Inspiring Growth, Nurturing Independence, Transforming Education

Staff Code of Conduct

Standard Operating Procedures

Handbook

Approved by: L.Starbuck

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Next review due: 07/2025

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Staff Code of Conduct

IGNITE is dedicated to cultivating a work environment that upholds exemplary practices. This comprehensive Code of Conduct outlines the expected standards of behaviour and conduct for all participants within our educational setting—whether in their interactions with students, agents, customers, suppliers, co-workers, management, or the public.

Adherence to this Code of Conduct is of utmost importance, as it fosters a professional and respectful atmosphere. Non-compliance may lead to disciplinary action. This Code applies to all employees, agents, and contractors, including temporary contractors, fostering a culture of responsibility and integrity throughout our institution.

Respectful Mobile Phone Use: Mobile phones are strictly prohibited in the classroom environment unless explicitly authorised by management.

Support for Diverse Needs: Staff are expected to work with all young people, catering to their diverse needs and issues, with rare exceptions like safeguarding concerns.

Smoking Policy: Smoking around young people is strictly forbidden at all times. Staff may only smoke during authorised breaks.

No Unauthorised Transactions: Staff are prohibited from borrowing or loaning anything from young people or accepting gifts without prior approval from the Senior Leadership Team (SLT).

Attendance at Team Meetings: All staff, including teaching personnel, are required to attend weekly team meetings on Thursdays at 3:30pm at the provision location, unless otherwise agreed with Leyona Starbuck.
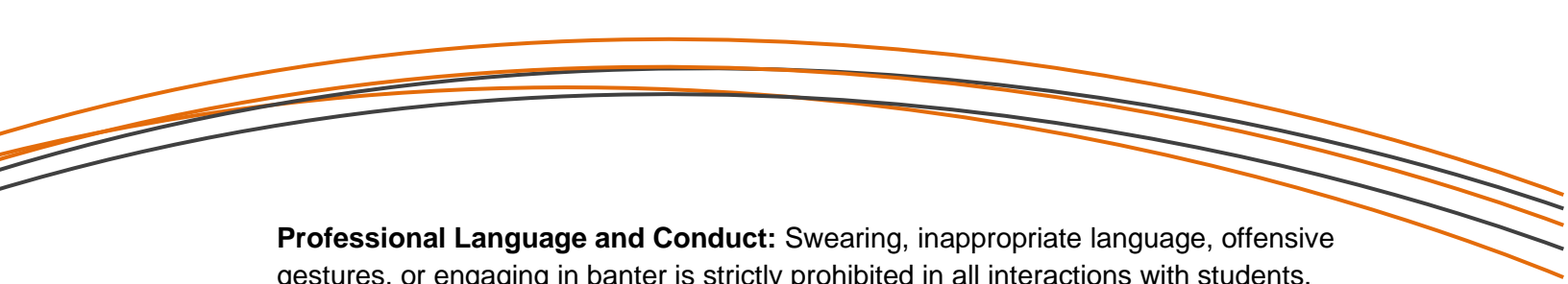
Promotion of Equality and Diversity: Staff are expected to actively promote equality and diversity within the workplace and throughout interactions with young people.

Compassionate and Caring Approach: All young people should be treated with compassion and a caring attitude, fostering a supportive learning environment.

Encouraging Youth Voices: Staff should listen attentively to the views, opinions, and voices of all young people attending the project, valuing their input.

Individualised Approach: Each young person must be treated as a unique individual, with staff adapting to their specific needs and circumstances.

Positive Role Models: Staff should consistently act as positive role models, setting examples of positive behaviour for young people to emulate.

Professional Language and Conduct: Swearing, inappropriate language, offensive gestures, or engaging in banter is strictly prohibited in all interactions with students.

Respecting Personal Space: Staff should respect young people's personal space and adopt a no-touch policy whenever possible.

Unauthorised Removal of Items: Staff should not take anything from the building without proper authorization.

Safeguarding Priority: The welfare of all young people is paramount, and staff should immediately report any safeguarding issues to the Designated Safeguarding Leads (DSLs) or Deputy Designated Safeguarding Leads (DSPs).

Appropriate Dress Code: An appropriate standard of dress must always be maintained, reflecting a professional work environment. Offensive T-shirts, revealing clothing, short skirts, and ripped jeans beyond a certain extent are not permitted. See-through tops and flip-flops are also discouraged.

At IGNITE, we unequivocally condemn any form of sexual harassment among staff, fostering a workplace culture with zero tolerance for such behaviour. Additionally, we are committed to eradicating language that perpetuates gender stereotypes, like 'man up' or 'sweetie.' We emphasise that staff must refrain from making assumptions about pupils or colleagues based on gender, including avoiding assigning tasks like heavy lifting solely based on gender stereotypes.
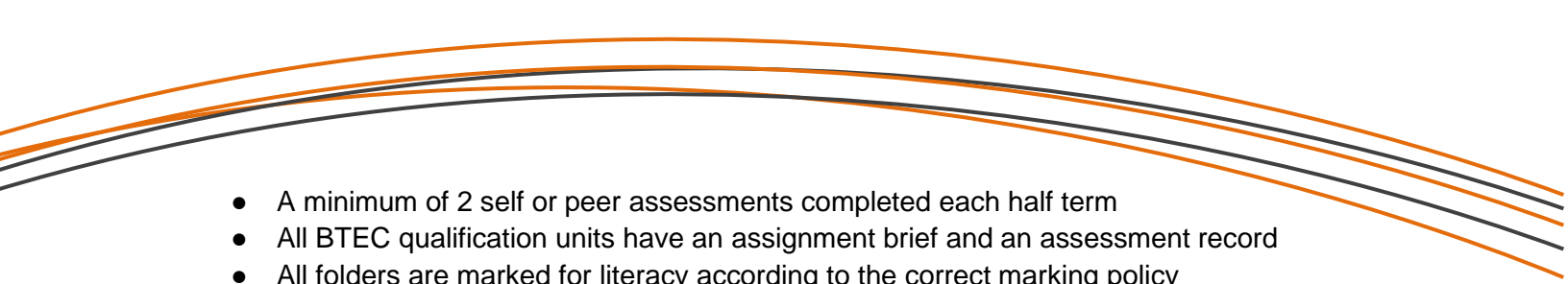
Teaching Staff Guidance

This comprehensive guidance is designed to support our dedicated teaching staff in effectively planning, preparing, and delivering lessons, as well as marking student work. We understand the importance of providing sufficient time and resources for our educators to excel in their roles and ensure the highest quality of education for our students.

Teaching Staff Responsibilities

We expect all teaching staff to maintain up-to-date planning, preparation, and marking practices. To ensure the quality of our educational provision, periodic pupil folder checks and work scrutiny will be conducted.

Staff should ensure that all pupil folders include:

- Spellings books/tests
- A minimum of 2 pupil-teacher dialogue feedback forms completed every half term

- A minimum of 2 self or peer assessments completed each half term
- All BTEC qualification units have an assignment brief and an assessment record
- All folders are marked for literacy according to the correct marking policy
- Provide support to pupils in responding to feedback and improving their work
- Issue Individual Learning Plans (ILPs) with SMART targets, which are set and reviewed every half term

Assistance and Support

For any issues that may arise during the day, teaching staff can reach out to senior staff through email, phone, or in-person meetings. Additionally, the Operations Manager and the behaviour management team are available to assist with any behavioural issues that may arise during lesson times.

Resource Provision

To ensure effective teaching and learning, all necessary resources will be made accessible to staff through the following steps:

- Identify required resources
- Fill out a resource request sheet
- Send the request to samantha@ignite-ap.co.uk
- Once processed and authorised by a manager, resources will be ordered
- Upon delivery, resources will be handed to staff, who must sign for proof of receipt

Maintaining Healthy Boundaries with Students

At IGNITE, we recognise the significance of maintaining healthy boundaries with our students to ensure a professional and supportive environment. Some guidelines for maintaining appropriate relationships with young people include:

- Establish clear agreements regarding your role with each young person at the start of your relationship.
- Address any boundary issues or warning signs promptly and sensitively, emphasising the importance of maintaining healthy boundaries.
- Limit self-disclosure to information directly related to the student's goals to avoid shifting focus from the young person's needs.
- Recognise that a student's interpretation of your words and actions may not always match your intentions, and frequently clarify your role and boundaries.
- Seek support and advice from professional colleagues or management when facing boundary-related challenges that impact your ability to provide compassionate care.

Professional Boundaries

At IGNITE, we recognise the paramount importance of maintaining strong professional boundaries when working with vulnerable young people. Our commitment to excellence extends to ensuring that our assistance and support do not harm or disempower those we serve.

Dealing with challenging issues can be emotionally taxing, and establishing professional boundaries helps us manage our emotions while providing the best care possible.

Our dedicated staff work diligently to foster positive working relationships with students and provide compassionate pastoral care while being sensitive to the complexities surrounding professional boundaries. Understanding these boundaries is crucial, as any failure to do so can lead to serious mistakes, especially in tutor-pupil relationships, with potential career-threatening consequences.

We acknowledge that even an unfounded allegation of professional misconduct could have severe and lasting repercussions for any staff member, their family, and the entire profession.

