

Luton

Adult Learning

Staff Code of Conduct

How to contact us

Telephone: 01582 490033

email: info@lutonacl.ac.uk

Or in writing:

Luton Adult Learning,
Arndale House, Floor 2
The Mall
LUTON
LU1 2LJ

If you require this information in large print, audio, Braille, alternative format or in a different language, please contact us and we will do our best to help.

LAL Staff Code of Conduct

1. Behaviour

- Staff need to observe the accepted norms of politeness
- Never use racist, sexist, ageist or discriminatory terms
- Never discriminate against learners
- Never insult learners or make inappropriate remarks even in fun
- Never lose your temper
- Never allow anyone else to behave in an unacceptable way

2. Social Contact

- Never give out your personal telephone numbers to learners
- Never offer advice about personal matters

3. One-to-One Situations

- Any 1:1 meeting should be done in public where you are not alone
- Never offer 1:1 support at the learner's home address
 - If external support is needed it should be delivered at a neutral public place
- Classroom doors should be left open but if not appropriate staff members should request a personal alarm

4. Relationships with Learners

- Relationships with learners should be strictly professional
- Extra attention to an individual learner in the classroom can be seen as favouritism or victimisation by the rest of the class

5. Acceptable Use of Technology

- Never use your personal mobile telephones to contact learners directly
- Do not share social networking sites
- When emailing groups of learners: use Bcc if a learner does not want others to know their email address
- Always report any sign of internet abuse whether in the form of abusive emails or the accessing of inappropriate websites to one of the Safeguarding champions
- Never put learner details on a memory stick that is not encrypted

6. Confidentiality

- Never disclose outside of the organisation learner information of any kind
- Never hold or store any personal or sensitive information about learners that is not necessary. Contact details should be kept safe and secure and not held on a personal mobile phone, accessible laptop or memory stick
- Ensure that learners personal details cannot be seen by other people e.g. Temporary Registers

7. Transporting Learners

- Do not offer learners a lift.

8. Physical Contact

- Avoid all physical contact

9. Gifts

- Do not give gifts to learners
- Always disclose any gifts to your line manager

10. First Aid and Medicines

- Never administer or offer medication yourself
- Always refer learners to the designated First Aider or follow site procedures
- Always record an accident immediately and record any near misses

If you are aware of anyone breaching our code of conduct please inform Debbie or Ruth:

Dedicated phone number: 07833 480343

Dedicated email address: Safeguarding@lutonacl.ac.uk