

Remedicare Education Services

Staff Code of Conduct & Professional Expectations Policy 2026/27

Approved by: Remedicare Education Services Leadership Team

Publication Date: September 2026

Review Date: September 2027

1. Introduction	1
2. Purpose of this Policy.....	1
3. Scope.....	2
4. Our Values and Professional Expectations	2
5. Safeguarding is Everyone's Responsibility	4
6. Remedicare Education Safeguarding Leadership Team	5
7. Professional Boundaries and Relationships with Learners.....	6
8. Professional Boundaries in Alternative Provision.....	7
9. Pre-existing Relationships with Learners.....	7
10. Low-Level Concerns	8
Reporting Low-Level Concerns	8
11. One-to-One Working and Safer Working Practice	9
12. Physical Contact with Learners.....	10
13. Language and Communication	10
14. Confidentiality, Information Sharing and Data Protection.....	11
15. Use of Technology, Mobile Phones and Digital Communication	12
16. Online Safety and Social Media	12
Staff Must:	13
17. Use of Images, Photography and Recording	13
18. Dress and Professional Appearance	13
19. Equality, Diversity and Inclusion.....	15
20. Attendance, Punctuality and Sickness Reporting	15
21. Professional Development and My RES Journey	16
22. Staff Training Expectations	17
23. Gifts, Favouritism and Professional Integrity	17
24. Transporting Learners.....	18
25. Off-Site Activities and Community Learning.....	19
26. Staff Working Hours and Professional Boundaries.....	19
27. Whistleblowing and Reporting Unsafe Practice	20
28. Allegations Against Staff	20

29. Professional Relationships, Workplace Friendships and Socialising Outside of Work.....	21
30. Conduct Outside Work and Social Media	23
31. Health, Safety and Wellbeing Responsibilities	24
32. Breaches of the Staff Code of Conduct.....	24
33. Policy Monitoring and Review	25
Appendix 1 - Staff Concerns & Conduct Protocol	25
Appendix 2 - Staff Code of Conduct Declaration	33

1. Introduction

Remedicare Education Services is committed to providing a safe, supportive, respectful and professional learning environment for all learners, families, staff and professionals we work alongside.

As an Alternative Provision provider, we recognise that many of the learners we support may have experienced barriers to education, previous challenges within education settings, or additional safeguarding vulnerabilities. Our staff play a crucial role in building trusting relationships, supporting learner wellbeing and creating positive educational experiences.

This Staff Code of Conduct & Professional Expectations Policy sets out the standards of behaviour, professionalism and safeguarding practice expected from all individuals working on behalf of Remedicare Education Services.

The expectations within this document apply to all employees, including:

- Permanent staff.
- Temporary staff.
- Volunteers.
- Contractors.
- Visitors working directly with learners.

All staff are expected to understand that safeguarding is everyone's responsibility. Staff behaviour, communication and professional judgement must always place learner safety and wellbeing at the centre of decision-making.

This Code of Conduct has been developed in line with:

- Keeping Children Safe in Education (KCSIE) 2026.
- Safer working practice expectations.
- Remedicare Education Services Safeguarding and Child Protection Policy.
- Safer Recruitment Policy.
- Whistleblowing Policy.
- Staff Concerns and Conduct Procedures.
- Equality, Diversity and Inclusion expectations.

2. Purpose of this Policy

The purpose of this Staff Code of Conduct is to:

- Establish clear expectations for professional behaviour.
- Promote a culture of safeguarding, openness and accountability.
- Ensure staff understand appropriate boundaries when working with learners.
- Support safe and positive relationships between staff and learners.
- Reduce the risk of misunderstandings, allegations and unsafe practice.
- Provide guidance on professional conduct inside and outside of work.
- Ensure staff understand their responsibility to report concerns.
- Support consistent expectations across all Remedicare Education Services provisions.

This Code supports staff in understanding not only what is expected of them, but why these expectations are essential in protecting learners and maintaining a safe educational environment.

3. Scope

This policy applies to all individuals working for or on behalf of Remedicare Education Services.

All staff must follow this Code of Conduct regardless of:

- Job role.
- Location of work.
- Length of service.
- Employment status.
- Whether working directly or indirectly with learners.

This includes staff working:

- Within Remedicare Education settings.
- In community environments.
- During off-site activities.
- During educational visits.
- During transport arrangements.
- Through online or digital learning environments.

Staff must recognise that professional responsibilities continue beyond the workplace where behaviour may impact learner safety, professional reputation or confidence in Remedicare Education Services.

4. Our Values and Professional Expectations

At Remedicare Education Services, our values guide how we work with learners, families, colleagues and professionals.

Professionalism

Staff must:

- Maintain high professional standards at all times.
- Act as positive role models.
- Be reliable, prepared and respectful.
- Maintain appropriate boundaries.
- Demonstrate commitment to learner progress and wellbeing.

Respect

Staff must:

- Treat all learners, families and colleagues with dignity.
- Value individual differences.
- Use respectful communication.
- Listen to learner voice.
- Promote inclusion and equality.

Staff must never:

- Humiliate learners.
- Use threatening or intimidating behaviour.
- Use discriminatory language.
- Dismiss learner views or experiences.

Integrity

Staff must:

- Be honest and transparent.
- Act in the best interests of learners.
- Follow agreed procedures.
- Report concerns appropriately.
- Take responsibility for their actions.

