



Franche Community Primary School Students, Visitors & Volunteers policy 2018

1. Introduction

The use of volunteer and student helpers in school is becoming increasingly common and important. In order to deliver an effective, high quality curriculum, Franche must utilise the strengths and experience of all staff and also needs to engage parents, grandparents and others in providing excellence.

Our Volunteers/Students/Visitors, mainly but not exclusively parents, are an essential element in our work. As such their use must be carefully considered and planned for.

2. Considerations

There are some overriding considerations that staff and Volunteers/Students/Visitors should be aware of.

1. Volunteers/Students/Visitors must be vetted. They must complete an application form, with a referee. The exception to this is Volunteers/Students/Visitors from Secondary Schools. These will be vetted by staff from the Secondary School. All Volunteers/Students will have to agree to a check of their background to ensure there is no reason why they should not have access to children. A secure record of the DBS checks will be kept in the school office.

2. Safeguarding training. All Volunteers/Students/Visitors must attend the school 'raising awareness' level 1 safeguarding training, to ensure they are aware of the school's safeguarding duties, how to spots signs and symptoms of abuse, how to report it, and safer working practices. All Volunteers/Students/Visitors must read the school's Safeguarding Policy and part 1 of Keeping Children Safe in Education.

Volunteers/Students/Visitors must also sign the code of conduct for adults. Volunteers/Students/Visitors are given clear guidance on safeguarding children, child protection, and their conduct whilst in school. No voluntary helper should ever be left in a vulnerable position, i.e. never with a child in a place/situation where they cannot be observed.

3. Volunteers/Students/Visitors must be treated with courtesy and respect. Whilst some will have the skills or expertise of an experienced classroom assistant or teacher, initially tasks may appear 'menial', but everyone should feel that their contribution is valued and appreciated.
4. Volunteers/Students/Visitors should not be asked to tackle tasks beyond their scope. If necessary, advice and support should be offered to enable them to feel comfortable with the tasks. Teachers should always explain the learning objectives and expected outcomes of the children so they feel confident about what they are doing. If possible, planning which demonstrates the activities involved should be photocopied for the helper. Don't ask Volunteers/Students or Visitors to do things they are not happy with. Some prefer to help with practical tasks while others do not. Take time to find out what they are happy doing, it makes the working relationship much more productive and means that they will keep coming back!
5. Volunteers/Students/Visitors are asked to treat any information, views or opinions they have received whilst in school as confidential. However, staff should be sensitive to the need for strict confidentiality in some matters and if necessary some conversations should only take place in private places.
6. All Volunteers/Students/Visitors are asked to 'sign in' and 'sign out' of the school at the main school office. This is not optional as records are used in the case of a fire or other emergency.
7. If anyone working within school has a concern about a Volunteer/Student/Visitor, it is in the interest of the children that the issue is resolved. In the first instance, a quiet word may settle the issue. For more serious issues, teachers should inform the Senior Leadership Team.
8. Supervision of Volunteers/Students/Visitors. During a visit to Franche, each Volunteers/Students/Visitors should be designated to a specific member of staff to whom he or she will be directly responsible. Whilst there should be no significant addition to the workload of the staff member taking responsibility for the Volunteers/Students/Visitors, it would be expected that time is taken to ensure that they are adequately inducted into the role and that there is mutual agreement and understanding. This additional responsibility is not compulsory for staff and should only be delegated with the agreement of the employee concerned. It is however essential that the volunteer is clear which member of staff has this responsibility.
9. School Protocols. In fairness to all concerned, Volunteers/Students/Visitors must be made aware of the rules governing behaviour at the School; the key 'dos' and 'don'ts' for children and adults. This should include procedures designed to avoid hazards or risks associated with the tasks that they are being asked to carry out and, importantly, details of first aid and emergency arrangements such as procedures to follow in case of fire. As part of their induction to life at Franche, Volunteers/Students/Visitors should also be provided with basic information such as a plan/ tour of the site and details of those facilities available to them eg. staff room, toilets etc. It is essential that Volunteers/Students/Visitors are made aware of the

following procedures; expectations with regard to confidentiality; access to information related to pupils and/or staff; expected level of behaviour; School's Equal Opportunities policy – especially focussing on issues relating to discrimination and the use of appropriate language; the Complaints procedure; the Franche's Code of Conduct and Franche's safeguarding procedures.

