Winnall Primary School

Volunteer (including external agency staff and regular visitors) Code of Conduct

Ratified by FGB Committee: November 2026

Review due: November 2027

School expectations and policies

Volunteers will follow all school expectations and policies, including those on:

Child protection policy

ICT and internet acceptable use policy

Online safety policy

Mobile phones expectation

Data protection policy

Health and safety policy

Equality policy

Whistle-blowing policy

Behaviour policy

Copies of the school policies are available from the school office

Professional conduct

Volunteers must accept and follow instructions provided by supervisors, and ask for guidance or clarification if required. Questions can be directed to the supervising member of staff, or to the headteacher.

Behaviour management is the responsibility of school staff. If volunteers witness behaviour that is in breach of the school's behaviour policy, or are struggling to manage the behaviour of pupils with whom they're working, they should alert the class teacher immediately. Volunteers should not attempt to reprimand pupils or issue sanctions.

Volunteers must conduct themselves in a professional manner at all times. This includes:

Dressing in a way that is professional and appropriate to the work they are doing

Refraining from using inappropriate language

Setting an example for pupils by acting in a way that reflects the school's ethos and values

Behaving in a way that is appropriate for the role they are undertaking

Ensuring that comments, including those made on social media, do not bring the school into disrepute

Volunteers must not accept gifts from, or give gifts to, pupils. The exception is small tokens, such as those exchanged at the end of term or as a way of saying "thank you".

Volunteers must not transport pupils in their own cars unless specific arrangements have been made with the school, and the pupil's parents have consented.

Parent volunteers with children at the school must not act in a way that favours their own child, and should not approach their child unnecessarily during the school day (for instance, during break times). They may not use their time as a volunteer to discuss their child's education with school staff.

If a volunteer is unable to come to school when they are expected/scheduled to be in, they must contact their supervisor or the school office as soon as possible. Inconsistent attendance may result in the placement being reviewed or terminated.

Safeguarding

Volunteers must be familiar with, and adhere to, the school's safeguarding and child protection policy. Safeguarding training will be provided to all volunteers before they begin their placement.

If volunteers have concerns about the welfare of a child, or if a child makes a disclosure, they should speak directly to the designated safeguarding lead (DSL) or deputy DSL (DDSL).

Volunteers should refrain from physical contact with pupils, and should use their judgement to determine when physical contact is appropriate. If physical contact with pupils is required, volunteers should ask for a pupil's consent before touching them.

Volunteers must alert the DSL if a pupil develops an infatuation with them, and must not form personal relationships with pupils, either inside or outside of school, with whom they do not already have a personal relationship. This includes:

Exchanging contact information

Making contact with pupils outside of school, including on social media

Arranging to meet pupils outside of school

Volunteers should not take or share photos of pupils unless instructed to do so by their supervisor.

Health and safety

Volunteers must abide by the school's health and safety and first aid policies. Volunteers are not to administer first aid, except in an emergency where none of the designated first aiders are available.

Volunteers must be familiar with the school's fire safety and emergency evacuation procedures.

Volunteers must sign in and sign out at the beginning and end of every visit, and must wear a visitor badge at all times.

Confidentiality

Information about pupils, parents and staff at the school is confidential, and should not be shared with anyone else. Volunteers shouldn't discuss pupils with parents or other children. If parents approach volunteers for information, they should be directed to speak to a class teacher or the headteacher.

Failure to adhere to this code of conduct may result in the termination of the placement. In more serious cases, misconduct will be treated in line with the school's staff disciplinary procedures.

A welcome information sheet will be shared on the first visit and volunteers will be asked to sign this. A copy will be kept in the school office.