Staff must never:

- Misrepresent information.
- Hide safeguarding concerns.
- Ignore unsafe practice.

Care

Staff must:

- Prioritise learner wellbeing.
- Build positive and appropriate relationships.
- Recognise individual needs.
- Support learners to feel safe, valued and respected.

Staff must understand that professional care does not mean becoming personally involved beyond appropriate professional boundaries.

5. Safeguarding is Everyone's Responsibility

All staff working at Remedicare Education Services have a responsibility to safeguard and promote the welfare of learners.

Staff must:

- Be familiar with safeguarding procedures.
- Understand how to report concerns.
- Attend safeguarding training.
- Recognise signs of abuse, neglect, exploitation and harm.
- Report concerns immediately.
- Maintain professional curiosity.
- Challenge unsafe practice.

Staff must understand that safeguarding concerns may arise from:

- A learner's behaviour.
- A disclosure made by a learner.
- Changes in presentation or wellbeing.
- Concerns about another adult.
- Online activity.
- Information shared by families or professionals.

No concern should ever be dismissed because it appears minor.

6. Remedicare Education Safeguarding Leadership Team

Lead Designated Safeguarding Leads (DSLs)

Marina Logan – Service Director

Holly Awford – Service Director

The Lead DSLs provide strategic safeguarding leadership across Remedicare Education Services.

Responsibilities include:

- Ensuring safeguarding procedures are implemented effectively.
- Maintaining oversight of safeguarding practice.
- Ensuring compliance with statutory guidance.
- Supporting DSL and DDSL practice.
- Liaising with external safeguarding partners.
- Ensuring staff receive appropriate safeguarding training.

Designated Safeguarding Leads (DSLs)

Jenny Marshall, Lilly Isaacs & Della Farrugia

DSL responsibilities include:

- Managing day-to-day safeguarding concerns.
- Supporting staff with safeguarding advice.
- Ensuring concerns are recorded appropriately.
- Supporting referrals and professional meetings.
- Monitoring learner safeguarding needs.

Deputy Designated Safeguarding Leads (DDSLs)

Jamie Wykes, Andre Welds, Phoebe Jerman, Emily Freemantle, Sophie Grove, Zara Hancock, Karis Smith & Charlie Attewell

DDSLs support the DSL team and provide safeguarding support when required.

Staff Responsibility

All staff must:

- Know who the DSL and DDSL team are.
- Report concerns without delay.
- Follow safeguarding procedures.
- Never investigate safeguarding concerns themselves.
- Seek advice when unsure.

7. Professional Boundaries and Relationships with Learners

Remedicare Education Services recognises that positive relationships are central to effective Alternative Provision. Staff are encouraged to build trusting, supportive relationships with learners; however, these relationships must always remain professional.

Staff must understand the difference between:

- **Professional care and support**, which promotes learner wellbeing and progress.
- **Over-familiarity**, which can create confusion, dependency, or safeguarding concerns.

Staff must maintain appropriate professional boundaries at all times.

Staff Expectations

Staff must:

- Treat learners with dignity, kindness and respect.
- Maintain a consistent and professional approach.
- Be approachable while maintaining appropriate boundaries.
- Encourage learner independence and confidence.
- Support learners without creating emotional dependency.
- Be aware of the power imbalance between adults and learners.
- Consider how their actions may be perceived by others.
- Maintain transparency in all interactions.

Staff Must Not:

Staff must not:

- Develop inappropriate personal relationships with learners.
- Communicate with learners through personal social media accounts.
- Share personal contact details unless authorised for a specific professional reason.
- Meet learners outside agreed Remedicare Education activities.
- Have secretive conversations or communications with learners.
- Show favouritism towards individual learners.
- Offer inappropriate gifts, money or personal items.
- Share personal difficulties or adult matters with learners.
- Use language or humour that could be misunderstood.

- Encourage learners to keep secrets from parents, carers or professionals.

Appropriate Communication

All communication with learners must:

- Be professional.
- Be appropriate to the learner's age, needs and circumstances.
- Support learning, wellbeing and safeguarding.
- Take place through approved Remedicare Education systems where required.

Staff must avoid:

- Private messaging.
- Late-night communication.
- Unnecessary communication outside working hours.
- Informal communication that could blur professional boundaries.

Where a learner attempts to develop an inappropriate relationship or communication pattern, staff must report this to a DSL.

8. Professional Boundaries in Alternative Provision

Due to the nature of Alternative Provision, staff may work closely with learners in smaller environments, community settings and individual sessions.

Staff must recognise that close working relationships require careful professional judgement.

When supporting learners, staff must:

- Maintain appropriate emotional boundaries.
- Avoid becoming a learner's "friend" rather than their professional support.
- Encourage positive relationships with families and professionals.
- Ensure all support is purposeful and linked to the learner's education and wellbeing.
- Maintain accurate records where required.

Staff should always consider:

"Would I be comfortable explaining this action to my manager, a parent/carers, commissioner or safeguarding professional?"

If the answer is no, the action should not take place.

9. Pre-existing Relationships with Learners

Staff must declare any existing relationship with a learner or their family that could create a potential conflict of interest or safeguarding concern.

Examples may include:

- Family relationships.
- Friendships.
- Previous professional relationships.
- Community connections.

Any declaration should be made to a Service Director or DSL.

The purpose of this is not to prevent appropriate community connections, but to ensure transparency and protect both learners and staff.

10. Low-Level Concerns

Remedicare Education Services recognises the importance of creating a culture where staff feel confident to report concerns about themselves or others.