10. Insurance: Volunteers/Students/Visitors should be informed about the extent of the insurance cover available. Whilst at Franche, they are covered by the Local Authority for third party liability only and the limitations of this insurance should be explained carefully to Volunteers/Students/Visitors. They may wish to make their own arrangements for insuring against theft, personal injury or damage to their own property.

The code of conduct for Volunteers/Students/Visitors is below. This must be read, understood and signed. The protocol for admitting Volunteers/Students/Visitors into Franche is also below.

Volunteers/Students/Visitors code of Conduct

Examples of Acceptable Behaviour

People behave acceptably when they:

- Afford dignity, trust and respect for everyone and themselves;
- Have awareness of the effects of their behaviour on others and only make reasonable and manageable demands;
- Communicate honestly and openly, clearly stating what they need and expect of others;
- Provide and are receptive to honest feedback based on evidence;
- Challenge discriminatory language and behaviour in an appropriate way.

Examples of Unacceptable Behaviour:

- Using aggressive language, threatening, ridiculing, ignoring people or repeatedly shouting;
- Telephoning people at home unnecessarily (for example, demanding work when the person is absent due to sickness or ill health);
- Focusing only on weaknesses;
- Bringing up details of someone's private life inappropriately;
- Leaving impossibly long lists of tasks and making unreasonable demands;
- Criticising people or maliciously gossiping about them in their absence;

- Ridiculing or demeaning someone – picking on them or setting them up to fail;
- Comments or jokes, about distinctive peoples and nationalities;
- Frequent comments about aspects of physical appearance or using forms of address that are demeaning;
- Threatening or implying, without reason, that, as a colleague, you will cause the person to lose his/her job or fail to get a promotion or suffer some other form of career difficulty or financial disadvantage;
- coercing someone to join the harassment/bullying of another person;
- Excluding or marginalising someone or refusing to engage with them appropriately.

This list is not exhaustive. It is simply a guide to help individuals consider their own and others behaviour and gain understanding of what behaviours are unacceptable in the workplace.

Standards Expected of Volunteers/Students/Visitors

The standards expected of all Volunteers/Students/Visitors include but are not limited to:

- Maintaining standards of behaviour in keeping with the interests and standing of Franche. This includes behaviour outside of working hours and in any form that is visible to the public, including social networking or any other electronic medium
- Devoting full attention while at school to the duties of their position and in doing so acting with responsibility, good judgement and in good faith
- Not divulging to any unauthorised person or making personal use of confidential information connected with Franche/DCC, either intentionally or through negligent behaviour
- Observing the rules, regulations and instructions adopted by Franche.
- Following appropriate safeguarding procedures
- Participating fully in any investigation into alleged incidents and/or allegations including attending meetings as directed
- Using electronic communications appropriately
- Ensuring that information brought to light as a result of any investigation is treated with discretion

Some specific guidance for Volunteers/Students/Visitors:

- We do not use mobile phones in any classrooms or have them on our persons in any area of the school where children may be present. You are never allowed to use phones to take photos of children. You must challenge any visitor using their mobile phone in school.
- Never use any kind of physical punishment or chastisement such as smacking or hitting.
- Do not smoke in front of any child or young person or on the school grounds. Please speak to a member of staff for appropriate areas to smoke if this is required.
- Do not use un-prescribed drugs or be under the influence or smell of alcohol.
- Generally you should never give children presents or personal items.
- You should not invite a young person to your home, arrange to see them outside the set activity times or engage with them on social media in any way.
- You should not engage in any sexual activity (this would include using sexualised language) with a young person you meet through duties, or start a personal relationship with them: this would be an abuse of trust and is illegal. Do not engage in rough or sexually provocative games.
- Avoid being alone with a child. In situations where this may be needed (for example where a young person wants to speak in private) think about ways of making this seem less secret: for example by telling another worker or volunteer what you are doing and where you are, leaving a door ajar, being in earshot of others.
- Volunteers/Students/Visitors should be aware of the potential for misunderstanding when touching children. If it is an accepted part of an activity, touching should be appropriate to the situation and follow the organisations Safeguarding Policy. Comforting a child who is upset, administering first aid or supporting a participant in an activity is acceptable and necessary behaviour. Workers should, however, endeavour to minimise any possible misunderstanding of their actions. Physical contact should be open and initiated by the child's needs, e.g. for a hug when upset.
- Do not kiss children.
- If you have to speak to a child about their behaviour, remember you are challenging what they did not who they are. Focus on the behaviour and not the child.
- School equipment, including computers, are not to be used to access pornographic websites or other websites that are of an offensive or sexual nature.

