

Code of Conduct

Last Updated September 2024

Purpose

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

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

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

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

Overview

The four C's of effective teaching assistants :

Communication, creativity, collaboration and critical thinking.

This document covers a wide range of situations you will encounter while working in schools or any other educational settings. Zen Educate adopts this guidance and encourages every education professional seeking assignments through Zen Educate to adhere to it. Zen Educate is accredited by the Department for Education and we pride ourselves on adhering to the following guidelines:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/665522/Teachers_standard_information.pdf

This document, Code of Conduct, highlights specific situations from the perspective of a supply worker or tutor at a school or from the perspective of Zen Educate. Additionally, it covers expectations of your conduct in your relationship with Zen Educate and is inline with safer recruitment practices.

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

Conduct in any Assignment

Keeping children safe

Always follow child protection procedures. If you have any concerns, immediately tell the Designated Safeguarding Lead (DSL) or a senior member of staff.

Mobile devices should never be used during school hours. If you are observed using your phone, it may be reported as a Low Level Concern.

Punctuality and attendance: Morning

- Most full-day bookings start at 8:30. Always check your schedule with the school. Aim to be at the school at least 15 minutes before the booking's start time to show the school you care and to allow time to get your assignments for the day, to complete safeguarding declaration.
- **Remember to provide evidence of your physical DBS and ID to your assigned educational establishment.**

- If you can't make your confirmed booking, please notify us as soon as possible so we can try and avoid leaving schools without cover.

We acknowledge that unforeseen circumstances may arise. The latest you should record an absence is 24 hours prior to the booking. Absences after this time will be considered a late-reported absence.

To record an absence in the app, follow the steps below.

- Log into the app
 - Find your booking in upcoming work
 - Click the record and absence button and follow the instructions and form
 - Please note this information is shared with headteachers so please give us as much information as possible
- If your assignment starts at any other time, earlier or later than 8:30, all the same above requirements apply.
 - Late-reported absences
 - When you report a late absence (within 24hrs before the booking start time) and are booked in for the following day, we will ask you to confirm you're going to be in.
 - We need to ensure that we don't leave schools without cover, therefore you must confirm that the school can expect you. Failure to do so will result in being marked as absent and means you will forfeit pay.

Punctuality and attendance: Afternoon

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

schools safeguarding policies and procedures and you can be reported to Zen Educate for not adhering to this statutory practice.

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

- You have personally seen that the **class dismissal** has completed a full dismissal and pick-up by parent/ carers has been completed.
- **The classroom is tidy.**
- The **marking** has been completed in line with school expectations
- A **summary** has been left for the class teacher for the next day.
- You have reported to reception, providing feedback about positive elements of the day, and have **coordinated your leave from the school**
- If there have been any **safeguarding issues these must be reported** to the Designated Safeguarding Lead or Senior Leadership Team before you leave school : in accordance with Section 1 Keeping Children Safe In Education.

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

Behaviour management

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

Appearance

Always look professional and follow the school dress code. If you are unsure about the dress code, over-dress rather than under-dress. Never wear jeans or

trainers unless you have specifically been told the school is happy for you to do so.

Marking

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

Following the school's timetables, procedures and routines

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

Providing Feedback

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

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

Social Networking, Phones and other Mobile Devices

Please read Zen Educate Social Networking, Phones and other Mobile Devices Policy, which should be treated as part of this Code of Conduct. Use of mobile phones can now be reported as a Low Level Concern.

Personal and Professional Conduct

Teachers must uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside school. Staff members can report

personal concerns about their colleagues, and Zen Educate will follow its internal procedures for recognising, recording, and addressing such incidents.

Online Education

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

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

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