.
- 18 **Good order and discipline**: Staff in charge or control of pupils must maintain good order and discipline at all times when pupils are present on School premises and whenever pupils are engaged in authorised School activities, whether on School premises or elsewhere.

General conduct

- 19 **Inspired Learning Group property:** You must take proper care when using Inspired Learning Group property and you must not use Inspired Learning Group property for any unauthorised use or for private gain.
- 20 **Use of premises:** You must not carry out any work or activity on Inspired Learning Group premises other than pursuant to your terms and conditions of employment without the prior permission of the Head.
- 21 **Behaviour of others:** You should be aware that the behaviour of your partner or other family members or any member of your household may raise concerns which could affect the welfare of a member of the setting and Inspired Learning Group community, children at school, a member of the public, or bring Inspired Learning Group into disrepute and you should bring any such behaviour to the immediate attention of Inspired Learning Group. Such concerns will be given careful consideration as to whether they constitute a potential risk to children at Inspired Learning Group or its reputation.

Meetings with pupils

22 **One-to-one meetings:** If you are teaching one pupil, or conducting a one-to-one meeting or teaching session with a pupil, you should take particular care in the following ways:

22.1 when working alone with a pupil is an integral part of your role, conduct and agree full risk assessments with the Designated Safeguarding Lead

 $22.2\,$ use a room that has sufficient windows onto a corridor so the occupants can be seen, or keep the door open, or inform a colleague that the lesson / meeting is taking place

22.3 arrange the meeting during normal school hours when there are plenty of other people about

22.4 do not continue the meeting for any longer than is necessary to achieve its purpose

 $22.5\,$ avoid sitting or standing in close proximity to the pupil, except as necessary to check work

22.6 avoid using "engaged" or equivalent signs on doors or windows

22.7 avoid idle discussion

22.8 avoid all unnecessary physical contact and apologise straight away if there is accidental physical contact

22.9 avoid any conduct that could be taken as a sexual advance

22.10 report any incident that causes you concern to the Designated Safeguarding Lead under the School's child protection and safeguarding policy and procedures, and make a written record (signed and dated); and

22.11 report any situation where a pupil becomes distressed or angry to the Designated Safeguarding Lead

- 23 **Pre-arranged meetings:** Pre-arranged meetings with pupils outside school should not be permitted unless approval is obtained from their parents, guardians or carers and the Head. If you are holding such a meeting, you should inform colleagues before the meeting.
- 24 **Home visits**: In some circumstances home visits are necessary. You should:

 $24.1\,$ discuss the purpose of any visit with the Designated Safeguarding Lead and adhere to any agreed work plan / contract

24.2 follow the risk management strategy and ensure appropriate risk assessments are in place. Where there is insufficient information to complete a risk assessment, ensure that you are accompanied by a colleague

24.3 not visit unannounced if this can be avoided

24.4 leave the door open where you will be alone with pupils

24.5 keep records detailing times of arrival and departure, and work undertaken

 $24.6\,$ ensure that any behaviour or situation that gives rise to a concern is reported and actioned

24.7 discuss with the Designated Safeguarding Lead anything that gives cause for concern in accordance with the School's child protection and safeguarding policy and procedures; and

24.8 have a mobile telephone and an emergency contact of the Designated Safeguarding Lead to hand.

- 25 **The use of personal living space:** Pupils should not be in or invited into the personal living space of any member of Staff, unless agreed with the parents, guardians or carers and the Designated Safeguarding Lead. It is accepted that children of Staff (whether in Inspired Learning Group accommodation or not) may at times invite their friends to their homes. In these instances, staff are reminded to comply with this Code of Conduct, must ensure that the Designated Safeguarding Lead is informed in advance and that any overnight visit is subject to a written risk assessment.
- 26 **Chores:** Pupils should not be asked to assist with chores or tasks in the personal living space. Personal living spaces should not be used as an additional resource for the setting. This also applies to on site Staff accommodation.

Language and appearance

27 Language: You should use appropriate language at all times. You should:

27.1 avoid words or expressions that have any unnecessary sexual content or innuendo; avoid displays of affection either personally or in writing (e.g. messages in birthday cards, text messages, emails etc)

27.2 avoid any form of aggressive or threatening words

27.3 avoid any words or actions that are over-familiar

27.4 not swear, blaspheme or use any sort of offensive language in front of pupils

27.5 avoid the use of sarcasm, discriminatory or derogatory words when punishing or disciplining pupils and avoid making unprofessional personal comments about anyone. Any sanctions should be in accordance with the setting's behaviour and discipline policies; and

27.6 be aware that some parts of the curriculum may raise sexually explicit subject matters. Care should be taken in subjects where rules / boundaries are relaxed (e.g. drama or art). Staff should have clear lesson plans and should take care to avoid overstepping personal and professional boundaries.