Therefore, we expect all staff and volunteers at IGNITE to uphold the core values of our organisation and adhere to safeguarding and child protection procedures. Additionally, we follow the Code of Professional Practice set forth by the Institute for Learning (IfL), which outlines the expected professional behaviour for teachers, trainers, tutors, trainee teachers, and volunteers in the Education sector.
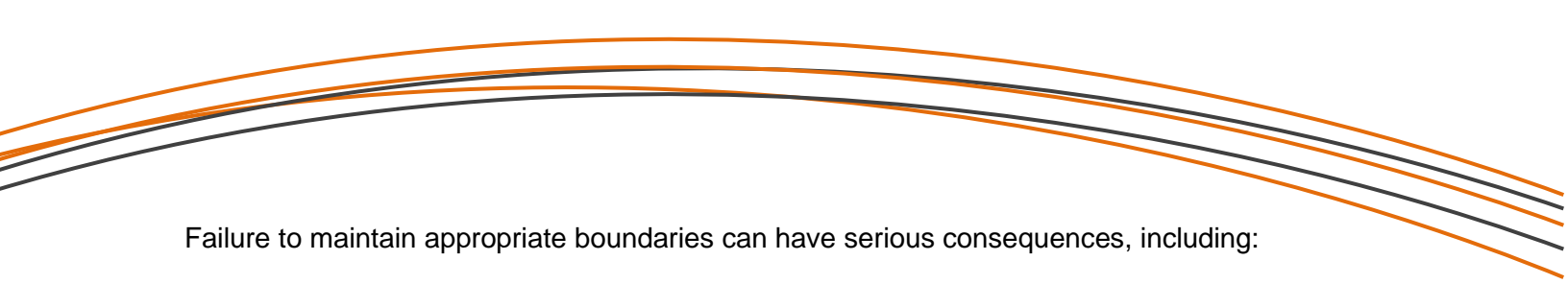
Definitions of Professional Boundaries

We place utmost importance on clearly defined boundaries that ensure safe and professional relationships between staff and our pupils. Our commitment to maintaining these boundaries is a cornerstone of our ethical practices. We emphasise the following principles to guide our interactions:

Being Friendly, Not Friends: Our staff members are encouraged to be approachable and empathetic, but always with the understanding that they are professionals, not personal friends, to the pupils.

Understanding Personal Limits: We foster a clear understanding of where our roles as staff end, and where the individuality and privacy of each pupil begin. Respecting these limits is essential in creating a safe and supportive environment.

Knowing Your Role: All staff members at IGNITE are equipped with a comprehensive understanding of the limits and responsibilities that come with their roles within the organisation. This ensures that each interaction is aligned with the purpose and values of our institution.

Failure to maintain appropriate boundaries can have serious consequences, including:

- **Neglect and Abuse:** Allowing relationships to slip into inappropriate areas or failing to provide necessary support can lead to neglect and abuse, which is unacceptable within our organisation.

- **Disciplinary Action:** Any breach of professional boundaries may result in disciplinary action, as we are committed to upholding the highest standards of conduct.

- **Compromised Reputation:** Disregarding boundaries could compromise the reputation of IGNITE, and we strive to maintain the trust and respect of our community.

Our staff is mindful of the potential risks and challenges in maintaining professional boundaries. We actively address any signs of developing strong feelings for pupils, engaging in personal conversations that exceed professional boundaries, or accepting gifts from them. Instead, we focus on empowering pupils to be self-sufficient and recognise that they can access support from multiple sources.

Furthermore, our commitment to maintaining professional conduct means avoiding any form of physical touching that may be misconstrued as inappropriate. We proactively ensure that interactions between staff members and in front of pupils are respectful and uphold the highest standard of language and behaviour.
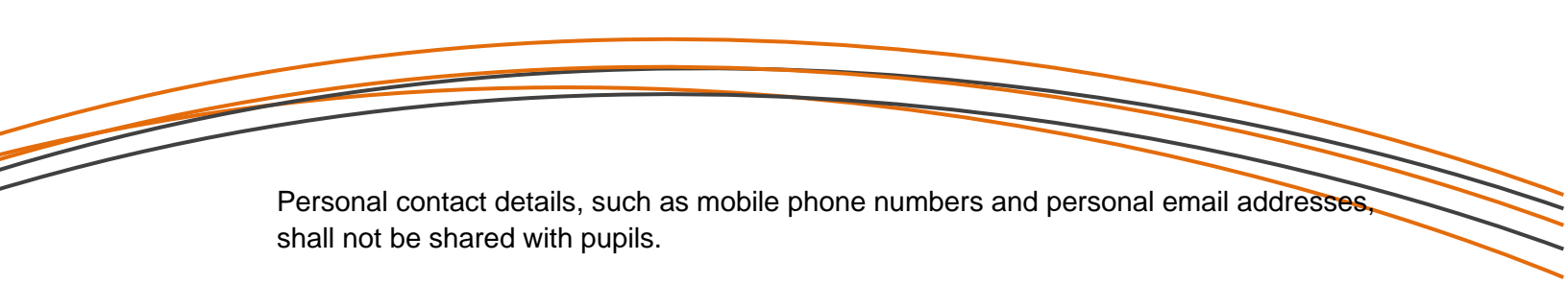
ICT Code of Conduct

At IGNITE, we recognise the integral role of ICT and related technologies, including email, the internet, and mobile devices, in the daily working life of our staff. This comprehensive policy is designed to ensure that all staff members are fully aware of their professional responsibilities when using any form of ICT. Any concerns or queries related to this policy should be promptly discussed with the management team at IGNITE.

Professional Usage of ICT:

All staff members will exclusively use the provision's approved email, internet, intranet, learning platform, server, and related technologies for professional purposes or uses deemed 'reasonable' by the management.

Compliance with ICT system security is mandatory, and staff shall not disclose any passwords provided by the company or other relevant authorities.
Electronic communications with pupils and staff will align with staff members' professional roles and responsibilities.

Personal contact details, such as mobile phone numbers and personal email addresses, shall not be shared with pupils.

Staff will refrain from communicating with pupils via online social network sites, instant messaging services, chat rooms, email, or any other digital platforms.

Communication with pupils through phone or text messaging services will be restricted to working hours and exclusively for provision-related purposes.

Data Security and Usage:

All staff members shall use approved, secure email systems for any IGNITE business. Personal data shall be kept secure and used appropriately, whether within the workplace or accessed remotely. Personal or sensitive data can only be taken off-site or accessed remotely when authorised by a manager and must be encrypted when taken outside the provision premises.

Hardware or software installation requires permission from the management. Staff shall not browse, download, upload, or distribute any material that could be considered offensive, illegal, or discriminatory.

Images of pupils and/or staff will only be captured, stored, and used for professional purposes in accordance with company policy and with written consent from parents, carers, or staff members.

The use of personal cameras to capture images of pupils or their work is strictly prohibited. Images (still or video) will only be taken with the company-approved cameras.

Monitoring and Online Activity:
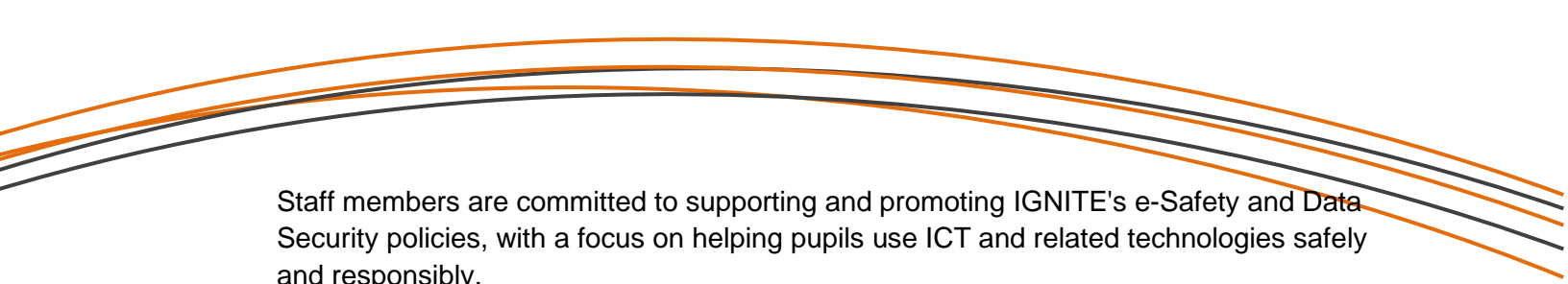
Staff members acknowledge that their use of the internet and related technologies can be monitored and logged, with the potential to be made available to line managers upon request.

Online activity, both within and outside of work, shall be conducted responsibly and in a manner that does not tarnish the staff member's professional role.

Promotion of e-Safety and Data Security:

Staff members are committed to supporting and promoting IGNITE's e-Safety and Data Security policies, with a focus on helping pupils use ICT and related technologies safely and responsibly.

This policy forms an integral part of the terms and conditions outlined in staff members' employment contracts. Any breach of this policy may lead to disciplinary action, up to and including termination of employment, depending on the severity of the infraction.

DBS

Ensuring the safety and well-being of our students is paramount at IGNITE. To uphold this commitment, all staff and volunteers engaging in regulated activity will undergo a comprehensive enhanced Disclosure and Barring Service (DBS) check before commencing work at our institution.

Annual Declaration and Update Service:

In addition to the initial DBS check, an annual declaration form must be completed by all staff and volunteers to confirm that no criminal convictions, bind overs, cautions, or any other findings that might question their suitability to work with children have been incurred since their last DBS check. It is crucial to provide accurate information, and failure to declare any relevant convictions could result in immediate termination of employment or volunteering position.

For those who subscribe to the update service, we encourage you to pass on the transfer ID number to leyona@ignite-ap.co.uk. Doing so allows us to conduct yearly checks through the update service instead of relying solely on the annual declaration.

Repeating DBS Checks:

While we do not routinely repeat DBS checks for all staff and volunteers, IGNITE reserves the right to conduct additional checks if deemed necessary. Circumstances that might prompt a new DBS check include:

After a break in service: If a staff member or volunteer has been absent from IGNITE for an extended period, a new DBS check will be required before resuming their role. Concerns regarding suitability: Should any concerns arise regarding a staff member or volunteer's suitability to work with children, a new DBS check may be requested.

Change in role: In certain circumstances, a change in the staff member or volunteer's role may necessitate a new DBS check, particularly if the responsibilities significantly differ from their previous position.