- Social media should be used with extreme caution when working within a school. Never befriend parents that you are not already friends with and do not accept any requests from pupils. Always remember that social media comments can be mis-interpreted even when innocent. No volunteer should ever reference Franche, the staff or pupils on social media or join in with public discussion regarding the school. All members of the school community represent Franche and therefore come under the schools Code of Conduct.

Absences

Please let us know in advance wherever possible if you are going to be absent so that we can make sure that we inform the relevant member(s) of staff. If you are ill, please ring the school office on the morning of your absence to inform them that you will not be attending.

Badges

After signing in, Volunteers/Students/Visitors are requested to wear a 'Volunteer' badge at all times.

Behaviour

The school has a behaviour policy and this can be accessed on the school shared network. Please discuss this with your class teacher.

Child Protection

The Safeguarding leader is Mrs Dixon and the deputy safeguarding leads are Mr Kenyon, Miss Mason, Miss Running, Mrs Sinclair, Mrs Plant (Key Stage 2) and Mrs Bulmer (Early Years). If you have any concerns about any child, the Safeguarding leads and the Class Teacher should be informed straight away. These might be worries about verbal, physical, sexual or emotional abuse or cruelty. Please refer to the School Safeguarding Policy which will tell you what to look out for.

Fire Alarm

There are instructions on posters around the buildings and signs in classrooms to indicate the exit points; please make sure you are familiar with these and also that you are aware of your nearest fire call point. When the fire bell rings (one continuous ring), children and Volunteers/Students/Visitors must be silent and leave the main building by the nearest exit. The Assembly Points are on the lower field in front of the tree house for Early Years and Year 1, the field for KS1 and on the upper school playground for KS2. Please ensure that you have signed in/and out. As a Volunteer/Student/Visitor, you will need to be accounted for. Please make your way to the story chair on the field outside the Year 4 building.

First Aid

Our Advanced First Aiders are: Mrs Sam Phillips, Mrs Kelly Banner and Miss Katie Roberts. TA's and some Teachers in each year band will also have first aid training and can assist where necessary. In each classroom, there is a first aid box/ bag which contains information about children that have medical needs and a care plan is in place for them.

Insurance

“The County Council expects all employees and pupils to accept full responsibility for their personal possessions, including money and they are advised to take out the necessary insurance themselves to cover the risks involved.”

Out of School Visits

Volunteers/Students/Visitors are covered under the School Insurance and ultimate responsibility for child safety rests with the staff.

Personal Belongings

Personal belongings can be left in an area of the year band you are placed within at your own risk. Please ensure that handbags that may contain personal items prohibited in school such as paracetamol, medication, cigarettes, lighters, nail scissors etc are stored out of the reach and vision of pupils.

School Dinners

If you would like a school meal (prepared by our own kitchen staff) then please order it by letting our administrator know, in the office, first thing in the morning on the day (by 9.00am). Adult meals cost £3 and are payable in advance. Our Catering Manager (Jackie) is happy to meet any dietary requirements.

School Term Dates

Please find our school calendar on the school website <http://francheprimary.org.uk/information-for-parents/>

Times of the school day are also available from your Year band.

Smoking

The Staff Room, like the whole school, is a “No Smoking” area. If you wish to smoke, this should not be discussed in a public fashion in front of staff or children and you must leave site to smoke discreetly. Please speak to your class teacher to ascertain where is deemed appropriate for smoking.

Tea and Coffee

Tea and Coffee are available in the Staff Room, please help yourself. We have no set mugs etc. Please put dirty crockery in the dishwasher. Emptying and filling the dishwasher and setting it going at certain times a day is responsibility of the staff and we would appreciate your help if you notice this needs doing.