Dress Code Policy:

General

- 28 **Introduction:** Inspired Learning Group considers the way staff dress and their appearance isof significant importance in portraying a professional image to all users of its services, whether pupils, parents, governors, visitors, colleagues, or other agencies. This policy applies wherever or whenever anyone is working as an Inspired Learning Group representative. At Inspired Learning Group we believe that pupils are influenced by role models around them. All staff particularly the Head Teacher, form an important part of that modelling process and as professionals it is important that we provide the best example of appropriate clothing for the task in hand.
- 29 The Dress Code is necessary in order to:

29.1 Convey a professional image of the setting and individual; and

29.2 Have regard to Health and Safety considerations for staff and pupils.

- 30 **Application:** The Dress Code applies to all staff groups, including those staff who are seconded, supply agency staff, governors, contractors, volunteers and students when working for or on behalf of Inspired Learning Group, whether on Inspired Learning Group premises or elsewhere, collectively known here as 'staff'.
- 31 **Expectations:** The Dress Code is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and staff must use 'common sense' in adhering to the principles underpinning the Dress Code.
- 32 Inspired Learning Group recognises the diversity of cultures, religions and disabilities of its staff and will take a sensitive approach when this affects dress requirements. However, priority will be given to health and safety and security considerations. Risk Assessments will take place as appropriate.
- 33 **Identity and security:** All staff will be supplied with a school identity security badge that should be worn and visible at all times both when in school or outside the premises on school business and should only be removed for safety reasons. Staff working within the community must carry their Inspired Learning Group I.D. badges with them at all times. It is the responsibility of the member of staff to inform their manager if their I.D. badge is lost/stolen or if details on the badge need altering e.g. for a name change.
- 34 **Responsibility**: Staff are individually responsible for their general presentation, appearance and personal hygiene and have a responsibility to consider how their appearance may be perceived by others. This means that staff should wear clothing which:
 - Is appropriate to their role and in a professional manner;

- Is not likely to be viewed as offensive, revealing, or sexually provocative;
- Does not distract, cause embarrassment or give rise to misunderstanding.
- Is absent of any political or otherwise contentious slogans or badges;
- Is not discriminatory and is culturally sensitive;
- Does not place themselves or others at risk.

Staff are responsible for following the standards of dress and appearance laid down in this Dress Code and must understand how the Dress Code relates to their working environment, health and safety, particular roles and duties and contact with others during the course of their employment.

Staff are required to adopt a 'common sense' approach with regard to the clothing, jewellery, glasses etc that they wear to work in terms of expense. Staff must ensure that articles are appropriate to the type of work that they carry out and also be mindful of any potential for damage to/loss of personal property which may arise as a result of carrying out their duties.

35 **Management:** Line Managers are responsible for ensuring the Dress Code is adhered to at all times. Managers must ensure that all new members of staff are aware of the required standards of the Dress Code during the induction process. Failure to adhere to the Inspired Learning Group standards of dress and appearance may constitute misconduct and result in formal disciplinary proceedings.

Dress Code for Staff

- 36 For Inspired Learning Group **Head Teachers, Nursery Managers, Deputies and SLTs:** Formal business attire is required at all times. A tailored suit in a neutral colour, such as grey or navy with trousers, dress or a skirt. They are required to wear a collared, long-sleeve dress shirt with a conservative tie beneath the suit or a formal blouse. Skirts or dresses need to be an appropriate length (i.e. at least knee length).
- 37 **For all other staff at Inspired Learning Group:** Staff are expected to wear clothing that is appropriate for the role that they carry out. For example, certain jobs may require staff to wear sports clothing for P.E/Games. These staff must wear the correct clothing for undertaking their work and if staff are uncertain, they must check with the Head. By way of general guidance:

37.1 Acceptable Clothing: Examples of acceptable clothing includes a combination of:

- Business casual attire. It is considered acceptable to wear tailored trousers with dress shirt, a short- or long-sleeved sweater or cardigan. Business casual attire includes jumpers, jackets, dresses, skirts, culottes, ties, shirts and blouses (with collars long or short sleeve).
- Skirts or dresses need to be an appropriate length (i.e. at least knee length).
- Footwear must be safe, sensible, in good order, smart and clean and have regard to health and safety considerations. Staff need to be aware that in an emergency situation, they may be required to move swiftly. Kitten Heels or appropriate heels to work with children are acceptable.

• All clothing should be clean, pressed and wrinkle-free, without holes or frayed areas. Small logos (such as Polo or Izod logos) are acceptable, but shirts and slacks bearing large promotional information are not.