A low-level concern does not mean that behaviour is insignificant. It refers to any concern, no matter how small, that an adult working with learners may have acted in a way that:

- Is inconsistent with this Staff Code of Conduct.
- Does not meet the threshold for a safeguarding referral.
- Causes a sense of unease or concern.

Examples may include:

- Being overly familiar with learners.
- Showing favouritism.
- Using inappropriate humour.
- Spending unnecessary time alone with a learner.
- Communicating outside approved systems.
- Using personal devices inappropriately.
- Failing to maintain professional boundaries.

Low-level concerns may also include behaviours between colleagues where professional boundaries, respect, or workplace expectations are not being maintained.

Reporting Low-Level Concerns

Staff must report concerns:

- About another staff member → to a SLT or DSL.
- About a DSL → to another DSL or Service Director.
- About a Service Director → Jack Hardy Director of Education.

Staff must never assume that “someone else will report it”.

All concerns will be:

- Recorded appropriately.
- Reviewed by safeguarding leaders.
- Managed proportionately.
- Monitored for patterns.

A pattern of low-level concerns may indicate a wider safeguarding issue and may require further action.

11. One-to-One Working, Lone Working and Safer Working Practice

Remedicare Education Services recognises that many learners require personalised support, including individual sessions, community-based learning and one-to-one educational programmes.

As an Alternative Provision provider, some staff may be required to work independently with learners as part of their role. Lone working is sometimes necessary to provide bespoke education packages; however, it must always be planned, risk assessed and carried out in line with Remedicare Education Services safeguarding procedures.

The safety and wellbeing of learners and staff remains the priority. Staff must ensure that all one-to-one and lone working arrangements are professional, transparent and appropriately recorded.

Planning and Risk Assessment

Before undertaking lone working or one-to-one support, staff must ensure:

- Appropriate risk assessments have been completed and reviewed.
- Learner-specific needs, risks and safeguarding information are understood.
- The agreed timetable and location are known.
- Appropriate staffing arrangements are in place.
- Any required control measures are followed.

Risk assessments should consider:

- Learner needs and behaviours.
- Communication needs.
- Medical requirements.
- Emotional wellbeing.
- Community access.
- Staff safety.
- Location and environment.

Staff Responsibilities During Lone Working

Staff must:

- Maintain professional boundaries at all times.
- Follow the learner's agreed programme and risk assessments.
- Ensure colleagues and SLT are aware of live location and timetable.
- Keep a charged work mobile phone available when working away from the main provision site.
- Follow agreed check-in/check-out procedures where required.
- Report any concerns, incidents or changes in risk immediately.
- Record significant interactions, incidents or safeguarding concerns appropriately.

Visibility and Transparency

Where possible:

- Sessions should take place in appropriate and professional environments.
- Staff should consider visibility and openness when selecting learning spaces.
- Colleagues should be aware of planned one-to-one sessions.
- Communication regarding learner support should take place through approved Remedicare systems.

Where a session takes place in a location where visibility is limited, this must be supported by appropriate risk assessment and professional safeguards.

Professional Boundaries During One-to-One Work

Staff must:

- Maintain appropriate professional relationships with learners.
- Keep conversations and interactions focused on education, wellbeing and support.
- Avoid creating dependency or over-familiar relationships.
- Follow learner-specific safeguarding guidance.

Staff must not:

- Engage in secretive communication with learners.
- Use personal devices or accounts to communicate with learners.
- Meet learners outside agreed educational arrangements.
- Alter agreed timetables or arrangements without approval.
- Place themselves or learners in situations that could create safeguarding concerns.

Communication and Recording

Staff working independently must ensure:

- Attendance is accurately recorded.
- Sessions are recorded through approved Remedicare systems – Learning Journals.
- Any safeguarding concerns are reported immediately.
- Significant incidents or changes in presentation are documented.

Where staff are working off-site or within the community, they must follow Remedicare Education Services lone working procedures.

Staff Safety

Remedicare Education Services recognises that safeguarding includes the safety of staff as well as learners.

Staff must:

- Follow lone working procedures.
- Complete required check-ins where applicable.
- Report concerns regarding locations, behaviour or risks.
- Seek support if they feel unsafe.

Staff should never continue a situation where there is an immediate risk of harm. Concerns should be reported to a member of the leadership team.

Unplanned or Unavoidable Situations

If an unexpected one-to-one situation occurs, staff must:

- Manage the situation professionally.
- Maintain appropriate boundaries.
- Inform a colleague or member of leadership as soon as possible.
- Record the circumstances where required.

12. Physical Contact with Learners

Remedicare Education Services recognises that some learners may require appropriate physical support due to their individual needs.

Physical contact must always be:

- Appropriate.
- Necessary.
- Proportionate.
- Respectful.

- In the best interests of the learner.

Examples of appropriate contact may include:

- Supporting a learner who is distressed.
- Providing physical assistance linked to a learner's needs.
- Supporting health, safety or accessibility requirements.

Staff Must Not:

- Initiate unnecessary physical contact.
- Engage in playful physical contact.
- Use physical contact as a reward.
- Engage in contact that could be misunderstood.
- Use physical contact as a substitute for communication or support.

Any concerns regarding physical contact must be reported immediately.

13. Language and Communication

Staff are role models and must demonstrate respectful communication at all times.

