

# Behaviour Policy

Randstad recognises the importance of sharing guidance on expectations of appropriate behaviour and conduct of Tutors and pupils in tuition sessions to encourage and support positive learning environments. The expectations outlined in this document reflect the behaviours and conduct expected of both Randstad Tutors and pupils attending tuition sessions. This documents also offers guidance for parents and carers in preparing and supporting pupils attending tuition sessions:

## Behaviour and conduct guidance for Tutors

- We recommend Tutors review the schools, settings or local authority behaviour management policy before attending a tuition session.
- We recommend that as part of the first session with a pupil, Tutors (as appropriate) discuss expectations of behaviour and conduct with a pupil before tuition begins.
- Tutors should provide a safe learning environment for all pupils in your care.
- Tutors must act in line with the school's, setting or local authorities safeguarding policies and procedures at all times.
- Tutors must act in line with Randstad's safeguarding policy and follow the process for reporting an incident/concern where necessary.
- Tutors should be a role model in accountability and responsibility at all times.
- Tutors must use appropriate language at all times. Discriminatory language, offensive comments/language, derogatory comments/language and/or abusive language towards anyone is not acceptable.
- Tutors may not share any inappropriate content, this includes photos, images, videos and links, inappropriate content is considered to be anything that may cause harm, stress, upset or offence to anyone and/or involves illegal activities.
- Tutors must wear appropriate clothing during work and must not wear any clothing with offensive language or symbols. Additional information related to this can be found in the Randstad handbook.
- Tutors must not have physical contact with a child or young person.
- Tutors must not be under the influence of alcohol, drugs or other substances that may affect behaviour when working with young people (online or in person).
- Tutors must abide by all policies, procedures and Codes of Practice as advised by Randstad



- Tutors must not discriminate on the grounds of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation. Values, customs and religious/spiritual beliefs must be respected.
- Tutors must act with honesty, integrity and with respect for schools, setting or local authority property.
- Tutors must not be involved in any action that may prejudice the service or damage the reputation of Randstad.
- Tutors should arrive for a session at the requested time, and carry out duties for the full time that has been allocated.
- Tutors must not disclose any confidential information to any third party without written consent from a stakeholder with responsibility for the needs and care of a pupil, an appointed advocate or the Randstad Tuition Team, unless it is considered to be in the best interest of the pupils health and well-being, or is required for compliance to the law. In these latter cases, matters must always be referred directly to the Randstad Tuition Team.
- Tutors are expected to act professionally at all times. This will apply not only to relationships with peer and other colleagues within Randstad, but also with other professionals with whom you may come into contact as part of your duties.
- Tutors must update the Randstad Tuition Team of any changes in personal data immediately, including contact details
- Tutors must adhere to the ICT policies where you are working and the Randstad policies as notified to you from time to time.

### **Online tutors:**

In addition to the contents of this document, anyone assigned work for online tutoring must also:

- Ensure that whilst online your environment does not display any inappropriate images or documentation capable of being viewed by the pupil, parent/carer or responsible adult.
- Confirm the parent/carer or responsible adult is in the vicinity of the tuition session, if another responsible adult is not available and it has been advised that there will be another adult present, please contact the Randstad Tuition Team before the session begins.
- Ensure that any conduct with the pupils is appropriate to their role as a tutor and confined to the relevant lesson session.
- Do not send personal or unsolicited communications via any means to the pupil or parent/carer or responsible adult.
- Report any emergency, dispute or incident with a pupil or parent/carer or responsible adult to Randstad in accordance with the Safeguarding and Child Protection Policy.
- Report any inappropriate behaviour or illegal activity identified within a session by the pupil or a third party in accordance with the Randstad Safeguarding and Child Protection Policy.
- Be aware that online tutoring sessions are recorded for the safety of all users.
- Please ensure in addition to this code of conduct Tutor must read the Randstad Tuition Handbook, safeguarding and online policies.

In the event that a pupil is not adhering to appropriate behaviour and conduct expectations during a tuition session, Tutors must make the pupil aware, referring back to the behaviour and conduct expectations. Should inappropriate pupil behaviour or conduct continue, the Tutor must pause the session and seek additional support and/or guidance from the responsible adult in the session and advise the Randstad Tuition Team. If inappropriate pupil behaviour or conduct continues, the Tutor



must stop the session, advise the pupil and responsible adult and seek guidance on next steps from the Randstad Tuition Team.

The Randstad Tuition Team may pause the tuition programme and seek advice and guidance from stakeholders with responsibility for the pupils needs to advise; a programme of tuition has been paused due to non compliance to the behaviour and conduct guidelines and seek to understand if and/or when a pupil will be available to attend future scheduled tuition sessions and if any changes need to be made to scheduling or content of the tuition session to encourage improved behaviour, conduct and pupil attendance.