37.2 Unacceptable Clothing: The following are not considered acceptable by Inspired Learning Group:

- Mini-skirts and mini dresses;
- Shorts, to include lycra cycling shorts, leisure shorts (unless used for P.E/Games or other associated social activities)
- Sports Wear to include tracksuits, sweatshirts, jogging or warm-up suits and trainers (except for P.E and associated social activities)
- Combat/camouflage clothing and cargo pants
- Low-cut T-shirts or blouses, vest-type tops (Spaghetti/shoestring or other strapped tops)or crop-tops
- Denim of any kind or colour, including jeans, skirts, shirts and jackets
- Casual shirts and t-shirts without collars or golf shirts with large logos or lettering
- Items of clothing bearing pictures or large promotional information, badges, emblems, logos, slogans or graphics, which could cause offence or are deemed inappropriate to the setting
- Indoor wearing of baseball caps/hats;
- High heeled stiletto shoes, open toe shoes or sandals, beach flip flops (or similar).
- Wild colours or prints
- Novelty ties
- Clothes which restrict movement, and which can easily snag on equipment during manual handling manoeuvres e.g. loose pockets, sequins, large buttons etc;
- Neck ties, scarves or large metal chains
- Transparent or 'see-through' items of clothing
- Clothing with tears, holes and rips
- Underwear should not be visible
- Clothing that is ill-fitting or too tight

37.3 Exceptions: The Dress Code may be relaxed on training days when pupils are not present. This is at the discretion of the Head. It is also recognised that there may be specific occasions where the usual Dress Code would not be appropriate e.g. outdoor/adventure visits. In these instances, guidance will be provided.

Appearance

38 **Expectation**: Your appearance contributes to Inspired Learning Group's reputation and the development of our business. It is important that you appear clean and smart at all times when at work (whether in the setting or elsewhere), particularly when you may be in contact with children, parents or the general public. Please use the following as guidance:

38.1 **Tattoos:** If possible, tattoos should be appropriately covered whilst at work and where visible, should not be offensive to others.

38.2 **Piercings and jewellery**: Piercings must be discreet and appropriate in a school setting and must not be a health and safety hazard. Earrings should be tasteful and appropriate for all professional attire. Facial jewellery, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not appropriate and must be removed before attending work. If you have piercings for religious or cultural reasons, these must be covered. Piercings must also be removed where they are a risk to health and safety or where their appearance may be considered inappropriate in school. For example, large hoop earrings, large rings (which protrude from the finger) and large necklaces must be removed whilst on duty. Stud earrings and flat wedding bands are permitted.

38.3 **Hair**: Hair should be neat and tidy at all times and conform to professional standards of style and colour. Hair and beards should not compromise health and safety. Long hair should be tied back when handling food, or when undertaking physical interventions with children. Beards must be neatly trimmed, unless this reflects the individual's religion in which case it must be tidy.

38.4 **Religious and cultural dress**: Headgear worn for religious purposes is permitted. The Hijab if worn, must be adjusted in a way that the wearers face remains visible. The Hijab should be fixed in such a way that it allows quick release. Staff who wear a facial covering for religious reasons will be expected to remove the covering whilst working, This will ensure that staff are identifiable and will facilitate communication with colleagues, students and parents.

38.5 **Nails:** Nail decorations and false nails are not permitted. Nails must be sufficiently short to ensure good hygiene and safe child contact. Nail varnish, if worn, must be clear or neutral.

Breach

39 Breach: Failure to comply with the dress code may result in action under the Disciplinary Procedure

The use of force or physical restraint

- 40 **Physical restraint:** All forms of corporal punishment are unlawful and the use of unwarranted physical force is likely to constitute a criminal offence. The use of physical intervention should be avoided if possible. There are circumstances when it is appropriate for Staff to use force to safeguard children. This is enshrined in law and applies to any member of Staff at Inspired Learning Group. It can also apply to people whom the Head has temporarily put in charge of pupils such as unpaid volunteers or parents accompanying students on a school organised visit.
 - 41 **Application of code of restraint:** It only applies where no other form of control is available and where it is necessary to intervene. The use of force or physical contact may be reasonable and proportionate in the circumstances to prevent a pupil from doing, or continuing to do any of the following:
 - 41.1 committing a criminal offence
 - 41.2 injuring themselves or others
 - 41.3 causing damage to property, including their own; or

41.4 engaging in any behaviour prejudicial to good order and discipline at the setting or among any of its pupils, whether that behaviour occurs in a classroom or elsewhere.