Staff must:

- Use appropriate language.
- Speak respectfully to learners and colleagues.
- Model positive communication.
- Encourage learners to communicate safely and respectfully.

Staff must not:

- Use sarcasm that humiliates learners.
- Shout aggressively.
- Use threatening language.
- Use discriminatory, offensive or inappropriate language.
- Make jokes about sensitive subjects.

Staff should consider the impact their words may have, particularly for learners who may have experienced previous trauma or negative educational experiences.

14. Confidentiality, Information Sharing and Data Protection

Remedicare Education Services is committed to protecting learner information and ensuring that personal information is handled appropriately.

Staff must understand that confidentiality is essential; however, confidentiality must never prevent safeguarding action being taken.

Where there is a safeguarding concern, information must be shared with appropriate professionals in line with safeguarding procedures.

Staff Must:

- Keep learner information confidential.
- Only access information required to carry out their role.
- Share information only with appropriate authorised individuals.
- Store information securely.
- Follow Remedicare Education Services data protection procedures.
- Report any concerns regarding information breaches.

Staff Must Not:

- Discuss learners outside of professional settings.
- Share learner information with unauthorised individuals.
- Take confidential documents away from agreed secure locations.
- Store learner information on personal devices.
- Share photographs, videos or information about learners online.

Safeguarding Information Sharing

Staff should remember:

Safeguarding concerns must always be shared with the appropriate safeguarding professionals.

If a learner makes a disclosure, staff must:

- Listen carefully.
- Reassure the learner.
- Avoid leading questions.
- Explain that information may need to be shared.
- Record and report the concern immediately.

Staff must not investigate concerns themselves.

15. Use of Technology, Mobile Phones and Digital Communication

Technology plays an important role in supporting learning and communication. However, staff must ensure technology is used safely and professionally.

Personal Mobile Phones

Staff must:

- Keep personal phones away from learners unless required for an authorised purpose.
- Use phones only during appropriate breaks unless agreed otherwise.
- Ensure personal devices are not used to photograph or record learners.

Staff must not:

- Use personal phones to communicate with learners.
- Store learner information on personal devices.
- Take photographs or videos of learners using personal equipment.

Remedicare Devices and Systems

Staff must:

- Use approved Remedicare systems for professional communication.
- Maintain secure passwords.
- Report lost devices or security concerns immediately.
- Follow digital safeguarding procedures.

16. Online Safety and Social Media

Staff must recognise that online behaviour can impact professional reputation and safeguarding.

Professional responsibilities apply both inside and outside working hours.

Staff Must:

- Maintain professional boundaries online.
- Ensure personal online activity does not undermine confidence in Remedicare Education Services.
- Consider how online content may be viewed by learners, families, colleagues and professionals.
- Use approved communication channels.

Staff Must Not:

- Contact learners through personal social media accounts.

- Accept learner friend/follow requests on personal accounts.
- Discuss learners or families online.
- Post confidential information.
- Share inappropriate content.
- Engage in online behaviour that could bring Remedicare Education Services into disrepute.

17. Use of Images, Photography and Recording

Protecting learner privacy is essential.

Staff must:

- Only use approved Remedicare equipment where photography or recording is authorised.
- Ensure consent and safeguarding requirements are followed.
- Store images securely.
- Follow data protection procedures.

Staff must not:

- Use personal devices to photograph learners.
- Share learner images through personal accounts.
- Record learners without appropriate approval.

18. Dress and Professional Appearance

Remedicare Education Services expects all staff to maintain a professional appearance that reflects their role as trusted adults working with children and young people.

Professional dress supports:

- Learner confidence.
- Staff credibility.
- Safe working practices.
- Positive representation of Remedicare Education Services.

Staff Clothing Expectations

Staff must ensure clothing is:

- Professional.
- Clean and appropriate.

- Suitable for working with children and young people.
- Appropriate for the activities being delivered.
- Suitable for movement, outdoor learning and community activities where required.

Staff Should Consider:

- Practical footwear suitable for learner activities.
- Clothing appropriate for supporting learners safely.
- Weather-appropriate clothing for off-site activities.
- Cultural, religious and medical requirements.

Clothing Must Not:

- Be revealing or unsuitable for a professional environment.
- Include offensive, discriminatory or inappropriate language/images.
- Promote political, controversial or inappropriate messages.
- Create a safeguarding concern.
- Prevent staff from safely carrying out their role.

Jewellery, Accessories and Appearance

Staff should consider whether jewellery, accessories or appearance choices:

- Create a health and safety risk.
- Affect their ability to support learners.
- May be inappropriate within a professional environment.

Managers may discuss expectations with staff where professional appearance concerns arise.

19. Equality, Diversity and Inclusion

Remedicare Education Services is committed to equality, inclusion and respect for all.

Staff must:

- Treat everyone fairly and respectfully.
- Celebrate individual differences.
- Challenge discrimination.
- Promote inclusion.
- Support learners to feel valued and accepted.

Staff must not:

- Discriminate against learners, families or colleagues.

- Use discriminatory language.
- Express personal beliefs in a way that impacts learner dignity or safety.

20. Attendance, Punctuality and Sickness Reporting

Reliable attendance is essential to maintaining learner safety, consistency and effective Alternative Provision delivery.

Staff are expected to:

- Attend work consistently.
- Arrive on time and prepared.
- Be ready to support learners at the agreed start time.
- Follow sickness reporting procedures.
- Communicate appropriately regarding absence.