Cautions or investigations by children's agencies or Police.

You must agree to let the school know if you receive a caution, any criminal or civil charge or are under investigation/assessment from a children's service (e.g. from Social Services).

Medication

You must ensure that your class teacher/line manager is aware of any medication that you take that may affect your performance in school This is also important in case you require any emergency medical attention at any time during your placement with Franche.

Dress code

The school has a uniform and dress code policy. This can be accessed on the shared network within school. Please ask your class teacher/line manager for further information. Volunteers/Students/Visitors are expected to be smart in their personal presentation at all times. This includes wearing sensible, smart footwear, adequate suitable clothing, safe and school appropriate jewellery and ensuring where ever possible that tattoos are not visible.

Volunteers/Students/Visitors Declaration

I have read and understood the volunteer policy and code of conduct.

I have read and understood the Safeguarding and Child Protection Policy.

I have read part 1 of Keeping Children Safe in Education.

I have read and understood this policy, including the code of conduct for Volunteers/Students/Visitors

I have read and understood the Health and Safety policy.

I agree to let the school know if I receive a caution, any criminal or civil charge or I am under investigation/ assessment from a children's service (e.g. from Social Services).

Name:

Signature:

Date:

Volunteers/Students/Visitors protocol/tick list for staff

1. Volunteers/Students/Visitors submit application form on paper.
2. Volunteers/Students/Visitors bring in ID and proof of address as well as DBS certificate.
3. Volunteers/Students/Visitors are invited to Safeguarding training.
4. Volunteers/Students/Visitors attended Safeguarding training and recorded on Single Central Record.
5. The following policies have been issued: Safeguarding and Child Protection, KCSIE, Volunteer (including Code of Conduct.), Health and Safety.
6. Policies read and declaration returned (as part of Volunteers/Students/Visitors policy) and added to Single Central Record.

Franche Community Primary School



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Email: office@francheprimary.worcs.sch.uk

www.francheprimary.org.uk

Headteacher: Mr. J Kenyon



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To whom it may concern,

Welcome to Franche Community Primary School. You have joined us as either a volunteer or as part of your work experience, college placement or university degree to gain experience of what life is like working in a primary school. During your time with us, you must follow our code of conduct and procedures in order to keep the children in our care safe.

At Franche, we are well presented and therefore expect you to adhere to our dress code which is smart and professional (no jeans accepted). The use of mobile phones is not permitted on site where the children are present. They need to be switched off and kept in your bag. You may ask your teacher where you can keep your bag safe as they may have a cupboard or space for you. If you wish to make a phone call or check your phone, you will need to do so in the staff room or off site during break and lunch times.

During break times and lunch times, you may visit the staff room and take a break yourself. The toilets you can visit are located in the main office building in upper school and the adult toilets in lower school. Please do not use the children's bathrooms. Please may we ask that you refrain from playing games with the children, ie tag, during their break times on the playground for safety reasons.

When you sign in you will be given a visitor badge and you must wear this at all times whilst on site. If you smoke, please keep this discreet from the children so that they are unaware. No smoking paraphernalia must be on show and no public conversations must be held near children about where you are heading for your smoke break. Smoke breaks must be taken off site during break and lunch times.

Whilst here, children may make disclosures to you regarding home lives or situations that have upset them. If this happens, you must not promise to keep anything a secret to the child and inform their class teacher immediately. The class teacher will then record the incident with you and report the child protection concern to the designated member of staff (Mr J. Kenyon and Mrs E. Dixon) in line with our school's policy and the Keeping Children Safe in Education document.

If you are unwell and are unable to attend, you must communicate this with the school. You can do this by telephoning 01562 751788 before 8am. You must also email et152@francheprimary.worcs.sch.uk so as the necessary arrangements can be made for cover for your class. If required, you will also need to contact your school, college or university to tell them why you are unable to attend.

We hope you have an enjoyable experience with us. If you have any questions, please do not hesitate to ask.

Kind regards,

Emma Taylorson on behalf of Franche Community Primary School

Work Experience and Student Coordinator

Please sign and date to confirm that you have read and understand this and will adhere to what is outlined above.

Signed: _____

Date: _____