- 42 **Before intervening:** Before intervening physically you should, wherever practicable, tell the pupil to stop and what will happen if he or she does not. You should continue attempting to communicate with the pupil throughout the incident and should make it clear that physical contact or restraint will stop as soon as it ceases to be necessary. You should always avoid touching or holding a pupil in a way that might be considered indecent. You should also avoid any form of aggressive contact such as holding, pushing, pulling or hitting which could amount to a criminal assault, nor act in a way that might reasonably be expected to cause injury.
- 43 **Inform senior staff:** You should inform the Head immediately following an incident where force has been used. This is to help prevent any misunderstanding or misrepresentation of the incident, and it will be helpful in the event of a complaint. You should provide a written report as soon as possible afterwards. This should include written and signed accounts of those involved, including the pupil. The parents, guardians or carers of the pupil should be informed about serious incidents involving the use of force. In the **EYFS** setting, the parents, guardians or carers will be informed about any use of force on the same day or as soon as reasonably practicable. The Head will advise as to when parents should be contacted.
- 44 **Action taken in self-defence or in an emergency:** The law allows anyone to defend themselves against an attack provided they do not use more force than is necessary. Similarly, where a pupil is at risk of immediate injury or on the point of inflicting injury on someone else, any member of Staff (whether authorised or not) would be entitled to intervene.
- 45 **Using reasonable force:** There is no legal definition of "reasonable force". It will always depend on the circumstances. The term 'reasonable force' covers the broad range of actions used by staff that involve a degree of physical contact to control or restrain children. This can range from guiding a child to safety by the arm, to more extreme circumstances such as breaking up a fight or where a young person needs to be restrained to prevent violence or injury. 'Reasonable' in these circumstances means 'using no more force than is needed'. The use of force may involve either passive physical contact, such as standing between pupils or blocking a pupil's path, or active physical contact such as leading a pupil by the arm out of the classroom. Note that:

45.1 any use of force should be proportionate to the behaviour of the pupil involved and the seriousness of the harm prevented

45.2 you should recognise the additional vulnerability of children with SEN, disabilities and certain medical conditions before using reasonable force

45.3 physical force could not be justified to prevent a pupil from committing a trivial misdemeanour

45.4 any force should always be the minimum needed to achieve the desired result; and

45.5 whether it is reasonable to use force and the degree of force that could be reasonably employed might also depend on the age, understanding and sex of the pupil.

Physical contact in other circumstances

46 When physical contact may be appropriate: Physical contact with a pupil may be necessary and beneficial in order to demonstrate a required action, or a correct technique in, for example, singing and other music lessons or during PE, sports and games. Any physical contact should be in response to the pupil's needs, of limited duration and appropriate to the pupil's age, stage of development, gender, ethnicity and background. Physical contact can be easily misinterpreted and should be limited. Staff should use professional judgement.

47 **Guidance on using physical contact:** You should observe the following guidelines (where applicable):

47.1 explain the intended action to the pupil

47.2 do not proceed with the action if the pupil appears to be apprehensive or reluctant, or if you have other concerns about the pupil's likely reaction

47.3 ensure the physical contact continues for as short a time as possible

47.4 ensure that the door is open and if you are in any doubt, ask a colleague or another pupil to be present during the demonstration; and

47.5 consider alternatives if it appears likely that the pupil might misinterpret the contact.

- 48 **Report concerns:** If you are at all concerned about any instance of physical contact, inform the Head without delay, and make a written record in the incident book and on the pupil's file if necessary.
- 49 **Offering comfort to distressed pupils:** Touching may be appropriate where a pupil is in distress and needs comforting. You should use your own professional judgement when you feel a pupil needs this kind of support and should be aware of any special circumstances relating to the pupil. For example, a child who has been abused may find physical contact particularly difficult. You should always notify the Line Manager when comfort has been offered, record the action and should seek guidance if unsure whether it would be appropriate in a particular case.
- 50 Administering first aid: When administering first aid you should explain to the child what is happening and ensure that another adult is present or is aware of the action being taken. The treatment must meet the setting's health and safety at work rules and intimate care guidelines, and parents, guardians or carers should be informed. Staff should:

50.1 adhere to the setting's policies on first aid and administering medication

50.2 comply with the necessary reporting requirements

50.3 make other adults aware of the task that is being undertaken

50.4 explain what is happening

50.5 report and record the administration of first aid

50.6 have regard to any health plans; and

 $50.7\,$ ensure that an appropriate health / risk assessment is undertaken prior to undertaking certain activities.

- 51 **Pupils' entitlement to privacy:** Children are entitled to privacy when changing or showering. However there still must be an appropriate level of supervision to ensure safety. You should:
 - 51.1 avoid physical contact or visually intrusive behaviour when children are undressed
 - 51.2 announce yourself when entering changing rooms and avoid remaining unless required

51.3 not shower or change in the same place as children; and

51.4 not assist with any personal care task which a pupil can undertake themselves.

52 **Intimate care:** Sometimes intimate care is required, for example when assisting with toileting or removing wet clothes. You should:

52.1 comply with the setting's intimate care guidelines

52.2 advise other Staff of the task being undertaken and consult where there is any change from the agreed procedure. A record should be kept of the justification for any variations and this information should be shared with parents, guardians or carers

52.3 explain to the child what is happening

52.4 comply with applicable professional codes of practice, as appropriate; and

52.5 comply with regularly reviewed, formally agreed plans, as appropriate.

- 53 Where a child has been abused: Where a child has previously been abused, Staff should be informed on a 'need to know' basis and should be extra cautious when considering the necessity of physical contact. Some children may seek inappropriate physical contact. Staff should sensitively deter the pupil and help them understand the importance of personal boundaries. Such incidents should be reported and discussed with the Designated Safeguarding Lead and where appropriate parents, guardians or carers.
- 54 **Children with special educational needs or disabilities:** Some children may need more physical contact to assist their everyday learning, which should be agreed and understood by all concerned, justified, openly applied and open to scrutiny. The Designated Safeguarding Lead and SENCO will establish whether any reasonable adjustments are required for such pupils.