Failure to attend work without appropriate notification may create safeguarding risks for learners and colleagues.

Sickness Reporting Procedure

If staff are unable to attend work, they must telephone:

Marina Logan – 07865 245120
Jenny Marshall - 07865245121
Lilly Isaacs - 07828819725

By:

08:00am on the first day of absence

Staff must:

- Telephone rather than text unless exceptional circumstances apply.
- Provide their name.
- Confirm their role/location.
- Provide reason for absence.
- Provide expected return date where possible.
- Share any urgent information needed for learner support.

If absence continues beyond one day, staff must provide updates as agreed with management.

Attendance Concerns

Attendance may be monitored where concerns arise, including:

- Frequent short-term absence.
- Patterns of absence.
- Persistent lateness.
- Failure to follow reporting procedures.

Concerns will be managed fairly and may include:

- Informal support discussions.
- Attendance monitoring.
- Support plans.
- Formal procedures where required.

21. Professional Development and My RES Journey

Remedicare Education Services is committed to continuous professional development and reflective practice.

My RES Journey is a digital staff-facing OneNote notebook designed to support staff throughout their employment.

My RES Journey Supports:

- New starter induction.
- Understanding Remedicare culture and expectations.
- Completion of mandatory training.
- Safeguarding updates.
- Professional reflection.
- CPD tracking.
- Supervision preparation.
- Personal development planning.

All staff are expected to engage with My RES Journey and maintain their professional development records.

Managers may use My RES Journey to support:

- Professional discussions.
- Development planning.
- Training reviews.
- Evidence of staff engagement.

Confidential HR information and safeguarding records remain securely stored separately.

22. Staff Training Expectations

All staff must complete required training to ensure they can carry out their role safely and effectively.

Training may include:

- Safeguarding and Child Protection.
- Prevent.
- Online Safety.
- Equality and Diversity.
- Health and Safety.
- First Aid where required.
- Behaviour support.
- Role-specific training.

Staff must attend updates and maintain professional knowledge.

23. Gifts, Favouritism and Professional Integrity

Staff must maintain professional relationships with learners and families at all times.

While staff may develop positive relationships with learners, these must always remain professional and focused on supporting education, wellbeing and independence.

Gifts and Rewards

Staff must not:

- Give personal gifts to individual learners.
- Give money, vouchers or personal items to learners.
- Accept expensive or inappropriate gifts from learners or families.
- Create situations where a learner may feel they owe something to a member of staff.

Small tokens of appreciation, such as cards or handmade items, may be accepted where appropriate and should be shared transparently with management.

Any concerns regarding gifts should be discussed with a DSL or Service Director.

Favouritism

Staff must ensure all learners are treated fairly.

Staff must not:

- Show preferential treatment to individual learners.
- Create dependency on a particular member of staff.
- Exclude other learners.
- Develop relationships that could appear personal rather than professional.

Staff should celebrate learner achievements while maintaining appropriate professional boundaries.

24. Transporting Learners

Transporting learners may form part of Remedicare Education Services' personalised support offer.

Staff must only transport learners where:

- Approval has been provided by management.
- Appropriate risk assessments are completed.
- Insurance requirements are met.
- Staff are authorised to drive.
- Parental/carers consent is in place where required.

Staff Responsibilities When Transporting Learners

Staff must:

- Ensure vehicles are safe and suitable.
- Follow road safety requirements.
- Maintain professional boundaries.
- Never transport learners for personal reasons.
- Follow agreed collection and drop-off arrangements.
- Report any incidents or concerns immediately.

Staff Must Not:

- Make unauthorised changes to transport arrangements.
- Transport additional passengers without approval.
- Use personal vehicles unless formally authorised.
- Leave learners unattended in vehicles.

Any concerns regarding transport safety must be reported immediately to management.

25. Off-Site Activities and Community Learning

Remedicare Education Services recognises the importance of community-based learning experiences.

Off-site activities must be:

- Planned appropriately.
- Risk assessed.
- Suitable for the learner's needs.
- Staffed appropriately.
- Linked to educational outcomes.

Staff must:

- Follow agreed risk assessments.
- Maintain appropriate supervision.
- Carry appropriate emergency information.
- Follow safeguarding procedures.
- Maintain professional behaviour when representing Remedicare.

Staff should remember that they remain representatives of Remedicare Education Services at all times when supporting learners in the community.

26. Staff Working Hours and Professional Boundaries

Remedicare Education Services provides personalised Alternative Provision packages.

Staff must understand that commissioned learner hours are carefully planned to ensure:

- Learner safety.
- Appropriate staffing levels.
- Effective educational oversight.
- Clear accountability.

Staff must not:

- Offer additional learner sessions outside commissioned hours.
- Arrange private sessions with learners.
- Agree additional support directly with families.
- Change learner timetables without approval.

Any request for increased provision must be discussed with a Service Director and agreed formally with the commissioner.

Maintaining clear boundaries around commissioned hours protects learners, staff and the organisation.

27. Whistleblowing and Reporting Unsafe Practice

Remedicare Education Services is committed to creating a culture where staff feel confident to raise concerns.

All staff have a responsibility to challenge unsafe practice.

Staff must report concerns relating to:

- Safeguarding practice.
- Unsafe behaviour.
- Professional misconduct.
- Poor standards of care.
- Breaches of policies or procedures.

Staff should follow:

1. Immediate reporting to a DSL or Service Director where appropriate.
2. Whistleblowing procedures where concerns cannot be resolved internally.