In the event that a parent/carer, responsible adult, pupil or stakeholder with responsibility for the needs of a pupil observe inappropriate Tutor behaviour or conduct in a session, they must report this to the Randstad Tuition Team. If there is safeguarding concern about a pupil or a Tutors behaviour or conduct, this must be reported immediately to Randstad or directly to our safeguarding team via [safeguarding@randstad.co.uk](mailto:safeguarding@randstad.co.uk)

### **Behaviour guidance and conduct for pupils:**

- Pupils must attend all sessions on time, if problems arise which might affect on time attendance, these should be shared with a parent/carer or responsible adult adult at least 24 hours before the session is booked. The parent/carer, responsible adult or stakeholder with responsibility for the needs of the pupils should advise the Randstad Tuition Team who will make alternative arrangement to change the start time of the session or re-schedule the session.
- Pupils must be encouraged to be give honest feedback to Tutors about how they feel they are progressing and about session content, pace and delivery.
- If a pupil is attending an online session, the camera must be used during the session to encourage engagement. However, if a pupil is uncomfortable with using the camera during a tuition session, a parent/carer, responsible adult or stakeholder with responsibility for the needs of the pupil must advise the Randstad Tuition Team prior to a session starting.
- Pupils must use appropriate language at all times. Discriminatory language, offensive comments/language, derogatory comments/language and/or abusive language towards others is not acceptable.
- Pupils may not share any inappropriate content. This includes photos,images, videos and links Inappropriate content is considered to be anything that may cause harm, stress, upset or offence to anyone and/or involves illegal activities.
- Pupils must wear appropriate clothing during the session and must not wear any clothing with offensive language or symbols.
- Pupils must not have physical contact with another pupil or appropriate adult or Tutor during the session.
- Pupils must not be under the influence of alcohol,drugs or other substances that may affect behaviour (online or in person).
- Pupils must not act in a discriminatory way towards other pupils, Tutors or appropriate adults on the grounds of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation. The values, customs and religious/spiritual beliefs of each person in the session must be respected.

In the event that a pupil is not adhering to appropriate behaviour and conduct expectations during a tuition session, Tutors must make the pupil aware, referring back to the behaviour and conduct

expectations. Should inappropriate pupil behaviour or conduct continue, the Tutor must pause the session and seek additional support or guidance from the responsible adult in the session and/or advise the Randstad Tuition Team. If inappropriate pupil behaviour or conduct continues, the Tutor must stop the session and seek guidance on next steps from the responsible adult in the session and/or the Randstad Tuition Team.

The Randstad Tuition Team may pause the tuition programme and seek advice and guidance from stakeholders with responsibility for the pupils needs to advise; a programme of tuition has been paused due to non compliance to the behaviour and conduct guidelines and seek to understand if and/or when a pupil will be available to attend future scheduled tuition sessions and if any changes need to be made to scheduling or content of the tuition session to encourage improved behaviour, conduct and pupil attendance.

### **Behaviour guidance for Parent/Carers:**

- Advise the Randstad Tuition Team, Tutor, stakeholder with responsibilities for the needs of a pupil or school of any significant changes in circumstance prior to the tuition session taking place that may impact a pupil's engagement.
- Ensure the pupil in your care is aware of the appropriate behaviour and conduct expectations before attending a tuition session.
- Ensure there is always a responsible adult, parent or carer available throughout the full session, if this is not possible please discuss this with the Randstad Tuition Team before a session begins.
- Provide an appropriate space where tuition can take place away from distractions from other people, pets and objects.
- Pupils must wear appropriate clothing during the session and must not wear any clothing with offensive language or symbols.
- Please ensure a pupil in your care has the appropriate refreshments prior to or during a tuition session.
- If you have any concerns about a pupil's behaviour or conduct during a session please contact the Randstad Tuition Team, school or stakeholders with responsibilities for the needs of the pupil.

In the event that a pupil is not adhering to appropriate behaviour and conduct expectations during a tuition session, Tutors must make the pupil aware, referring back to the behaviour and conduct expectations. Should inappropriate pupil behaviour or conduct continue, the Tutor must pause the session and seek additional support or guidance from the responsible adult in the session and/or advise the Randstad Tuition Team. If inappropriate pupil behaviour or conduct continues, the Tutor must stop the session and seek guidance on next steps from the responsible adult in the session and/or the Randstad Tuition Team.

The Randstad Tuition Team may pause the tuition programme and seek advice and guidance from stakeholders with responsibility for the pupils needs to advise; a programme of tuition has been paused due to non compliance to the behaviour and conduct guidelines and seek to understand if and/or when a pupil will be available to attend future scheduled tuition sessions and if any changes need to be made to scheduling or content of the tuition session to encourage improved behaviour, conduct and pupil attendance.



In the event that a parent/carer, pupil or responsible adult observes inappropriate Tutor behaviour or conduct in a session, they must report this to the Randstad Tuition Team. If there is safeguarding concern about a pupil or a Tutors behaviour or conduct, this must be reported immediately to Randstad or directly to our safeguarding team via [safeguarding@randstad.co.uk](mailto:safeguarding@randstad.co.uk)