Annual Driving License Check

At IGNITE, the safety and well-being of our students are of utmost importance. To ensure the highest standard of safety during transportation, we require all staff and volunteers who wish to drive the minibus or their own vehicle while carrying pupils to be placed on our approved driver list.

Annual Driving Licence Check:

To be eligible for inclusion on the approved driver list, all staff and volunteers must undergo an annual driving licence check. This check is a crucial step in verifying the validity of the driver's licence and assessing their eligibility to transport pupils.

Driving the Minibus or Carrying Pupils:

Only individuals listed on the approved driver list are permitted to drive the minibus or transport pupils in their own vehicle. It is essential to adhere to this policy to maintain the safety and security of our students during any transportation-related activities.

Our Commitment to Safety:

At IGNITE, we take pride in our commitment to creating a safe and secure environment for all students. By conducting regular driving licence checks and maintaining an approved driver list, we can ensure that only qualified and responsible individuals are entrusted with driving responsibilities involving our pupils.
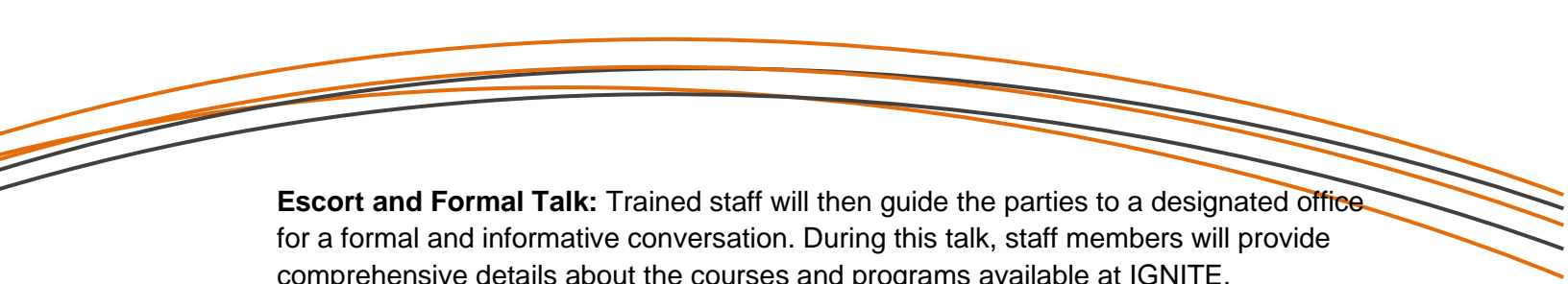

Young Persons Initial Interview

At IGNITE, we understand the significance of a seamless and professional admissions process for new students and their families. To ensure this, only trained staff members are authorised to conduct admission interviews. We prioritise creating a welcoming and informative environment during this crucial step, setting the foundation for a positive experience at our institution.

Admissions Procedure:

> **Warm Welcome and Introduction:** Trained staff will warmly welcome all parties involved in the admission process. A friendly handshake and a polite introduction will be offered, followed by an explanation of the staff member's role in the admission process.
> **Sign-In and Visitor's Badge:** For security purposes, all parties will be requested to sign in at the reception and receive a visitor's badge. This measure ensures a safe and organised environment during the admission procedure.

Escort and Formal Talk: Trained staff will then guide the parties to a designated office for a formal and informative conversation. During this talk, staff members will provide comprehensive details about the courses and programs available at IGNITE.

Provision Tour: To familiarise new students and their families with our facilities, trained staff will conduct a tour of our provision. This tour will include essential locations such as the restrooms, games room, canteen, and information about our dinner and breakfast club. Along the way, introductions to other staff and students will be facilitated to foster a sense of belonging.

Completion of Admission Checklist and Consent Forms: Ensuring a thorough admission process, trained staff will assist in completing the admission checklist and obtaining all necessary consent forms from the involved parties.

Conclusion and Escort Back: After the meeting and provision tour, the parties will be escorted back to the reception area. Trained staff will ensure they sign out and return their visitor's badges in a polite and professional manner.

Young People Start Day Induction

We believe that a well-structured and thorough induction process is crucial in ensuring a smooth and successful integration of young people into our provision. We prioritise the careful review of referral and risk assessments, combined with effective communication with each student, to provide a supportive and safe learning environment.

To achieve this, all staff members are expected to adhere to the following comprehensive induction and pupil profiles protocol:

Pre-Induction Preparation: Before the induction begins, all staff must diligently read the young person's referral and risk assessments, which are available on the server. Additionally, these details will be thoroughly discussed during handover sessions to ensure a comprehensive understanding.

Accessing Pupil Profiles Log: The Pupil Profiles Log, containing essential student details and risk assessment ratings, can be found on the server. Regularly reviewing this log will help staff stay up-to-date with each pupil's information, including attendance, education reviews, and other vital data.

Induction and Meeting the Young Person: Upon arrival, staff should collect the Individual Learning Plan (ILP) and Induction booklet from the reception. The young person will be greeted in a welcoming manner, and staff will explain their role while initiating a handshake.

Explaining Sign-In and Sign-Out Procedures: During the induction, staff will explain the importance of signing in and out for fire safety procedures and to monitor pupil attendance effectively.

Addressing Mobile Phone Policy and Searches: The young person will be informed about our mobile phone policy, emphasising that devices like phones, iPods, and iPads can be distracting during learning sessions and will be required to be locked away in a locker provided free of charge. Additionally, staff will explain the daily searches conducted for the safety of all students, referring to the search policy.

Guiding the Young Person to Relevant Areas: The young person will be escorted to the appropriate area based on their timetable, ensuring they understand where they should be during each session.

Half-Day ILP Sessions: ILP sessions are conducted for half a day to ensure clear expectations are set for both the young person and the staff. This allows them to understand what is expected of them and vice versa.
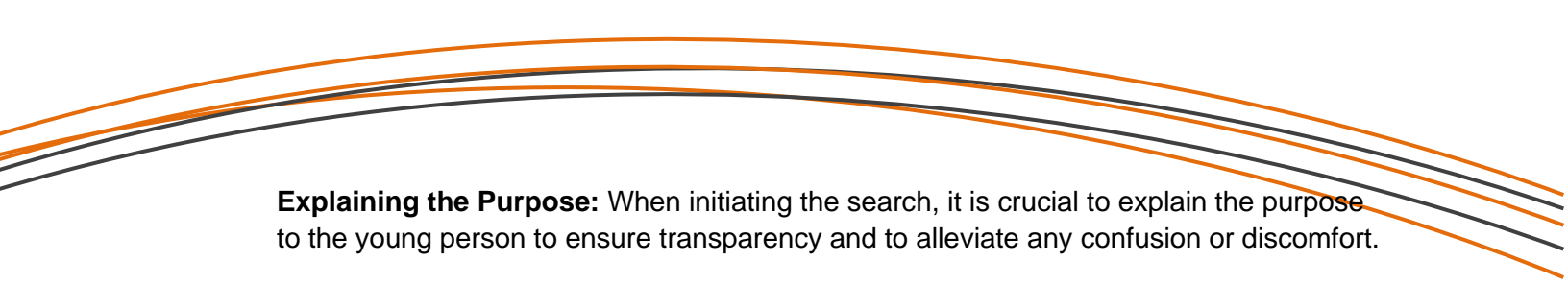
Completion of Induction and Assessments: All students must complete the Induction, ILP, and baseline assessments before starting in any area, without any exceptions. The young person will receive a tour conducted by a member of the Student Support Team, and the completed Induction booklet and ILP will be given to tutors.

Ensuring Compliance and Awareness: Staff will ensure that all relevant pages in the Induction booklet are signed and dated by the young person. Initial assessments will be completed immediately, and the young person will be provided with a copy of their timetable to stay informed about their daily sessions.

Searching Young People Procedure

We prioritise the safety and well-being of our young people and staff. To maintain a secure and supportive environment, we have established a comprehensive search protocol that ensures the protection of all individuals involved. Please note that this protocol is designed to be discreet and respectful, maintaining the dignity of each young person throughout the process.

Obtaining Permission: Before conducting a search, explicit permission must be obtained from the young person. The search must also be conducted by a staff member of the same sex, with another staff member present as a witness.

Explaining the Purpose: When initiating the search, it is crucial to explain the purpose to the young person to ensure transparency and to alleviate any confusion or discomfort.

Mandatory Searches: All young people are required to undergo a search as part of our safety measures. In the rare case of refusal, immediately inform the management, and the young person must remain in the reception area until further instructions.

Emptying Pockets and Bags: Ask the young person to empty all contents from their pockets, bags, hats, and any other belongings. This includes checking tobacco tins, packets, and pouches for concealed items or smoking paraphernalia.

Handling Electronic Devices: To minimise distractions during learning sessions, all mobile phones, iPads, iPods, and other similar devices must be handed in at the reception before the young person leaves the area.

Metal Detector Scan: Using a metal detector, perform a thorough scan of the young person's arms, hoods (if applicable), and around the waist area, as concealed items might be hidden there. If the detector beeps or vibrates, ask the young person to lift the item of clothing for visual verification.

Completing the Search: Once the search is satisfactorily completed, the young person can collect their belongings.