Staff must never:

- Ignore concerns.
- Assume someone else has reported them.
- Discourage another person from raising concerns.

28. Allegations Against Staff

All staff must understand that safeguarding concerns can be raised about any adult working with learners.

If an allegation or concern is raised about a member of staff, it will be managed in line with:

- Remedicare Education Services Safeguarding Policy.
- Allegations Against Staff Procedures.
- Keeping Children Safe in Education guidance.

Concerns may include where an adult:

- Has harmed or may have harmed a learner.
- May have committed a criminal offence.
- Behaves in a way that suggests they may pose a safeguarding risk.
- Behaves in a way that indicates they may not be suitable to work with children.

Staff must report concerns immediately.

29. Professional Relationships, Workplace Friendships and Socialising Outside of Work

Remedicare Education Services recognises that positive working relationships are essential to creating a supportive and effective workplace culture.

Staff are encouraged to develop positive professional relationships with colleagues and to contribute to a respectful, collaborative team environment. However, all staff must maintain appropriate professional boundaries both during working hours and outside of work.

Staff should be mindful that personal relationships between colleagues can impact the workplace, particularly where individuals work closely together, hold positions of responsibility, or are involved in decision-making processes.

Workplace Relationships

Staff must:

- Maintain professionalism when working with colleagues.
- Treat all colleagues with respect and dignity.
- Ensure personal relationships do not impact professional judgement.
- Avoid behaviour that could make others feel excluded, uncomfortable or disadvantaged.
- Declare any relationship that may create a conflict of interest or impact safeguarding, supervision or management responsibilities.

Examples where disclosure may be required include:

- A romantic relationship between colleagues where one person manages or supervises the other.
- Close personal relationships that may affect professional decision-making.
- Relationships that may impact learner support, staffing decisions or confidentiality.

Declarations should be made confidentially to a Service Director or Director so appropriate support and arrangements can be considered.

Romantic Relationships Between Staff

Remedicare Education Services does not seek to restrict appropriate personal relationships between adults; however, staff must recognise their professional responsibilities.

Where colleagues enter into a personal or romantic relationship, they must:

- Maintain professional conduct in the workplace.
- Avoid displaying inappropriate behaviour in front of learners or colleagues.
- Ensure personal disagreements do not affect professional duties.
- Maintain confidentiality regarding workplace matters.
- Ensure learners are not drawn into adult relationships or workplace matters.

Staff must not allow personal relationships to:

- Influence professional decisions.
- Impact learner safety.
- Affect team relationships.
- Create uncomfortable working environments.

Socialising Outside of Working Hours

Remedicare Education Services recognises that staff may socialise outside of work and develop friendships with colleagues.

Staff remain responsible for maintaining professional standards outside working hours.

When attending social events with colleagues, staff should remember that they may still be representing Remedicare Education Services.

Staff must:

- Behave responsibly.
- Treat colleagues respectfully.
- Avoid behaviour that could damage professional relationships or organisational reputation.
- Ensure social media posts do not compromise confidentiality or professionalism.

Alcohol and Social Events

Where staff choose to consume alcohol outside of working hours, they must do so responsibly.

Staff must not:

- Attend work under the influence of alcohol or substances.
- Engage in behaviour that creates safeguarding concerns.
- Share inappropriate images or content involving colleagues, learners or Remedicare Education Services.
- Use social events as a reason to excuse unprofessional behaviour.

Maintaining Professional Boundaries

Staff should consider:

“Would this behaviour be considered appropriate if observed by a learner, parent/carer, commissioner or colleague?”

Staff must remember that trust in Remedicare Education Services depends on everyone maintaining high standards of professionalism.

Conflicts of Interest

Staff must inform the Leadership Team or a Service Director where a personal relationship may create a conflict of interest.

This may include:

- Recruitment decisions.
- Supervision arrangements.
- Performance management.
- Safeguarding decisions.
- Access to confidential information.

Remedicare Education Services will manage disclosures sensitively and fairly, ensuring confidentiality is maintained.

30. Conduct Outside Work and Social Media

Staff are expected to maintain professional standards both inside and outside of work.

Staff should be aware that personal conduct may impact:

- Learner safety.
- Professional relationships.
- Confidence in Remedicare Education Services.

Staff must not engage in behaviour that:

- Brings Remedicare into disrepute.
- Creates safeguarding concerns.
- Conflicts with professional responsibilities.

Social Media Expectations

Staff must:

- Maintain appropriate privacy settings.
- Consider their digital footprint.
- Avoid identifying themselves as connected to learners online.
- Ensure online behaviour reflects professional standards.

31. Health, Safety and Wellbeing Responsibilities

All staff share responsibility for maintaining a safe environment.

Staff must:

- Follow health and safety procedures.
- Report hazards immediately.
- Complete required risk assessments.
- Use equipment safely.
- Report accidents and incidents.
- Follow emergency procedures.

Staff must also take responsibility for their own wellbeing and seek support where required.

32. Breaches of the Staff Code of Conduct

Failure to follow this Code of Conduct may result in action being taken under Remedicare Education Services procedures.

Depending on the seriousness of the concern, action may include:

- Informal discussion.
- Additional guidance or training.
- Support plan.
- Formal investigation.
- Disciplinary action.

Serious breaches may result in dismissal and/or safeguarding referrals.