Code of conduct for contact outside school

55 **Contact outside school:** You should avoid unnecessary contact with pupils outside school. You should:

55.1 not give pupils your home address, home telephone number, mobile telephone numberor email address

55.2 not send personal communications (such as birthday cards or faith cards, text messages etc) to children unless agreed with the Head

55.3 not make arrangements to meet pupils, individually or in groups, outside school other than on school trips authorised by the Head

55.4 avoid contacting pupils at home unless this is strictly necessary, and you should keep a record of any such occasion

55.5 not give a pupil a lift in your own vehicle other than on School business and with permission from the Head

55.6 avoid inviting pupils (groups or individuals) to your home unless there is a good reason and it has been approved by Head. This prohibition also applies if you have on site accommodation

55.7 report and record any situation which may place a child at risk or which may compromise Inspired Learning Group's or your professional standing;

55.8 ensure that pupils do not see anything in your home that may cause embarrassment or that might become the subject of inappropriate gossip or rumour; and

55.9 never engage in secretive social contact with pupils or their parents, guardians or carers.

56 **Social contact:** You should be aware that where you meet children or parents, guardians or carers socially, such contact could be misinterpreted as inappropriate, an abuse of a position

of trust or as grooming. Any social contact that could give rise to concern should be reported to the Head

- 57 **Friendships with parents, guardians or carers and pupils:** Members of Staff who are friends with parents, guardians or carers of pupils or who, for example, are voluntary workers in youth organisations attended by pupils, will of course have contact with those pupils outside school. However, members of Staff should still respect the above advice wherever possible and should keep the Head informed of such relationships.
- 58 **Scope of application of code on contact outside school**: The same guidelines should be applied to after school clubs, school trips, and especially trips that involve an overnight stay away from the setting. There are separate, more detailed guidelines for school trips in the educational visits policy. The principles of this guidance also apply to contact with children or young people who are pupils at another school.
- 59 **Transporting pupils**: There may be some situations when Staff are required to transport pupils. You should:

59.1 ensure that you are fit to drive and free from any substances that may impair your judgement or ability to drive

59.2 be aware that until the pupil is passed over to a parent / carer, you have responsibility for that pupil's health and safety

59.3 record the details of the journey

59.4 record, be able to justify impromptu or emergency lifts and notify the Head

59.5 ensure that there are proper arrangements in place to ensure vehicle, passenger and driver safety, including appropriate insurance, seat belts, adherence to maximum capacity guidelines etc; and

59.6 wherever practicable, you should avoid using private vehicles and should try and haveone adult additional to the driver to act as an escort.

60 After school activities: When taking part in after school activities, you should:

60.1 be accompanied by another adult unless otherwise agreed with the Head

60.2 undertake a risk assessment; and

60.3 obtain parental consent.

61 Educational visits: When taking part in educational visits, you should: -

61.1 follow the setting's educational visits policy;

61.2 be accompanied by another adult unless otherwise agreed with the Head;

61.3 undertake a risk assessment; and

61.4 obtain parental consent.

62 **Overnight supervision:** Where overnight supervision is required to preserve the integrity of the examination process:

62.1 you should ensure that a risk assessment has been undertaken and that all members of the household have had the appropriate checks

62.2 arrangements should be made with and agreed by parents, guardians or carers and the pupil

62.3 one to one supervision should be avoided where possible

62.4 choice, flexibility and contact with "the outside world" should be incorporated, so far as it is consistent with appropriate supervision and Inspired Learning Group's guidelines;

- 62.5 whenever possible, independent oversight of the arrangements should be made; and
- 62.6 any misinterpretation, misunderstanding or complaint should be reported.

Communication with pupils (including the use of technology)

- 63 **Communicating with children and parents, guardians or carers:** All communication with children or parents, guardians or carers should conform to setting policy and be limited to professional matters. Except in an emergency communication should only be made using Inspired Learning Group property.
- 64 **Application**: These rules apply to any form of communication including new technologies (including 3G / 4G technologies) such as mobile telephones, web-cameras, social networking websites and blogs. You should also ensure you comply with the more detailed IT acceptable use policy, and social media policy.
- 65 **Dealing with "crushes"**: Crushes, fixations or infatuations are part of normal adolescent development. However, they need sensitive handling to avoid allegations of exploitation. Such crushes carry a high risk of words, actions and expressions being misinterpreted; therefore, the highest levels of professionalism are required. If you suspect that a pupil has a crush on you or on another colleague, you should bring it to the attention of the Designated Safeguarding Lead at the earliest opportunity. Suggestions that a pupil may havedeveloped a crush should be recorded. Staff should avoid being alone with pupils who have developed a crush on them and if the pupil sends personal communications to the member of Staff, this should be reported to the Head and recorded.
- 66 **Acceptable use:** Adults must establish safe and responsible online behaviours and must comply with the IT acceptable use policy, social media policy, the online safety policy. Adults should report to senior colleagues, any new and emerging technologies which may have a bearing on Inspired Learning Group practices and on the review of the IT acceptable use policy. Local and national guidelines on acceptable user policies should be followed. Staff should also:

66.1 ensure that your own personal social networking sites are set as private and ensure that pupils are not approved contacts;

66.2 ensure that you do not use any website or application, whether on an Inspired Learning Group or personal device, which publicly identifies your location while on Inspired Learning Group premises or otherwise in the course of your employment

66.3 never use or access social networking sites of pupils and do not use internet or webbased communication channels to send personal messages to pupils

66.4 never use your own equipment (e.g. mobile telephones) to communicate with pupils -use equipment provided by Inspired Learning Group and ensure that parents, guardians or carers have given permission

66.5 only make contact with pupils for professional reasons; and

66.6 recognise that text messaging should only be used as part of an agreed protocol and only when other forms of communication are not possible.

67 **Personal details**: Adults should not give their personal contact details to pupils, including email addresses, home or mobile telephone numbers, unless the need to do so is agreed with the Head and parents, guardians or carers.

- 68 **Personal mobile telephones and electronic devices:** It is understood that staff may need to check text messages and / or personal emails in the case of an emergency or during break times. Personal use must not interfere with your work commitments (or those of others). It is a privilege and not a right. Staff shall set an example and shall never use their own mobile telephones or other electronic devices whilst they are on duty (whether in a classroom or otherwise) and any such mobile devices should be switched off except in the case of an emergency and be kept out of sight of parents or pupils.
 - 69 **Communicating outside the agreed protocols**: Email or text communications between an adult and any pupil outside agreed protocols may lead to a report to external agencies in accordance with the setting's child protection and safeguarding policy and procedures, disciplinary action and / or criminal investigations. This also includes communications through internet based websites.

Code of conduct for photographs and videos

- 70 **Permission required:** You should seek permission from the Head before taking photographs or video camera footage of any pupils in class, at any School events or on a trip. You should also seek permission before displaying these photographs. You must not take images of pupils using personal mobile telephones.
- 71 **Consent:** Subject to paragraph 74 below, appropriate consents for taking and displaying photographs should be obtained from parents, guardians, carers or from the pupils themselves if sufficiently mature (most pupils are seen as being sufficiently mature from the age of 12 years). Consent must be freely given so it must be a genuine choice. The consent obtained must be specific for the purpose that the photographs will be used for for instance if the photographs will be used in a school promotion, specific consent should be obtained for this use, and the photographs should not then be used for any other use without new consent being requested and obtained. Any consent will need to be sought from either the parent, the pupil or both depending on the maturity of the pupil.
- 72 Where the use of a photograph or video is less privacy intrusive (e.g. used in an internal school display) it is sufficient for parents and pupils to have been informed about this in the setting's privacy notices, in which case consent is not required. Please speak to the Head if you require guidance on whether consent should be obtained.
- 73 Some pupils cannot be featured in photographs or videos under any circumstances (for example, because of safeguarding concerns). Please speak to the Head if you are unsure to which pupils this applies.
- 74 **Guidance where permission obtained:** Where permission and consent (if appropriate) has been obtained, the following should be considered:

74.1 the purpose of the activity should be clear as to what will happen to the photographs or videos. You must be able to justify images in your possession

74.2 all images should be made available to the Head in order to determine acceptability

74.3 images should not be made during one-to-one situations

74.4 ensure that the pupil is appropriately dressed

74.5 ensure that the pupil understands why the images are being taken and has agreed to he activity

74.6 only use equipment provided or authorised by Inspired Learning Group

74.7 if a photograph or video is to be displayed in a place to which the public have access (e.g. on the setting's website) it should not display the pupil's name unless specific consent has been obtained. If the use of a photograph or video is more privacy intrusive consent may need to be obtained even if the pupil's name is not used (e.g. using an unnamed photograph of a pupil in an advertisement). Consent should be obtained from the pupil and

/ or their parents as appropriate. Please see paragraph 75 below for further guidance on consent

74.8 all images of children should be stored securely and only accessed by those authorised to do so; and

74.9 images must not be taken secretively

75 **Consent:** Children are usually considered mature enough to exercise their own data protection rights when they are aged 12 years or older. Whether consent should be obtained from the parents, the pupil or both will depend on the age of the pupil. Inspired Learning Group's policy is that when consent is required it should be obtained as follows:

75.1 where the pupil is in Year 7or below, consent should be sought from a parent, guardian or carer

76 **Personal social media:** You must not publish anything which could identify pupils, parents or guardians on any personal social media account, personal webpage or similar platform without the prior consent of the Head in writing. This includes photos, videos, or other materials such as pupil work.