Handling Confiscated Items: If during the search, items posing potential health and safety risks or those that are not allowed on the provision (e.g., knives, drugs, alcohol) are found, you have the right to confiscate them immediately. Report any confiscated items to the management promptly.
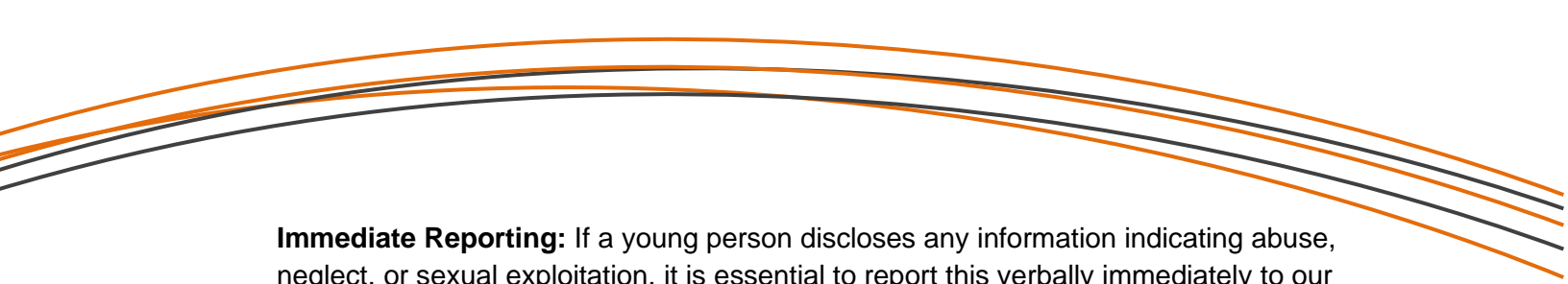
Return of Non-Hazardous Items: Items that have been confiscated and do not pose a risk to the young person will be returned at the end of the day.

Reporting Hazardous Items: In cases where the confiscated items are deemed hazardous or concerning, relevant parties, including key workers, parents/carers, provisions, and external agencies, will be notified as appropriate.

At IGNITE, we take the search protocol seriously, and it is our responsibility to ensure the safety and security of all students and staff.

Young People's Disclosure Procedure

To ensure the safety and protection of our students, we have established a comprehensive and confidential disclosure protocol. Please be assured that confidentiality will be maintained throughout the process.

Immediate Reporting: If a young person discloses any information indicating abuse, neglect, or sexual exploitation, it is essential to report this verbally immediately to our Designated Safeguarding Officers: Leyona Starbuck or Samantha Powell. Your prompt response is crucial in ensuring swift action and support for the young person.

Recording in CPOMS: Following the verbal report, you must record all the disclosed information within our secure safeguarding system, CPOMS. This should be done as soon as possible and always before the end of your working day. Accurate and detailed documentation is crucial for further investigation and support.

Handling Significant Harm Disclosures: If a young person discloses information suggesting significant harm, you must gently explain to them that the information shared will be disclosed to the designated safeguarding personnel. Assure the young person that this step is taken to safeguard and protect them from any potential harm.

Maintaining Composure: We understand that disclosures can be distressing or evoke strong emotions. However, it is crucial to remain calm and composed during the process. Staying in control of your feelings allows for a clear and professional approach to support the young person effectively.

Reporting Without Personal Bias: Regardless of personal beliefs or opinions, it is imperative to report any disclosures without bias or judgement. Every piece of information disclosed must be reported and treated with the utmost seriousness.

Timely Completion of Reports: All information obtained from the disclosure must be promptly recorded in CPOMS. Ensuring the accurate and timely completion of reports is vital for immediate action and follow-up support.
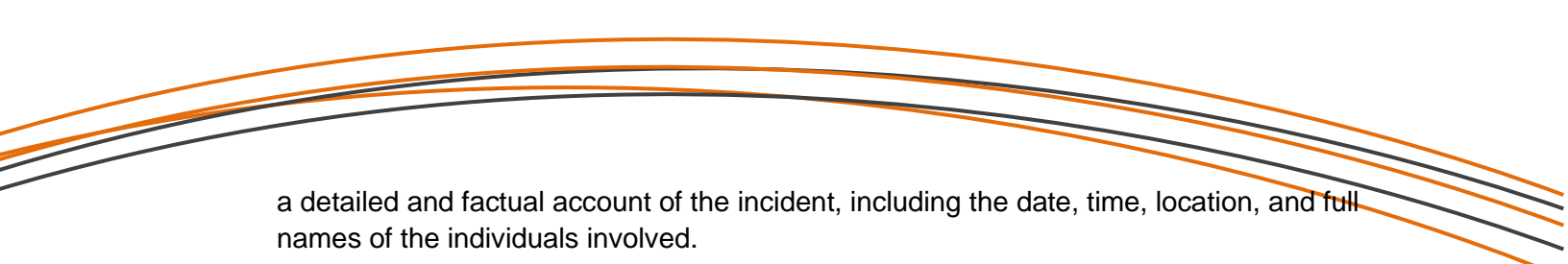Failure to comply with this safeguarding disclosure protocol may result in disciplinary action or dismissal from your position. Our collective commitment to safeguarding plays a crucial role in providing a safe and nurturing environment for all our young people.

Reporting and tracking Incidents

Please adhere to this protocol to maintain a safe and supportive environment for everyone.

Reporting Incidents: Any incident, whether small or significant, must be reported to the Management on the same day it occurs. A staff member who witnesses the incident should immediately inform the Management verbally.

Incident Form Completion: The staff member who witnessed the incident is responsible for completing an incident report form on CPOMS. This form should provide

a detailed and factual account of the incident, including the date, time, location, and full names of the individuals involved.

Requesting Investigation: If the staff member deems it necessary to request an investigation into the incident, they must report this verbally to the Management. Simultaneously, the completed incident report form must be emailed to incidents@ignite-ap.co.uk before the end of the day.

Witness Statements: Any other staff member who witnessed the incident should also provide their version of events. This witness statement should be typed, signed, and dated for accuracy and authenticity.

Complete Incident Report: All information, including the incident report form and written witness statements, should be compiled and typed up. These documents can be found on the server for easy access.

Email Submission: Submit the incident report and witness statements to incidents@ignite-ap.co.uk for centralised record-keeping and thorough investigation.

Investigation Feedback: After a full investigation has been conducted, the Management will provide feedback to the staff members involved, outlining the decision and any subsequent actions to be taken.

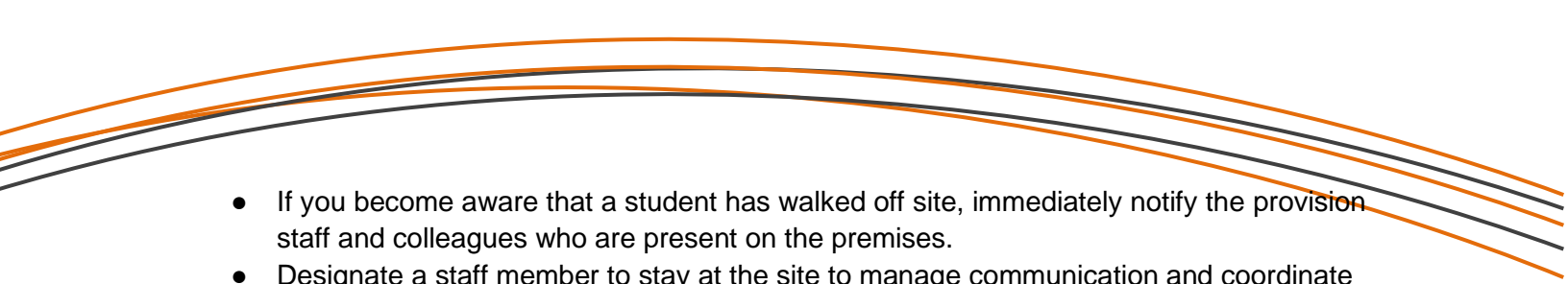**Required Information for Incident Reports and Witness Statements:**

- Date, time, and location of the incident
- Full name of the pupil(s) involved
- Description of what led to the incident, and any relevant past incidents
- A step-by-step and comprehensive account of the incident, including any exact words used by the individuals involved

Remember to email the completed incident report to incidents@ignite-ap.co.uk before leaving the provision on the same day as the incident.

Young People Leaving Site (Without Consent)

This procedure should involve prompt response and clear communication to relevant stakeholders. Here's a step-by-step guide:

Immediate Response:

- If you become aware that a student has walked off site, immediately notify the provision staff and colleagues who are present on the premises.
- Designate a staff member to stay at the site to manage communication and coordinate efforts while others search for the missing student.

Search the Immediate Area:

- Any nearby areas where students might frequently go or where they might be seeking refuge.

Contact Local Authorities:

- If the student is not found within a reasonable timeframe, contact local law enforcement to report the missing person.
- Provide the authorities with all relevant information about the student, including their physical description, any medical conditions or special needs they may have, and a recent photograph if available.

Notify Parents/Guardians:

- Contact the parents or guardians of the missing student immediately to inform them of the situation and the steps being taken to locate the student.
- If necessary, provide them with contact information for the local authorities in case they need to communicate directly with them.

Cooperate with Law Enforcement:

- Work closely with the local authorities throughout the search process.
- Provide any additional information or support they may require to aid in finding the missing student.
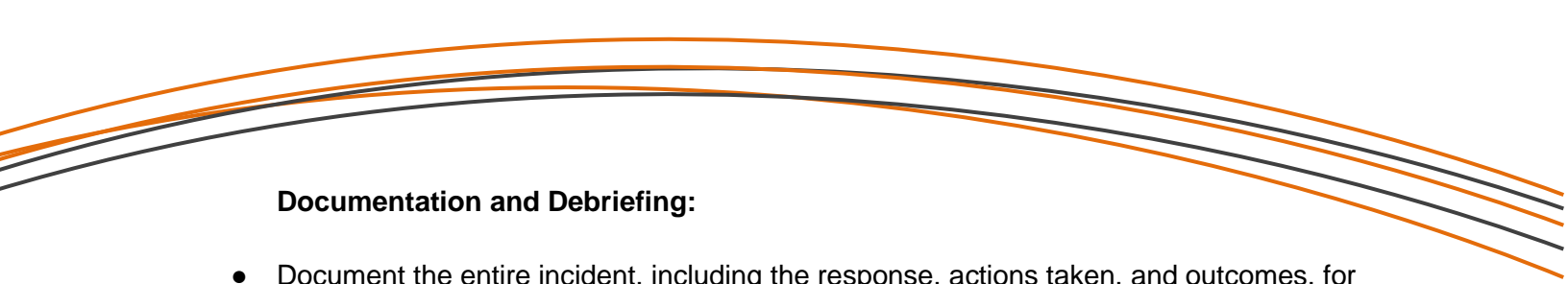
Review Security Measures:

- After the incident is resolved, conduct a review of the security measures at IGNITE to identify any weaknesses that may have contributed to the student leaving the premises without authorisation.
- Implement necessary improvements to prevent similar incidents in the future.