33. Policy Monitoring and Review

This policy will be reviewed annually or sooner if required due to:

- Changes in legislation.
- Updates to Keeping Children Safe in Education.
- Changes to organisational practice.
- Learning from safeguarding incidents.

The next planned review date:

September 2027

Appendix 1 - Staff Concerns & Conduct Protocol

Relationship Between This Protocol and the Staff Code of Conduct

The Staff Code of Conduct outlines the professional standards expected of all Remedicare Education Services staff.

This Staff Concerns & Conduct Protocol explains how concerns will be managed when expectations are not met.

Remedicare Education Services

Staff Concerns, Conduct & Capability Protocol

Updated: September 2026

Review Date: September 2027

1. Introduction

Remedicare Education Services is committed to maintaining a culture of professionalism, accountability, openness and continuous improvement.

All staff working for Remedicare Education Services are expected to uphold the highest standards of behaviour, safeguarding practice and professional conduct as outlined in the Staff Code of Conduct & Professional Expectations Policy.

Where concerns arise regarding an employee's conduct, performance, attendance, behaviour or suitability to work with children, Remedicare will respond promptly, fairly and consistently.

This protocol provides a clear framework for managing concerns while ensuring:

- The safety and wellbeing of learners remains the highest priority.
- Staff are treated fairly and with dignity.
- Concerns are investigated appropriately.
- Employees have the opportunity to respond and improve.
- Decisions are proportionate and evidence-based.

Professional Support and Development Concerns	Formal Conduct or Performance Concerns	Serious Misconduct or Safeguarding Concerns
---	--	---

Level 1 concerns are lower-level issues where support, guidance or professional development may be appropriate.	Level 2 concerns are more significant and may require formal monitoring or investigation.	Level 3 concerns are serious matters that may require immediate action.
Examples may include: • Minor breaches of the Staff Code of Conduct. • Communication concerns. • Need for additional guidance or training. • Isolated lateness or attendance concerns. • Failure to follow procedures where there is no significant impact. Areas where practice requires improvement.	Examples may include: • Repeated failure to follow policies and procedures. • Persistent attendance or punctuality concerns. • Unprofessional behaviour towards colleagues, learners or families. • Failure to maintain professional boundaries. • Repeated low-level concerns. • Failure to complete required duties or responsibilities. • Conduct that impacts learner experience or team effectiveness.	Examples may include: • Safeguarding concerns involving staff. • Allegations that meet the KCSIE threshold. • Inappropriate relationships with learners. • Serious breaches of professional boundaries. • Abuse, neglect or harm concerns. • Serious confidentiality breaches. • Dishonesty or gross misconduct. • Serious breaches of trust. • Behaviour that places learners, colleagues or the organisation at risk.
Actions may include:	Actions may include:	Actions may include:
• Professional discussion. • Coaching. • Additional training. • Supervision support. • Agreed improvement actions. The purpose of Level 1 is to support staff to understand expectations and improve practice.	• Formal investigation. • Written improvement plan. • Formal meetings. • Written warnings where appropriate. Where concerns relate to capability, support and reasonable opportunities for improvement will be considered.	• Immediate safeguarding consideration. • Referral to the Designated Safeguarding Lead. • Consultation with the Local Authority Designated Officer (LADO) where required. • Formal investigation. • Suspension where appropriate and proportionate. • Disciplinary procedures.

		Referral to external agencies.
Safeguarding Override - Where a concern relates to safeguarding, child protection or suitability to work with children, safeguarding procedures will take priority over the conduct levels. - A concern may move directly to safeguarding procedures regardless of the level initially identified. This includes: - Allegations against staff. - Low-level concerns that develop into a pattern. - Concerns about professional boundaries with learners. - Any concern where a learner may be at risk of harm.		

2. Scope

This protocol applies to all employees, including:

- Permanent staff
- Temporary staff
- Supply staff
- Agency workers
- Volunteers
- Contractors working on behalf of Remedicare Education Services

Concerns may relate to:

- Professional conduct
- Safeguarding practice
- Professional boundaries
- Attendance and reliability
- Failure to follow policies and procedures
- Performance and capability
- Relationships with learners, families or colleagues
- Breaches of confidentiality
- Online behaviour or social media activity

3. Principles for Managing Concerns

Remedicare Education Services will ensure concerns are managed using the following principles:

Fairness

Staff will:

- Be informed of concerns raised about them.
- Have the opportunity to respond.

- Be supported throughout the process.
- Be given reasonable opportunity to improve where appropriate.

Confidentiality

Information will only be shared with individuals who need to know.

All records will be stored securely in line with:

- Data Protection Act 2018
- UK GDPR requirements

Proportionality

Actions taken will reflect:

- The seriousness of the concern.
- The impact on learners, colleagues or the organisation.
- Previous concerns or patterns of behaviour.
- Relevant evidence available.

Safeguarding First

Where concerns relate to safeguarding, learner safety will always take priority.

4. Types of Concerns

Concerns may include:

Professional Conduct Concerns

Examples:

- Failure to follow the Staff Code of Conduct.
- Poor professional communication.
- Failure to maintain boundaries.
- Inappropriate workplace behaviour.
- Failure to follow reasonable instructions.

Attendance and Reliability Concerns

Examples:

- Persistent lateness.
- Failure to attend work without appropriate notification.
- Failure to follow sickness reporting procedures.
- Patterns of absence impacting learner provision.

These concerns will be managed alongside the Staff Attendance & Sickness Reporting Policy.

