Staff Code of Conduct

Document Control

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Distribution	All Staff, Volunteers, Directors, Sessional Workers

1. Purpose

This policy sets out the standards of conduct expected of all who work for South Cumbria Skills Exchange (SCSE), operated by Whamos Training and Development CIC. It covers everyday behaviour at work, personal conduct, the handling of SCSE property and resources, and the practical expectations that flow from working in an organisation that delivers training, qualifications and unregistered Alternative Provision (AP) to children and young people.

A consistent professional standard protects learners, supports colleagues, and protects SCSE's relationships with commissioning schools, Cumberland Council, funders and awarding organisations.

This Code sits alongside, and does not replace, statutory safeguarding duties or the specific procedures in the Safeguarding Policy, the Bullying and Harassment Policy, and the Disciplinary and Grievance Policy.

2. Scope

This Code applies to all employees, sessional workers, volunteers and Directors. References to "you" mean any of these. Where this Code refers to action by SCSE, this is taken by the Directors or their nominated representative.

3. Core expectations

All who work for SCSE are expected to:

- Behave with civility, respect and professionalism towards learners, parents, carers, commissioning partners, colleagues, and members of the public.
- Promote SCSE's interests and reputation.
- During normal working hours, devote the whole of your time, attention and abilities to SCSE's work.
- Comply with safeguarding obligations at all times and treat the welfare of children as the paramount consideration.
- Comply with this Code, with your contract, and with the wider suite of SCSE policies.

Rudeness, objectionable or insulting behaviour, bad language, or any conduct that brings SCSE into disrepute may result in disciplinary action.

4. Conflict of interest and competing activity

You should not undertake any activity that could reasonably be construed as in competition with SCSE while you are employed by SCSE, without first discussing it with a Director.

If you have, or are considering, additional employment elsewhere, notify a Director so that any implications under the Working Time Regulations 1998 can be considered. Permission will not be unreasonably withheld.

Any potential conflict of interest — including personal, family, or financial — must be disclosed promptly. See also the Conflict of Interest Policy.

5. Timesheets and reporting

You are required to complete and submit timesheets and any other operational records as directed, so that you receive correct payment and SCSE has accurate records.

Incorrectly completed or late submission of timesheets may result in incorrect or delayed payment of wages. **Deliberate falsification of timesheets is a serious disciplinary offence and may lead to summary dismissal under the Disciplinary and Grievance Policy.**

6. Appraisal and development

SCSE has a staff appraisal scheme to support effective performance and individual development. The details of the scheme, including frequency and process, are available from a Director.

Engagement in the appraisal process — including preparing in advance, attending the meeting, agreeing actions, and following through on them — is expected of every member of staff.

7. SCSE property, materials and copyright

All written material, whether held on paper, electronically, or on any other medium, that was made or acquired by you during the course of your work with SCSE, is SCSE's property and, where appropriate, SCSE's copyright.

This includes lesson plans, schemes of work, training materials, learner work that you have created or annotated, photographs and footage produced through SCSE projects, and any other intellectual property created in the course of SCSE work.

At the time of termination of your employment or engagement, or at any other time upon reasonable request, you shall return to SCSE any such material in your possession in line with the End of Employment Policy.

8. Public communications and the media

Any statement to reporters from newspapers, radio, television, podcasts, or any other media outlet about SCSE's business, learners, or activities will be given only by a Director. If you are approached by a journalist, refer them to a Director and do not comment, even informally.

Social media posts that identify you as an SCSE employee, or that refer to SCSE's work, learners or partners, must comply with the Social Media Policy. Particular care must be taken to protect learner identities and safeguarding obligations.

9. Standards of dress and appearance

Where uniforms or branded clothing are provided, these must be worn at work and laundered regularly. On the termination of your employment, you will be required to return any uniform provided to you. Failure to return uniform may result in a deduction for the cost from your wages or salary; this is an express written term of your employment.

Where uniform is not provided, dress should be smart, practical, and suitable for the activities planned. Particular care should be taken with appropriate dress when working with children and young people.

10. Behaviour towards learners

In addition to the standards in the Safeguarding Policy and Bullying and Harassment Policy, you must:

- Maintain professional boundaries with learners at all times.
- Never give personal contact details (mobile number, personal email, personal social media handle) to a learner.
- Never engage in private communication with a learner outside SCSE's authorised channels.
- Never accept friend or follow requests on personal social media from current learners.

- Report any concern about another adult's conduct towards a learner without delay, following the procedure in the Safeguarding Policy.

11. Mobile phones, personal calls and visitors

Personal mobile phones should be on silent during working hours and used only on authorised breaks unless otherwise agreed with a Director. Personal phones must never be used in any setting where learners are present in a way that could be perceived as recording or photographing them.

Outgoing personal calls during working hours should be made only with prior permission and ideally during breaks. Incoming personal calls should be limited to emergencies.

Friends and relatives should not call at the premises in person or by telephone except in an emergency.

12. Personal mail and post

Private mail should not be sent care of SCSE's address. SCSE accepts no responsibility for private mail sent to its premises. All mail received by SCSE may be opened, including that addressed to a named individual, since the organisation has no way of knowing in advance which mail is business and which is personal. No private mail may be posted at SCSE's expense.