Post-Incident Support:

- After the student is found and returns to IGNITE, provide appropriate support and counselling if needed.
- Offer support to other students who may have been affected by the incident.

Documentation and Debriefing:

- Document the entire incident, including the response, actions taken, and outcomes, for future reference and potential reviews.
- Hold a debriefing session with staff to discuss the incident, identify any lessons learned, and develop strategies for preventing similar situations.

Remember, in all instances of a student leaving the premises without authorisation, it's crucial to prioritise the safety and well-being of the student and act swiftly to resolve the situation. The procedure should be regularly reviewed and updated to ensure its effectiveness.

Trips/Visits Procedure

We have developed comprehensive guidelines that staff must follow when planning and executing outings. Please take note of the following steps:

Trip Planning and Risk Assessment: All trips and visits must have a completed risk assessment before the outing date. Staff members are required to give at least four weeks' notice to management to adequately plan for the trip.
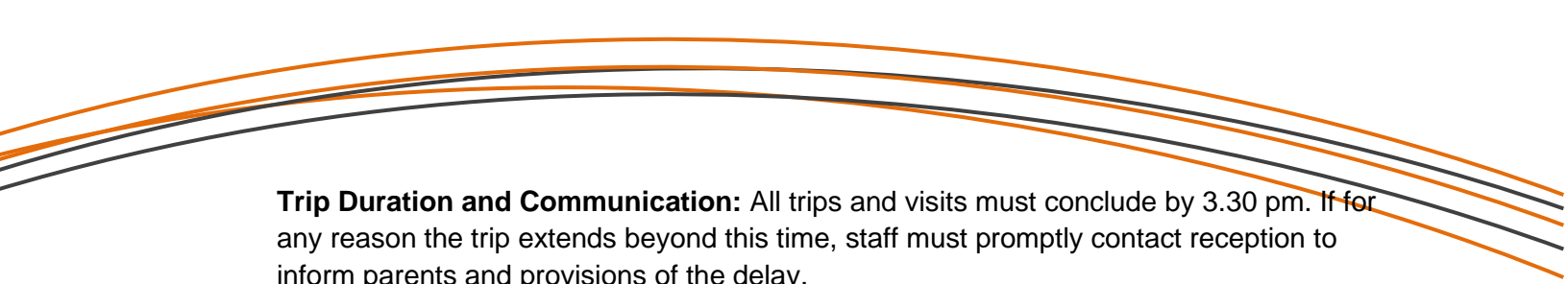
Trip Request Form: To initiate the trip planning process, staff must complete a trip request form available at the reception. This form will act as the basis for coordinating the trip logistics.

Risk Assessment Approval: Staff must conduct a thorough risk assessment of the trip and ensure it is signed by senior management. This process helps identify potential hazards and ensures adequate safety measures are in place.

Consent and Information: Before the trip, staff must ensure that all young people have a signed consent form on file. Reception will maintain the necessary information, and please remember, NO CONSENT, NO TRIP.

Trip Details and Costs: Staff should gather all relevant information regarding the trip, including costs and travel expenses, to ensure a well-prepared outing.

Register and Absconding Protocol: All staff members must take a recorded register of the young people during the trip. In the event of any young person absconding from the trip, immediate phone calls to IGNITE are mandatory.

Trip Duration and Communication: All trips and visits must conclude by 3.30 pm. If for any reason the trip extends beyond this time, staff must promptly contact reception to inform parents and provisions of the delay.

Inclusion and Alternative Arrangements: Staff should ensure that all students have an opportunity to participate in the trip. For those not permitted to go, alternative arrangements must be made, such as providing relevant work for them to complete during the outing.

Carrying Pupils in Cars: Staff members carrying pupils in cars must have valid business insurance and relevant documentation on file. Reception holds an approved drivers list, and staff not on this list must NOT carry pupils in their vehicle. Pupils must ALWAYS sit in the back of the car.
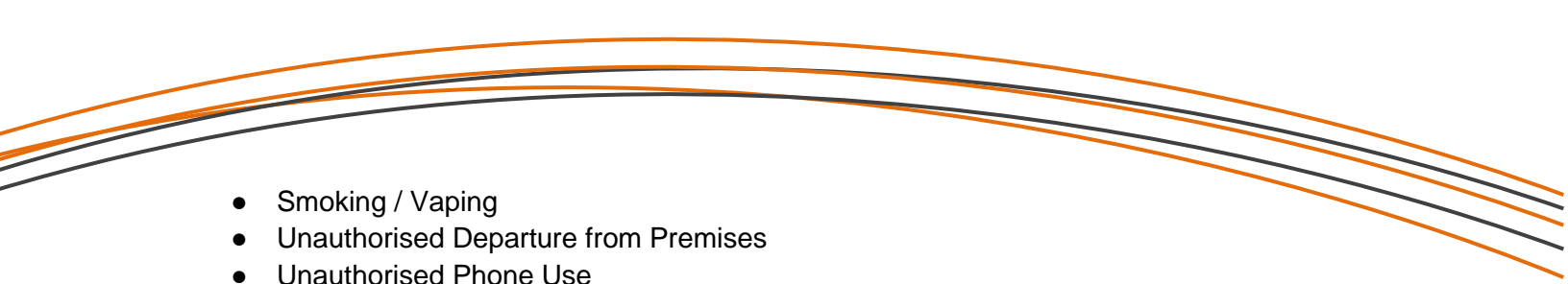
Reward Behaviour Scoring System

The following types of behaviour are inappropriate and are challenged by staff. Refrains are used to give students the opportunity to rectify their behaviour however where behaviours persist staff will issue negatives (-1) via the online reward monitoring system.

- Chewing Gum
- Non-Compliance
- Disturbing Learning Environment
- Unauthorised Eating
- Failure to Remove Hood
- Inappropriate Language
- Unauthorised Departure from Lesson
- Littering
- Lack of Engagement
- Play Fighting
- Disrespectful Behaviour
- Throwing Objects

Other behavioural issues that require greater levels of intervention include and lead to students receiving a warning (-3) on the reward monitoring system are:

- Dangerous Behaviour
- Damaging Property
- Threatening behaviour
- Improper Fire Escape Usage
- Physical Aggression
- Inappropriate Sexual Touching
- Inappropriate Sexual Language
- Spitting

- Smoking / Vaping
- Unauthorised Departure from Premises
- Unauthorised Phone Use

In addition to issuing warnings for the unauthorised use of lifts and fire escapes, students are also subject to a **£25.00** fine for these behaviours.

At IGNITE, we uphold a zero-tolerance stance on bullying. If any of the aforementioned behaviours persistently target an individual student and are identified as bullying, our staff will take immediate action to support the victim.

The inappropriate behaviour of the perpetrators will be addressed, and appropriate interventions will be implemented to rectify such conduct

When to give points

Provision day:

Start of the day - 4 points for being on time

Lessons:

Start - Max of 2 for being punctual
Middle - Max of 2 for upholding IGNITE's core values
End - Max of 2 for effort

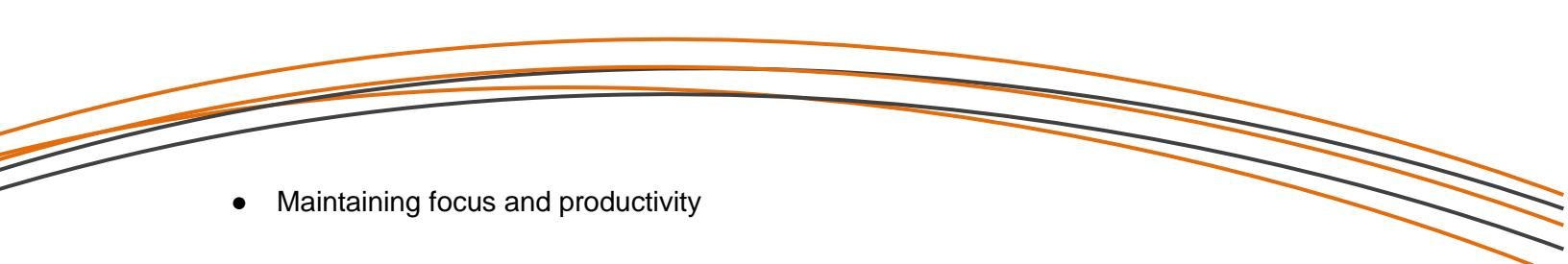All other staff members including the Student Support Team:

Can reward points at their discretion. But **ONLY** for 'Over and above' or 'Exemplary Ethos'

Rewards Procedure

The Reward System. IGNITE Alternative Provision uses an online reward system as a way to record positive and negative behaviour for each individual student.

Students may be rewarded for behaviours such as:

- Outstanding Classroom Engagement
- Exemplary Work Completed
- Demonstrating Politeness
- Helping others
- Good Teamwork
- Embodying the IGNITE ethos
- Punctuality to lesson

- Maintaining focus and productivity

Our students have the opportunity to earn monetary rewards for their consistent attendance and appropriate behaviour while at IGNITE Alternative Provision. They have the potential to earn up to £5 per day, with a weekly total of £25, which accumulates throughout their time with us. Upon completion of their studies at the end of Year 11, the funds they have earned will be transferred to their account (*With Parental Consent*), provided they have met the following criteria:

- A behaviour score of 90% or above on the reward monitoring system
- Attendance and Punctuality is at 90% or above.