Capability Concerns

Capability concerns relate to an employee's ability to meet role expectations.

Examples:

- Lack of required skills.
- Failure to meet professional standards.
- Failure to complete required training.
- Concerns regarding quality of work.

Capability matters will focus on support, improvement and development wherever appropriate.

5. Safeguarding Concerns About Staff

Where a concern relates to an adult working with learners, Remedicare will follow the procedures outlined in:

- Safeguarding and Child Protection Policy
- Allegations Against Staff Procedure

Concerns must be reported immediately.

This includes where an adult:

- Has behaved in a way that has harmed, or may have harmed, a child.
- May have committed a criminal offence against or related to a child.
- Has behaved towards children in a way that indicates they may pose a risk of harm.
- Has behaved in a way that indicates they may not be suitable to work with children.

Where appropriate, advice will be sought from the **Local Authority Designated Officer (LADO)**.

6. Low-Level Concerns

In line with KCSIE, Remedicare recognises the importance of identifying and addressing low-level concerns.

A low-level concern is any concern, no matter how small, that an adult working with children may have acted in a way that:

- Is inconsistent with the Staff Code of Conduct.

- Does not meet the threshold for a safeguarding referral.
- Causes a sense of unease or a “nagging doubt”.

Examples include:

- Over-familiar behaviour with learners.
- Favouritism.
- Poor professional boundaries.
- Inappropriate language.
- Using personal devices inappropriately.
- Unprofessional communication.

Low-level concerns will be:

- Recorded.
- Reviewed.
- Monitored for patterns.

A pattern of low-level concerns may indicate a need for further action.

7. Informal Resolution and Support

Where appropriate, concerns may initially be managed through:

- Professional discussion.
- Coaching.
- Additional guidance.
- Training.
- Supervision.
- Support plans.

The purpose is to encourage improvement and maintain professional standards.

8. Formal Conduct Process

Where concerns cannot be resolved informally, or where the seriousness of the concern requires formal action, Remedicare may begin a formal process.

The process may include:

Investigation

An appropriate person will gather information and establish facts.

This may include:

- Reviewing documentation.
- Speaking with relevant individuals.
- Gathering evidence.

The employee will have the opportunity to respond.

Investigation Outcome

Possible outcomes:

- No further action.
- Informal support.
- Training or development plan.
- Formal disciplinary action.

9. Disciplinary Outcomes

Depending on the seriousness of the concern, outcomes may include:

- Written warning.
- Final written warning.
- Dismissal.
- Referral to external agencies where required.

Serious misconduct may include:

- Safeguarding breaches.
- Abuse or inappropriate relationships with learners.
- Serious confidentiality breaches.
- Dishonesty.
- Violence or threatening behaviour.
- Serious breaches of professional boundaries.

10. Right to be Accompanied

Employees involved in formal meetings have the right to be accompanied by:

- A recognised trade union representative.
- A workplace colleague.

11. Appeals

Employees have the right to appeal formal outcomes.

Appeals must be submitted:

- In writing.

- Within the timeframe stated in the outcome letter.

Appeals will be reviewed by an appropriate person who has not previously been involved.

12. Records Management

All records relating to concerns will be:

- Accurate.
- Confidential.
- Stored securely.
- Retained appropriately.

Records may include:

- Meeting notes.
- Investigation reports.
- Outcomes.
- Support plans.
- Safeguarding records.

13. Learning and Improvement

Remedicare Education Services will use learning from concerns to improve:

- Policies.
- Training.
- Safeguarding practice.
- Staff support.

Appendix 2 - Staff Code of Conduct Declaration

Remedicare Education Services

All staff working for Remedicare Education Services must confirm that they have read, understood and agree to follow the Staff Code of Conduct & Professional Expectations Policy.

This declaration confirms that staff understand their responsibility to maintain high standards of professionalism, safeguarding practice and conduct when working with learners, families, colleagues and external professionals.

By signing this declaration, I confirm that:

☐ I have read and understood the Remedicare Education Services Staff Code of Conduct & Professional Expectations Policy.

☐ I understand that safeguarding is everyone's responsibility and that I must report any safeguarding concerns, disclosures, allegations or low-level concerns immediately to the appropriate safeguarding lead.

☐ I understand the importance of maintaining professional boundaries with learners, including when working in one-to-one situations, online, within the community and during off-site activities.

☐ I understand my responsibility to maintain confidentiality and handle learner information appropriately in line with safeguarding and data protection requirements.

☐ I understand the expectations regarding professional behaviour, communication, social media, use of technology and maintaining a positive professional reputation.

☐ I understand the expectations regarding workplace relationships, professional boundaries with colleagues and appropriate conduct outside working hours.

☐ I understand my responsibility to challenge unsafe practice and raise concerns through the appropriate reporting procedures, including whistleblowing where necessary.

☐ I understand that failure to follow this Code of Conduct may result in action being taken under Remedicare Education Services' Staff Concerns & Conduct Protocol, disciplinary procedures and/or safeguarding procedures where appropriate.

Staff Details

Staff Name: _____

Job Role: _____

Provision/Team: _____

Signature: _____

Date: _____

Staff Confirmation

I confirm that I understand the professional responsibilities expected of me as a member of Remedicare Education Services.

I understand that my role requires me to act as a positive role model, maintain professional standards and prioritise the safety, wellbeing and education of all learners.

Employee Signature: _____

Date: _____

Completed declaration returned to:

Remedicare Education Services Leadership Team