13. Personal property

SCSE does not accept liability for any loss of, or damage to, personal property brought onto the premises. You are asked not to bring personal items of value onto the premises and not to leave any personal items overnight.

Articles of lost property should be handed to a Director who will retain them while attempts are made to identify the owner.

14. Driving on SCSE business

If driving is a necessary part of your role:

- You must maintain a valid driving licence suitable for the vehicle you operate.
- You must, on request, produce your driving licence to a Director and, where required, provide consent for SCSE to check your licence details online.
- You must inform a Director immediately of any endorsement, disqualification, or summons.
- If your role requires driving and SCSE is unable to find alternative arrangements following loss of licence, your employment may be terminated.

If you use your own car for SCSE business:

- You must ensure your car insurance provides adequate business-use cover.
- Proof of insurance, driving licence, road tax, and MOT must be produced for scrutiny on request and at renewal.

Any fines imposed by authorities (including speeding and parking) are payable by you. SCSE takes no responsibility for fines. If SCSE receives a summons or fine on your behalf and pays it, the cost will be recovered from your salary.

It is illegal to use a mobile phone without a hands-free set while driving. SCSE policy goes further: you should not use any mobile phone while driving on SCSE business without a hands-free set. Pull over before making or receiving any call. If you cannot pick up, return the call as soon as it is safe to do so.

Data collected about driving licences is processed in line with the Secure Data Handling and Data Protection Policy.

15. Travel expenses

SCSE will reimburse reasonable expenses incurred while travelling on SCSE business. Receipts must be provided for all expenditure. The rules relating to travel expenses are issued separately.

16. Inclement weather and travel disruption

Every reasonable effort should be made to attend work as per your contract. Where you are unable to attend because of severe weather or significant disruption to your travel arrangements, report your absence through the normal absence reporting procedure. Any absence due to adverse weather will ordinarily be unpaid, unless agreement is reached for working remotely or making up the time.

17. Keyholding and alarms

If you are an allocated key holder:

- All procedures and guidelines must be followed when securing the building before leaving.
- Keys, fobs, and alarm codes must be kept safe at all times and never given to a third party without authorisation from a Director.
- The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure, and alarms are set.

Any loss or theft of keys, fobs, or alarm codes, or any breach of security, must be reported immediately to a Director. Loss or damage resulting from a failure to follow procedures may lead to disciplinary action and to the reasonable cost being recovered from you.

18. CCTV

Closed-circuit television cameras are in use on SCSE premises for security purposes. SCSE reserves the right to use evidence obtained in this way in any safeguarding or disciplinary matter. All CCTV personal data is processed in line with the Secure Data Handling and Data Protection Policy, and the employee privacy notice gives detail on lawful basis, retention and access.

19. Recording of formal meetings

SCSE reserves the right to record any formal meeting (such as a disciplinary, capability or grievance hearing) whether conducted by SCSE or by a third party acting for SCSE. A copy of the recording will be made available on request. Personal data collected for this purpose is processed in line with the Secure Data Handling and Data Protection Policy.

Members of staff are not permitted to make covert recordings of meetings on SCSE premises or in the course of SCSE business.

20. Third party involvement in formal processes

SCSE reserves the right to allow appropriately qualified third parties (such as an HR adviser, mediator or external chair) to attend or chair any formal meeting including disciplinary, capability or grievance hearings. SCSE will seek your consent at the relevant time to share any relevant special category data necessary for the purposes of that hearing.

21. Changes in personal details

You must notify SCSE of any change to your name, address, telephone number, emergency contact, or other key personal details. This is essential so that records remain accurate and SCSE can contact you, or your nominated emergency contact, where needed.

22. Hygiene

Maintain personal cleanliness and appropriate hygiene at work, particularly when delivering first aid training, food preparation activities, or any provision involving close contact with learners.

23. Fitness to work

If you arrive at work and, in the reasonable opinion of a Director, are not fit to deliver your role safely — including but not limited to being under the influence of alcohol, drugs or any substance that impairs judgement — SCSE will exercise its duty of care. You may be required to leave the premises and, depending on the circumstances,

the matter may be addressed under the Disciplinary and Grievance Policy. See also the Alcohol and Drugs Policy.

24. Breach of this Code

Breach of any part of this Code may result in action under the Disciplinary and Grievance Policy. Serious or repeated breaches, or breaches that put learner safety at risk, may amount to gross misconduct.

25. Related policies

This Code should be read alongside:

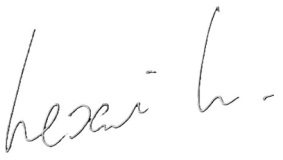
- Safeguarding Policy
- Bullying and Harassment Policy
- Behaviour and Culture Policy
- Disciplinary and Grievance Policy
- Acceptable Use Policy
- Social Media Policy
- Photography, Filming and Image Use Policy
- Confidentiality Policy and Agreement
- Staff Confidentiality and Data Protection Policy
- Secure Data Handling and Data Protection Policy
- Alcohol and Drugs Policy
- Conflict of Interest Policy
- End of Employment Policy
- Family Leave Policy

26. Policy review

This Code is reviewed annually by the Directors, or sooner in response to any change in legislation, statutory guidance, or significant operational learning.

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*
	

Date of approval: 18th May 2026

Next review: 18th May 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	18th May 2026	Initial published version included in the Combined Policies and Procedures 2026 edition.