Students earn money in the following way:

If a student receives 35 positives, is on time to provision between 9:00am and 9:15am and does not receive a warning they will earn £5 in their reward account that they could earn at the end of the year depending on their attendance and class dojo percentage.

If a student receives 30 positives on time to provision between 9:00am and 9:15am and does not receive a warning they will earn £4.

If a student receives 20 positives is on time to provision between 9:00am and 9:15am and does not receive a warning they will earn £3
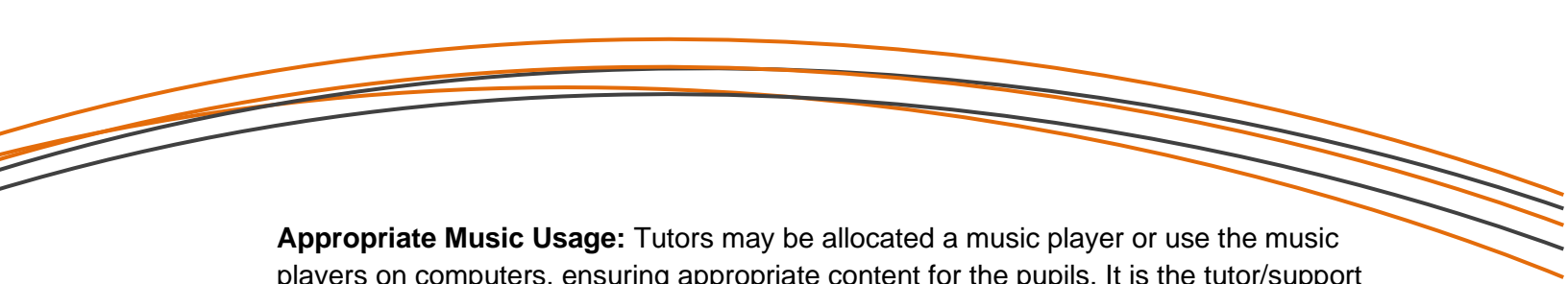
They will lose £1 off their amount for that day if they are late. This will also go against their overall punctuality which if it is below 90% they will not be able to secure the money at the end of year 11.

Staff Mobile Phone Procedure

At IGNITE, we recognise the importance of maintaining a focused and professional working environment to ensure the best support and care for our young people. Therefore, we have comprehensive guidelines regarding the use of mobile phones and electronic devices during working hours. Please take note of the following policy:

Mobile Phone Usage: Staff members are permitted to use their mobile phone during working hours. However, you may only use it for work related items. If any staff member is found to be using a mobile phone during work hours, this could result in disciplinary action. Please be mindful during morning break to avoid using phones around pupils to minimise distractions.

Emergency Contact Information: In case of emergencies, staff members should forward their preferred contact numbers to Samantha Powell at 07814175783 or the IGNITE staff emergency mobile number at 07525453186. Samantha will promptly pass relevant information to the concerned staff member.

Appropriate Music Usage: Tutors may be allocated a music player or use the music players on computers, ensuring appropriate content for the pupils. It is the tutor/support worker's responsibility to monitor the music's appropriateness and ensure pupils do not access inappropriate material. Each tutor will have allocated headphones for pupils' use. At the end of each session, tutors must collect the headphones and ensure they are well-maintained. If headphones are unavailable, the volume must be reasonable to avoid distracting others; failure to comply may result in the music player being removed.

Prohibited Use of Personal Possessions: Staff are strictly prohibited from letting young people use their mobile phones or any other personal possessions during work hours. Responsibility for the care and maintenance of personal possessions lies with the staff member, not the company.

By adhering to this comprehensive policy, we create a professional and focused environment that promotes effective learning and support for our young people. Any failure to comply may result in disciplinary action. Your cooperation is vital in ensuring the smooth functioning of our institution and the safety and well-being of our pupils.

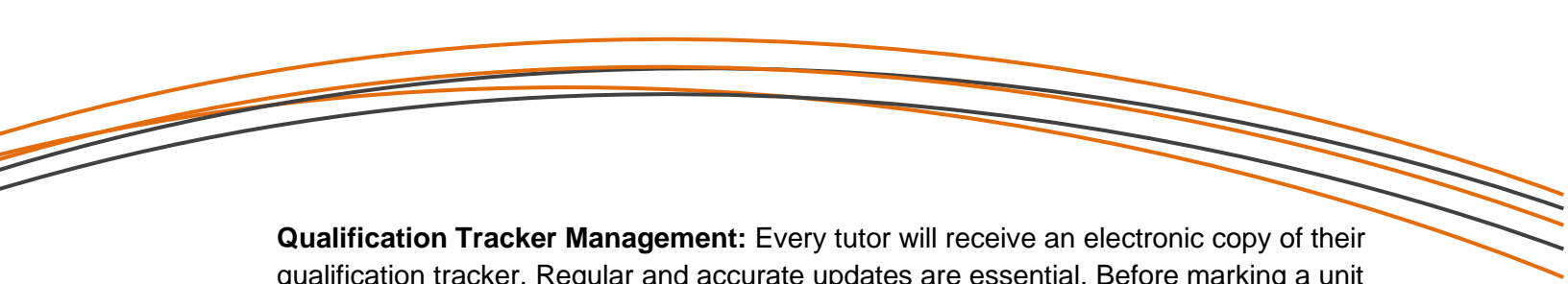## Planning / Marking and Tracking Procedure

At IGNITE, we strive to maintain the highest standards of teaching and learning. To achieve this, we have introduced comprehensive changes to the tutor planning and marking processes to ensure tutors remain fully updated and well-prepared throughout the academic year.

Please take note of the following guidelines:

Extended Planning and Marking Periods: Additional planning and marking periods have been incorporated to provide tutors with ample time to stay completely up to date with their responsibilities. Regularly, samples of completed units will be required to assess progress, and all assessment records and relevant documentation must be meticulously maintained.

Extra Staff Cover and Flexibility: Occasionally, extra staff cover may be required due to unforeseen circumstances, such as staff sickness. During these times, tutors may be asked to assist in other areas. While we aim to keep such instances to a minimum, your cooperation and flexibility are appreciated.

Effective Use of Planning and Marking Time: Tutors must utilise their planning and marking time effectively. This allocated time is not meant for additional breaks, but rather for focused planning and preparation. You are expected to work in your designated area or, if available, in a quiet space like the games room. Staff members are not permitted to enter other areas to complete their work.

Qualification Tracker Management: Every tutor will receive an electronic copy of their qualification tracker. Regular and accurate updates are essential. Before marking a unit as complete, tutors must ensure that all relevant paperwork is fully completed and signed off. The data from these trackers will be reported externally, so accuracy is crucial.

Tracker Submission and Completion: Completed trackers must be emailed to leyona@ignite-ap.co.uk at the end of each planning session. If there are no changes to your tracker, please send an email stating "no changes."

Completion Codes for Trackers: Trackers should be completed using the following codes:

Vocational:

- Passed: Indicates completion of the unit in the previous academic year.
- WT: Indicates ongoing work on the unit without full completion.
- C: Indicates completion of the unit, but assessment paperwork is not fully finished.
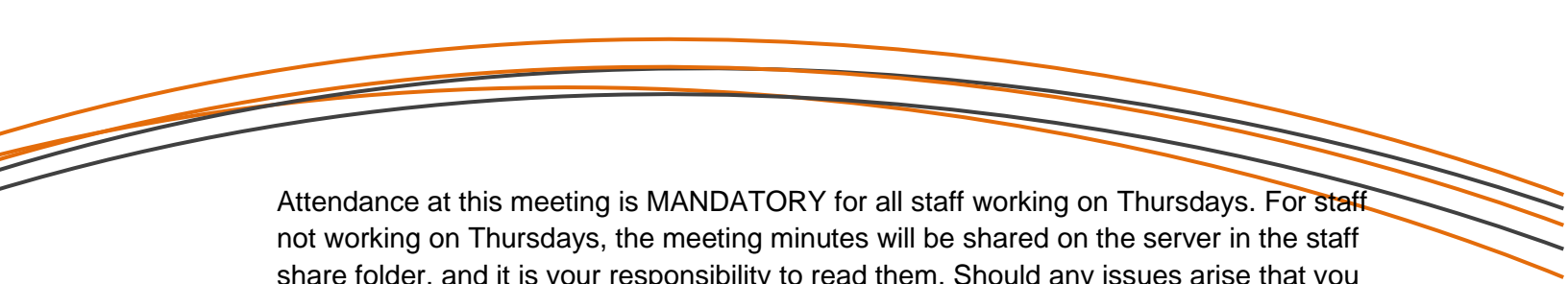- The date: Enter the completion date and sign-off.

Functional Skills:

- Passed: Indicates completion of the area or level in the last academic year.
- WT: Indicates work in progress without full competency.
- C: Indicates competency in the area through assessment.

Communication Procedure

Effective communication is essential for fostering a collaborative and successful environment at IGNITE. This comprehensive protocol outlines the steps we take to enhance communication skills and keep all staff well-informed:

Weekly Team Meetings: To encourage open communication and stay connected as a team, all staff members are required to attend the weekly team meeting. The meeting will take place every Thursday from 3:30 pm to 4:30 pm.

Attendance at this meeting is MANDATORY for all staff working on Thursdays. For staff not working on Thursdays, the meeting minutes will be shared on the server in the staff share folder, and it is your responsibility to read them. Should any issues arise that you wish to address, please approach a member of the management team. Matters raised during the meeting will be taken to the managers' meeting for action if necessary.

