



# WHOLE COMPANY EXPECTATIONS POLICY FOR EMPLOYEES, SUPPORT STAFF, VOLUNTEERS, TRAINEES AND STUDENTS

This policy provides information, guidance and clarification for schools, Head Teachers, teachers and Governors, as well as Central Education employees, support staff, volunteers, trainees, students and others about the expectations for all Central Education staff and pupils when working within schools.

## **Context**

Children need consistency throughout their school experience. Lack of consistency from the adults within the school gives rise to confusion, and the need for children to create their own rules and expectations. When this happens there is conflict, often leading to inappropriate and unacceptable behaviour on the child's part. It is important that children do not receive mixed messages from staff about the way Central Education or the school does things. To address this, all Central Education staff are expected to adhere to Company policies and procedures at all times, and work closely with individual schools to ensure the same codes and routines are followed. This will enable all children to achieve their potential. The following reflects good practice, which needs to be embedded across the whole of Central Education. This document will be amended or changed in line with the improvement and development of Central Education.

## **All Staff**

Staff will behave in a professional way. Information, which is confidential to Central Education, will not be discussed or communicated with persons either inside or outside the school (i.e. staff who have left the school). Behaviour of this kind is a disciplinary matter and will be dealt with by the Company Director. All mobile phones will be switched off or to silent prior to entering a school, and should only be handled/ used during the lesson in the case of an emergency.

## **Arrival, Departure and Punctuality**

All Central Education staff must sign in and out on the electronic school system or the club tablet each time they visit a school or setting. On arrival at a school for the first time, staff must introduce themselves and produce their photo ID and DBS certificate at the school office to be verified. All Central Education staff should arrive promptly for sessions (no later than 15 minutes before session start).

## **Behaviour**

All Central Education staff will have the highest expectations of children. All staff will follow the individual school behaviour policy to provide children with consistency across the school. Where there are concerns or issues, staff will refer to the individual school policy and seek further support and guidance from senior staff. Children will always line up in an order preferred by the school (i.e. register order). Children will line up in this order whenever they need to move around the school as a class and, whenever they enter or leave school. Central Education staff will only vary this if there are behavioural issues.

Central Education staff will work closely with individual schools to ensure the same rewards and sanctions processes for the children are followed. This may replace or be complimented by the **Central Education Achievement and Excellence Chart**.

### **Speaking to Children**

Central Education staff will not shout at children. By shouting, staff are modelling the wrong kinds of behaviour for children in school. Staff should instead look at children and talk about the behaviour. Conversation about behaviour will be concluded by asking the child/ren if they have heard and understand what has been said. Children should be encouraged to articulate back to the member of staff what has been said, to enable misunderstanding to be clarified. When speaking to children, staff should keep their hands behind their back. This sends a powerful message to the children about what to do with hands when you are angry.

Central Education staff should only be referred to formally by Mr., Mrs., Miss., etc. on school premises.

### **Speaking to Colleagues**

All Central Education staff need to develop and maintain a professional relationship with each other and all school staff, even in the most challenging situations. Professional discussions are not personal and should not be taken as such. Please remember to whom you are addressing your comments.

### **Speaking to Parents**

When speaking to parents, staff should always be polite even in challenging circumstances.

### **Keeping the School Tidy**

When you leave an area, ensure you leave it clean and tidy. If Central Education staff have been working with a group of children anywhere in a school, it is the responsibility of that staff member to ensure that both they and the children leave the area clean and tidy before returning to their classroom.

### **Dress Code**

All Central Education staff shall only wear the company branded clothing assigned to them by the Managing Director when working. In addition, sports trainers, not fashion pumps, are to be worn only in any PESSPA activity.

Staff members have access to all policies and procedures via an online portal at all times, which can be accessed through the website:

[www.centraleducation.co.uk](http://www.centraleducation.co.uk)