You should consider the content of your social media (whether public or personal) as an extension of your professional conduct at school and ensure that nothing is published that is likely to damage the school's reputation or bring it into disrepute.

77 **Appropriate material:** Inspired Learning Group recognises that many children have unlimited and unrestricted access to the internet via 3G and 4G. You must ensure children are not exposed to inappropriate or indecent images. Viewing, retrieving or downloading of pornographic, terrorist or extremist material, or any other material which the School believes is unsuitable is strictly prohibited and constitutes gross misconduct. This includes at any time when on Inspired Learning Group premises or otherwise in the course of your employment, including using Inspired Learning Group's ICT network, or via 3G or 4G, whether or not on a School or personal device. You should not allow unauthorised access to Inspired Learning Group equipment and should keep your computer passwords safe. If you discover material that is potentially illegal or inappropriate, you must isolate the equipment and contact the Designated Safeguarding Lead in accordance with Inspired Learning Group's child protection and safeguarding policy and procedures immediately. Pupils must not be exposed to unsuitable material on the internet and Staff should ensure that any film or material shown is age appropriate.

Gifts and rewards

78 **Anti-bribery and corruption policy**: Before accepting or giving any gifts or rewards, Staff must familiarise themselves with the anti-bribery and corruption policy contained in the ILG Employment Manual.

79 If a gift is received: If you receive a gift from a pupil or parent, you should:

79.1 declare the gift where there is a possibility it could be misconstrued, or in any event where the gift is of a value of more than $\pounds 100$. The Head may in their absolute discretion require you to decline the gift; and

79.2 decline outright gifts that could be perceived as a bribe or that have created an expectation of preferential treatment. Although it is accepted for parents, guardians or carers or children to make small gifts to show appreciation, you must not receive gifts on a regular basis or receive anything of significant value.

80 Giving gifts and rewards: Where you are thinking of giving a gift or reward:

80.1 it should only be provided as part of an agreed reward system

80.2 in all cases except the above, the gift or reward should be of no more than £100 and should be discussed and agreed with the Head and where appropriate the parent, guardian or carer

80.3 selection processes should be fair and where possible should be agreed by more than one member of Staff; and

80.4 gifts should be given openly and not based on favouritism.

81 **Allocation of gifts and rewards:** Decisions regarding entitlement to benefits or privileges such as admission to school trips, activities or classroom tasks must avoid perceptions of bias, grooming or favouritism. The selection process must be based on transparent criteria.

Childcare disqualification

- 82 **Offence:** The Childcare Act 2006 and the Childcare (Disqualification) Regulations 2009 state that it is an offence for Inspired Learning Group to employ anyone to provide childcare in connection with our early years provision (EYP) or later years provision (LYP) who is disqualified, or for a disqualified person to be directly involved in the management of EYP or LYP (a Relevant Role).
- 83 **EYP** includes usual school activities and any other supervised activity for a "young child" which takes place on Inspired Learning Group premises during or outside of the normal school day (a child is a "young child" during the period between birth and up to 1 September following their fifth birthday).
- 84 **LYP** includes provision for children not in EYP and under the age of 8 which takes place on school premises outside of the normal school day, including, for example breakfast clubs, after school clubs and holiday clubs. It does not include extended school hours for cocurricular activities such as sports activities.
- 85 **"Childcare"** means any form of care for a child, which includes education and any other supervised activity for a "young child". "Childcare" in LYP does not include education during school hours but does cover before and after school clubs.
- 86 **Grounds for disqualification:** The grounds on which a person will be disqualified from working in connection with **EYP** or **LYP** are set out in Inspired Learning Group's recruitment, selection and disclosure policy and procedure. Staff are required to familiarise themselves with this document.
- 87 **Duty of disclosure:** Staff in a Relevant Role are under an on-going duty to immediately notify Inspired Learning Group if their circumstances change so that they meet any of the criteria for disqualification at any point during their employment with Inspired Learning

Group. Any failure to disclose relevant information will be treated as a serious disciplinary matter.

- 88 **Ofsted:** Where Inspired Learning Group receives disqualification information about a member of staff working in a Relevant Role and is satisfied that the member of staff may be disqualified as a consequence, Inspired Learning Group is under a duty to report the circumstances of the disqualification to Ofsted.
 - 89 **Waiver:** A member of staff who discloses information which appears to disqualify them from working in a Relevant Role may apply to Ofsted for a waiver of the disqualification.