The agenda will include student updates, new starters, safeguarding updates, and other pertinent information.

Safeguarding Briefing for Non-Attendees: Staff who are unable to attend the weekly team meetings must attend a safeguarding briefing on Mondays. This ensures that everyone remains up-to-date on critical safeguarding matters.

Regular Email Check: Staff are required to check their emails daily. Promptly reading and responding to emails is crucial for effective communication and keeping everyone updated regularly.
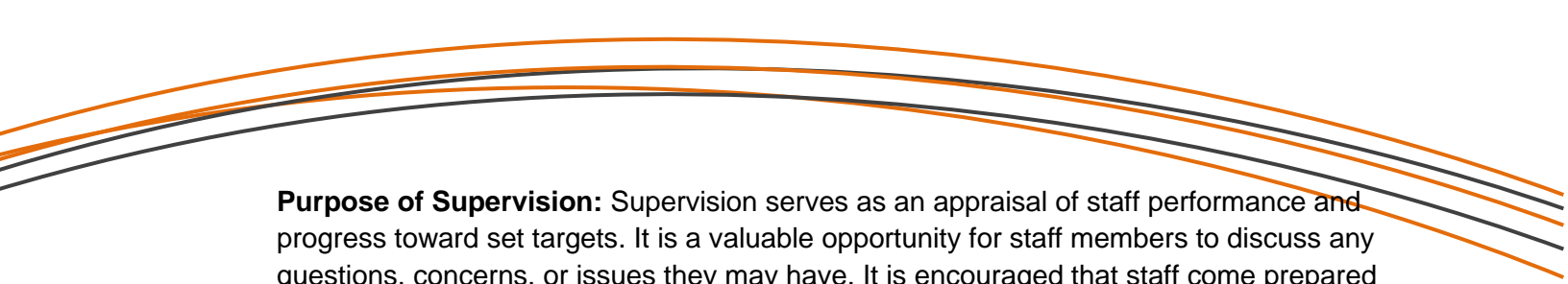
Staff Supervision

At IGNITE, we prioritise staff development and performance assessment through comprehensive supervision. This protocol outlines the frequency and process of supervision to ensure a supportive and growth-oriented environment:

Supervision Frequency: New staff members will undergo supervision every 12 weeks during their first academic year of employment. Following this initial period, regular supervision will be conducted every 24 weeks. However, if any staff member feels the need for additional supervision before the scheduled date, they can request it by sending an email to info@ignite-ap.co.uk

Type of supervision: One-to-one supervision takes place in private at a pre-arranged time with an agreed agenda and preparation on behalf of both parties. All supervisees will be able to access this level of support.

Performance Plan for Unsatisfactory Performance: In cases where there are concerns about staff performance, a performance plan will be issued. The duration of the performance plan can be set for 30, 60, or 90 days, depending on the circumstances. During the period of the performance plan, supervision will be conducted on an 8-weekly cycle to closely monitor progress and provide additional support.

Advance Notification of Supervision: To ensure staff members have adequate time to prepare, they will receive a notification of supervision at least 48 hours in advance. This notification will include the date, time, and purpose of the supervision meeting.

Purpose of Supervision: Supervision serves as an appraisal of staff performance and progress toward set targets. It is a valuable opportunity for staff members to discuss any questions, concerns, or issues they may have. It is encouraged that staff come prepared for the supervision session to make the most of this valuable feedback opportunity.

Supervision at IGNITE is a collaborative process that supports staff growth, addresses concerns, and ensures effective performance management. We value your contributions and are committed to providing a supportive and professional environment to foster your success and development.

Identifying wellbeing warning signs: IGNITE recognises that individuals will react differently to stressful situations and become stressed by different situations and stimuli throughout their working lives. Because of this, it is important that staff understand the different factors that may cause themselves or their colleagues' stress.

The following sources of stress can often be attributed to work:

- Overworking or undertaking work that does not match the employee's skills and abilities
- Fear of change and trying to cope with change, e.g. advancements in technology
- Insufficient workload or not being able to use skills
- Lack of job security
- Poor relationships with colleagues and a lack of involvement
- Harassment or bullying
- Crisis management
- Not having a long-term plan in place

IGNITE recognises that home and personal lives can also prove stressful for staff; bereavement, separation, financial and family problems make people more vulnerable to stress at work. It is common that a combination of stress at home and work can make people particularly stressed. IGNITE will strive to identify and deal with symptoms of stress quickly in order to maintain a healthy workplace.

IGNITE has a legal requirement to actively respond where any employee displays symptoms of work-related stress.
All members of staff will be aware of the warning signs that can indicate that a person may be having trouble managing stress, and look out for the following indicators when identifying stress in themselves or others:

Behavioural indicators
- Difficulty sleeping
- Changes in eating habits
- Increased smoking or drinking
- Isolation from friends and family

Physical indicators
- Tiredness
- Indigestion and nausea
- Headaches
- Aching muscles
- Heart palpitations

Mental indicators
- Indecisiveness
- Difficulty concentrating
- Memory loss
- Feelings of inadequacy
- Low self-esteem

Emotional indicators
- Anger or irritability
- Anxiety
- Hypersensitivity
- Feeling drained and lethargic

Actions to support staff: To positively impact wellbeing in the school, the headteacher and the board of directors will ensure that a whole-school approach is taken.
To help manage wellbeing, the headteacher will:
- Lead by example and encourage staff to be open if they feel stressed, to take breaks and to have a full life outside of work.
- Make the most of team bonding; using INSET days to build positive relationships, as feeling comfortable amongst colleagues will make discussing wellbeing easier
- Assist with work and help to manage employees' workloads.
- Reach out to staff during difficult points in their personal lives, e.g. bereavement, allowing sufficient time off and supporting them when they return to work.
- Arrange a meeting with all members of staff in which the current working times and practices will be discussed.
- Research and implement an employee assistance programme relevant to the needs of all staff, regularly monitoring its effectiveness and impact on wellbeing.
- Ensure suitable supervision arrangements are in place.
- Arrange mentoring as appropriate for members of staff.
- Arrange appropriate and suitable external support for individual members of staff as appropriate including counselling.

To effectively address workload issues and support staff wellbeing, the headteacher, working with the SLT, will take the following actions:
- Measure staff wellbeing and identify workload issues by:

- Commissioning staff workload and wellbeing surveys on a regular basis and organising structured conversations about workload with staff during supervision meetings.
- Arranging workshops and drawing together a summary of outcomes from staff surveys and questionnaires.
- Analysing staff diaries and identifying which members of staff are spending too much time on certain aspects of the job.

- Address the workload issues that have been identified, e.g. by undertaking a data collection audit and action plan and developing an action plan.
- Outline the commitment and expectations between the governing board, SLT and school staff regarding the wellbeing and mental health of school staff.
- Evaluate the impact of the actions taken on a termly basis, measuring staff wellbeing and identifying new workload issues to address during the next term.

The head of provision will ensure that all changes proposed as a result of the actions outlined above are communicated to all members of staff.

A member of the board of directors will be responsible for monitoring the wellbeing of staff, acting as the mental health and wellbeing director.
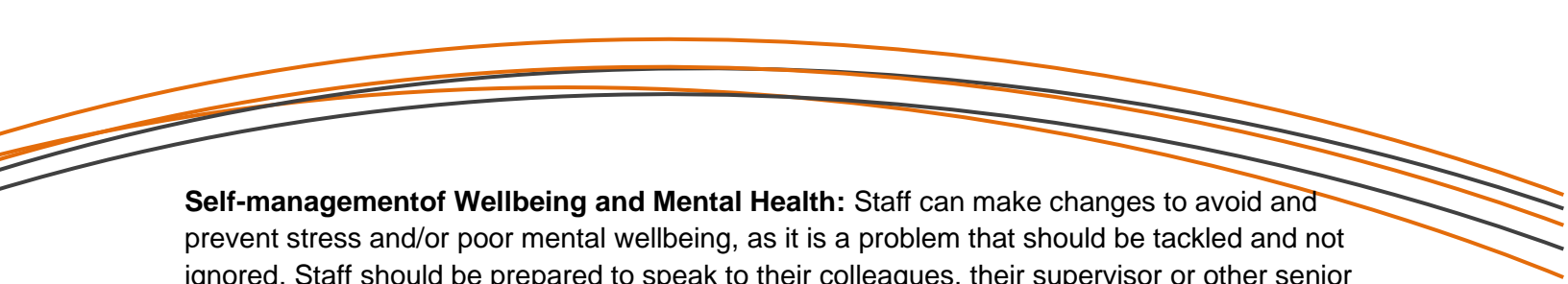
All new members of staff will be provided with a comprehensive induction and their duties regarding their own and their colleagues' wellbeing will be made clear.

IGNITE will follow clear return to work procedures that promote a positive, caring strategy for staff who are returning to work following sick leave.

The board of directors will be allocated funds for a wellbeing budget–all members of staff are welcome to make suggestions for the use of this fund. The head of provision will have the final say as to how the fund is spent.

The provision will ensure wellbeing is promoted and stress is prevented through good management practices, including the following:

- Recruitment and selection procedures
- Clear job descriptions and person specifications to ensure the right candidates are recruited
- CPD procedures to ensure all members of staff have the necessary skills and abilities to undertake the duties required
- Promotion and reward procedures
- Supervision procedures
- Performance management procedures
- Capability and absence management–return to work procedures will ensure that individuals are supported back into work following illness
- Suitable adaptations for disability
- Harassment and anti-bullying resources
- Annual surveys to better understand the areas of work that have a negative effect on staff wellbeing.

