



Princetown Community Primary School

TITLE: Visitor Code of Conduct Policy

DOCUMENT MANAGEMENT

This document constitutes version 1 of the **Visitor Code of Conduct Policy** and was **adopted** in May 2018.

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For further advice and guidance in relation to this policy, please contact HR ONE at hrdirect@devon.gov.uk or on 01392 385555.

This policy was adopted by the Governing Body of

**Princetown Community Primary School
In May 2018**

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Objective, Scope and Principles

This Code of Conduct is designed to give clear guidance on the standards of behaviour all visitors are expected to observe. Visitors coming into schools are role models, are in a position of influence and must demonstrate behaviour that sets a good example to all the pupils within the school.

In adopting this policy the school is committed to working towards creating a working environment in which all visitors are treated fairly, with dignity and respect and where unacceptable behaviour will not be tolerated.

This Code of Conduct applies to all visitors to the site.

1. Compliance

Visitors must familiarise themselves and comply with all relevant school policies and procedures.

2. Setting an Example

2.1 This Code helps all visitors to understand what behaviour is and is not acceptable.

2.2 Visitors must not discriminate, harass or victimise someone because they have or are perceived to have a protected characteristic as defined by the Equality Act 2010 or are associated with someone who has a protected characteristic. Protected characteristics are: -

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion of belief
- sex
- sexual orientation

2.3 Visitors must set good examples of behaviour and demonstrate high standards of conduct in order to encourage our pupils to do the same. Standards expected of visitors can be found in Appendix 1.

2.4 Visitors must avoid using inappropriate or offensive language at all times.

2.5 Visitors must avoid putting themselves at risk of allegations of abusive or unprofessional conduct.

3. Safeguarding Pupils

- 3.1 As well as employees, visitors also have a duty to safeguard pupils from physical abuse, sexual abuse, emotional abuse, verbal abuse and neglect.
- 3.2 The duty to safeguard pupils includes the duty to report concerns about a pupil or colleague to the school's Designated Safeguarding Officer (DSO) for Child Protection.
- 3.3 Visitors must take reasonable care of pupils under their supervision with the aim of ensuring their safety and welfare.
- 3.4 Visitors must never promise a pupil that they will not act on information that they are told by the pupil.

4. Relationships with Pupils

- 4.1 Physical relationships with pupils, regardless of their age, are strictly forbidden and may lead to a criminal conviction.
- 4.2 Visitors must treat pupils with respect and dignity and must not demean or undermine them, their parents or carers, or work colleagues.
- 4.3 Visitors must not behave in a way that may be perceived as sarcastic, nor should they make jokes at the expense of pupils, embarrass or humiliate pupils, discriminate against or favour pupils.

5. Honesty and Integrity

Visitors must maintain high standards of honesty and integrity in their work. This includes the use of school property and facilities.

6. E-Safety and Internet Use

- 6.1 Visitors must not use equipment belonging to the school to access pornography; neither should personal equipment containing pornographic images or links to them be brought into the school. Doing so will raise serious concerns about the suitability of the visitor to enter the school premises.
- 6.2 Visitors must only contact pupils via school authorised mechanisms. At no time should personal telephone numbers, email addresses or communication routes via personal accounts on social media platforms be used to communicate with pupils.
- 6.3 Photographs/still images or video footage of pupils should only be taken for purposes authorised by the school. Any such use should always be transparent and only occur where parental consent has been given. The resultant files from

such recording or taking of photographs must be stored in accordance with the schools' procedures on school equipment.

7. Confidentiality

- 7.1 Visitors must not reveal confidential information about pupils or their parents or carers except to those persons who have a professional role in relation to the pupil.
- 7.2 Visitors may, at some point witness actions which need to be confidential. For example, where a pupil is bullied by another pupil (or by a member of staff), this needs to be reported and dealt with in accordance with the appropriate school procedure. It must not be discussed outside the school, including with the pupil's parent or carer, nor with staff in the school except with a senior member of staff with the appropriate authority to deal with the matter.

8. Dress and Appearance

- 8.1 Visitors must dress in a manner that is appropriate to a professional role and promotes a professional image.
- 8.2 Visitors must not dress in a manner that could be regarded by others as offensive, revealing or sexually provocative.
- 8.3 Visitors must not wear clothes with political or other contentious slogans.

Appendix 1

Examples of Acceptable Behaviour

People behave acceptably when they:

- Afford dignity, trust and respect for everyone and themselves;
- Have awareness of the effects of their behaviour on others and only make reasonable and manageable demands;
- Communicate honestly and openly, clearly stating what they need and expect of others;
- Provide and are receptive to honest feedback based on evidence; and
- Challenge discriminatory language and behaviour in an appropriate way.

Examples of Unacceptable Behaviour:

- Using aggressive language, threatening, ridiculing, ignoring people or repeatedly shouting;
- Focusing only on weaknesses;
- Bringing up details of someone's private life inappropriately;
- Leaving impossibly long lists of tasks and making unreasonable demands;
- Criticising people or maliciously gossiping about them in their absence;
- Ridiculing or demeaning someone – picking on them or setting them up to fail;
- Comments or jokes, about distinctive peoples and nationalities;
- Frequent comments about aspects of physical appearance or using forms of address that are demeaning;
- Coercing someone to join the harassment/bullying of another person;
- Excluding or marginalising someone or refusing to engage with them appropriately.

This list is not exhaustive. It is simply a guide to help individuals consider their own and others behaviour and gain understanding of what behaviours are unacceptable in the workplace.

Standards Expected of Visitors

The standards expected of all visitors include but are not limited to:

- Maintaining standards of behaviour in keeping with the interests and standing of the school.
- Act with responsibility, good judgement and in good faith
- Following appropriate safeguarding procedures
- Where necessary, participate fully in any investigation into alleged incidents and/or allegations including attending meetings as directed.
- Using electronic communications appropriately
- Ensuring that information brought to light as a result of any investigation is treated with discretion