Reporting Obligations

- 90 **Inspired Learning Group's position:** It is a contractual requirement as well as in your interests to follow this Code so as to maintain appropriate standards of behaviour and your own professional reputation. A breach of this Code may be treated as misconduct and will render you liable to disciplinary action including in serious cases, dismissal.
- 91 **Exit interviews:** All staff are trained so that they understand they are expected and encouraged to raise concerns they have, whether related to the safeguarding and welfare ofpupils, the conduct of staff or other matters, during the course of their employment in accordance with Inspired Learning Group's polices (including the whistleblowing policy, the child protection and safeguarding policy and procedures and this Code). Safeguarding children is at the centre of Inspired Learning Group's culture and is accordingly considered formally during staff performance development reviews and appraisal and finally at exit interviews which are held with all leavers.
- 92 **Termination of employment:** If Inspired Learning Group ceases to use the services of a member of Staff because they are unsuitable to work with children, a settlement agreement (formerly known as a compromise agreement) will not be used and a referral to the Disclosure and Barring Service will be made promptly if the criteria for a referral are met. Any such incidents will be followed by a review of the safeguarding procedures within Inspired Learning Group, with a report being presented to the Proprietor without delay. Inspired Learning Group may also need to consider a referral to the Disclosure and Barring Service if a member of Staff is suspended or deployed to another area of work that is not regulated activity.
- 93 **Resignation**: If a member of Staff tenders his or her resignation, or ceases to provide his or her services to Inspired Learning Group at a time when child protection concerns exist in relation to that person, those concerns will still be investigated in full by Inspired Learning Group and a referral to the Disclosure and Barring Service will be made promptly if the criteria for a referral are met.
- 94 T Teaching Regulation Agency (TRA) (previously known as the National College for Teaching and Leadership): Separate consideration will also be given to making a referral to the TRA where a teacher has been dismissed (or would have been dismissed had he or she not resigned) because of unacceptable professional conduct, conduct that may bring the profession into disrepute, or a conviction at any time for a relevant offence. An interim referral to the TRA may also be considered and made if appropriate.

Section 2: Other Professional Standards

Setting an example: All staff should maintain high standards of behaviour and conduct and are expected to uphold the ethos of the school. Particular attention should be paid to punctuality at the start of the day and for lessons and meetings, smart professional appearance, the use of appropriate language and courteous professional behaviour towards pupils, parents and colleagues.

Confidentiality: Staff are expected to treat information they receive about pupils, parents, staff and the school in a discreet and confidential manner. If in any doubt about the sharing of information they hold, or which has been requested of them, staff should seek advice from a Senior Member of staff.

Attendance and Timekeeping: should a member of staff need to be absent or expect to be late for any reason, they should ask the SLT in advance where possible and complete a LOA request form. If this is not possible, staff should contact the School Secretary at 7.30am.

Smoking: To promote a healthy and pleasant working environment, the legal requirement is to have a non-smoking site.

Food Consumption: staff are asked to confine eating to the Hall or Staff Room. Staff are also requested to consider their environment and wash up cutlery etc after use.

Alcohol and Illegal Drugs: Consumption of alcohol or illegal drugs is not permitted on site save where, in the case of alcohol, at a school function or otherwise agreed when modest amounts of alcohol may be consumed. Employee's conduct and performance must not be adversely impacted by the consumption of alcohol (or drugs) when they undertake their duties. The SLT reserve the right to send a member of staff home whom they consider unfit for work.

Honesty and Integrity: All staff must maintain a high degree of honesty and integrity in all aspects of their work. This includes the handling of money and the use of school property (such as an iPad) and facilities, as well as their dealings with pupils, parents and colleagues, which should be fair, equitable and free from discrimination.

IT Code of Conduct: All staff must be aware of and comply with the school's policy on the acceptable use of Information Technology. Staff will be required to read, comply and adhere to an acceptable use policy, as will pupils.

Section 3: Specific Considerations for Remote Learning in the event of school closure

Online safety

The Study' School's Online Safety Lead is: Ciaran McAuley.

The Study' School will continue to ensure that appropriate filters and monitoring systems are in place to protect pupils when they are online on the school's IT systems or recommended resources.

It is important that all staff who interact with children, including online, continue to look out for signs a child may be at risk. Any such concerns should be dealt with in line with the Safeguarding and Child Protection Policy and where appropriate referrals should still be made to children's social care and as required, the police.

The Study' School will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements.

Below are some things to consider when delivering virtual lessons, especially where webcams are involved:

- No 1:1s, groups only (with the exception of peripatetic and SEND teachers where lessons will only take place with parental supervision of the child)
- Staff (and children) must wear suitable clothing, as should anyone else in the household
- Only school email accounts and school devices should be used, not personal emails or devices
- Any computers used should be in appropriate areas, for example, not in bedrooms; and the background should be blurred, or a suitable virtual background used
- Staff should consider privacy when allocating a workspace
- When devices are not in use, they should be locked to ensure confidential material cannotbe accessed by any other party
- The live class should be recorded where reasonable possible so that if any issues were to arise, the video can be reviewed
- Live classes should be kept to a reasonable length of time, or the streaming may prevent the family 'getting on' with their day
- Language must be professional and appropriate, including any family members in the background
- Staff should record, the length, time, date and attendance of any sessions held