Self-managementof Wellbeing and Mental Health: Staff can make changes to avoid and prevent stress and/or poor mental wellbeing, as it is a problem that should be tackled and not ignored. Staff should be prepared to speak to their colleagues, their supervisor or other senior staff if they are struggling with their mental wellbeing or feeling stressed in their personal lives or at work.

Staff are encouraged to take action to manage their own mental wellbeing. These actions will include, but are not limited to, the following:

- Keeping active as a way of releasing emotional intensity and any negative feelings; exercise will also help to clear thoughts and deal with problems more calmly
- Managing their workload, and establishing and maintaining a healthy balance between work and life
- Prioritising their workload throughout the workday, leaving the least important tasks until the end of the day and concentrating on the work that will make the biggest difference
- Avoiding unhealthy habits, such as drinking and smoking
- Taking advantage of the wellbeing initiatives, training and support offered by the school
- Speaking to their supervisor or the head of provision about any concerns they may have regarding their workload, stress, or mental wellbeing

Response actions: Where problems with wellbeing arise, the necessary support and appropriate actions will be considered. This may include additional supervision or work with a mentor or it may include support from HR advisers and/or external services, e.g. occupational health.

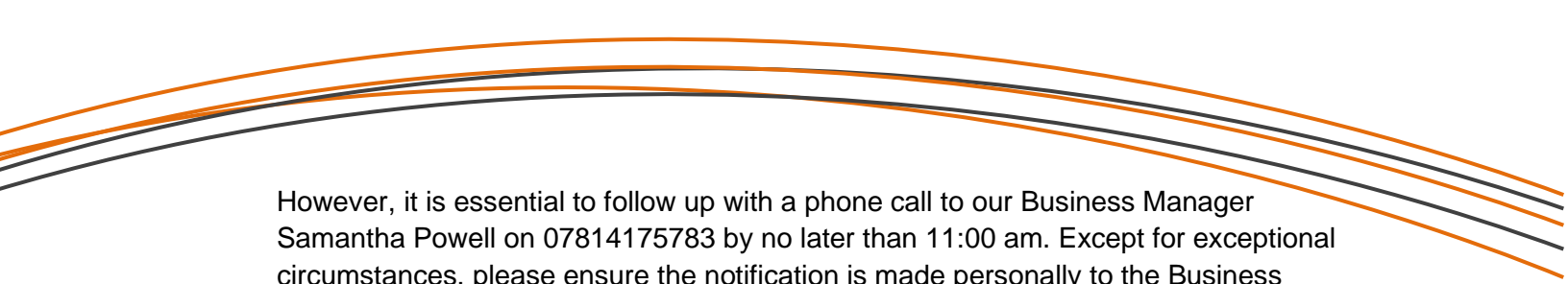IGNITE will continue to support staff when external services are involved.

Support will be provided to staff who are experiencing challenging circumstances outside of the workplace. IGNITE will direct staff to support, both internal and external, and consider a plan of work and duties that can be managed differently during challenging periods.

Support for staff who are experiencing challenging circumstances within the school will be provided following the procedures outlined in the Grievance Policy

Sickness and Lateness Procedure

At IGNITE, we prioritise effective communication and punctuality to ensure a smooth and productive work environment. This policy outlines the procedures for reporting incapacity and lateness:

Incapacity Reporting: If you are unable to attend work due to illness or any other incapacity, you must notify us by telephone on the first day of your absence at the earliest possible opportunity. In case you are unable to call, a text message must be sent as soon as possible and always before 9 am.

However, it is essential to follow up with a phone call to our Business Manager Samantha Powell on 07814175783 by no later than 11:00 am. Except for exceptional circumstances, please ensure the notification is made personally to the Business Manager.

Ongoing Incapacity Reporting: Your Business Manager will advise you on whether you need to text or make a phone call daily for each day that you are off sick.

Late Attendance: If you anticipate being late for work due to unforeseen circumstances, you must immediately call the Business Manager at 07814175783, stating the reason. In case you are unable to reach the Business Manager by phone, please send a text message. Unacceptable levels of timekeeping and attendance will result in disciplinary action.

Multiple Lateness Incidents: If you are late more than twice within a one-month period, a meeting with one of the management team will be scheduled to address the situation. Subsequent instances of lateness may lead to the commencement of the disciplinary procedure.

Early Departure: If you need to leave work during the working day, you must obtain permission from your Line Manager. In such cases, please send an email to samantha@ignite-ap.co.uk to seek approval.
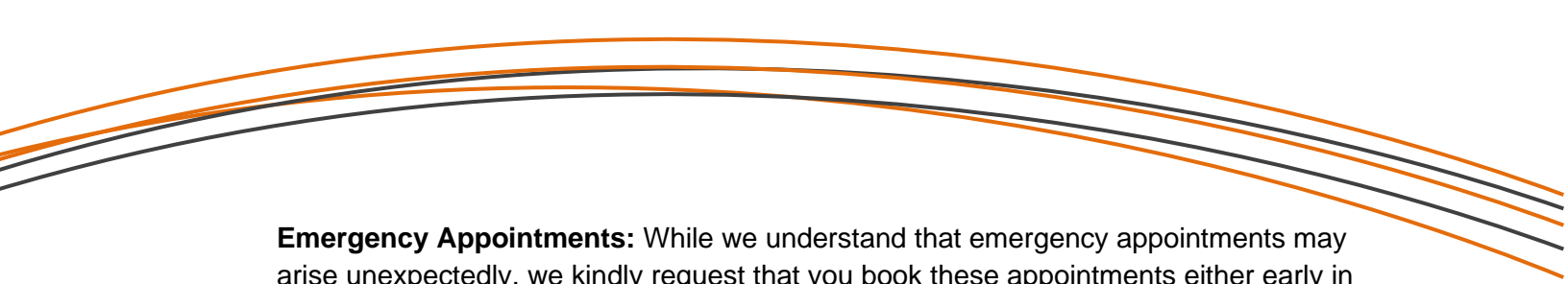
At IGNITE, we believe that open communication and punctuality are essential for a thriving workplace. Adhering to these guidelines will foster a positive and efficient work environment for all staff members.

Holidays and Appointments in Term Time

At IGNITE, we value the commitment and dedication of our staff to provide the best support to our students. To ensure the smooth functioning of our operations, we have established the following comprehensive guidelines for holiday working and appointments:

Holiday Working: As part of the banked hours system, all staff members are expected to work during specific provision holiday periods. These provisional holiday working days are included in the diary dates, and staff should refrain from booking personal holidays within these periods unless they have received prior agreement. This arrangement ensures that all staff can complete the necessary compulsory training required for professional growth and student support.

Routine Appointments: To maintain operational efficiency, we encourage all staff to schedule routine personal, dental, or medical appointments outside of working hours whenever possible. By doing so, we can minimise disruptions to daily activities and maintain a focused learning environment for our students.

Emergency Appointments: While we understand that emergency appointments may arise unexpectedly, we kindly request that you book these appointments either early in the morning or close to the end of the working day, whenever feasible. This consideration ensures that disruptions to the day's activities are kept to a minimum.

Appointment Notification: As soon as you book any appointment, please promptly notify samanatha@ignite-ap.co.uk. By providing advance notice, we can effectively allocate appropriate cover for your absence, ensuring that the provision remains seamless.

Data Protection GDPR

At IGNITE, safeguarding the data and privacy of our staff and students is of utmost importance. To ensure the secure handling of information, we have implemented the following comprehensive guidelines:

Data Protection and Privacy Notices: Our Data Protection and Privacy Notices are readily available on the Provision server, under the Policies and Handbooks section, and also on our website. As part of your induction or training, you will be required to sign an acknowledgment stating that you have read and understood these policies.

Work Emails on Personal Mobile Phones:
a. If you choose to add work emails to your mobile phone, ensure passcode protection is enabled.
b. If others have access to your mobile phone, refrain from setting up work emails.
c. Avoid forwarding work emails to personal email addresses.

Sending Emails with Personal Information: When communicating with staff, use pupil initials instead of full names when discussing personal information.
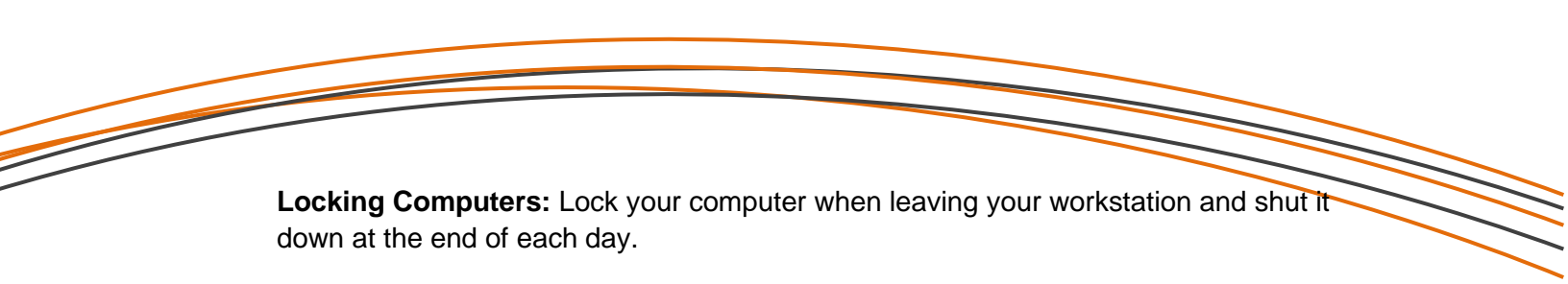
Email Deletion:
a. Delete emails promptly when they are no longer needed.
b. Empty the trash folder regularly.

USB Pens: Personal data should not be stored on USB pens unless provided by the company and encrypted.

Photos of Pupils: Avoid taking photos of pupils using personal mobile phones.

E-mail and Server Passwords: Choose strong passwords, including a combination of upper and lower case letters, numbers, and special characters. Change passwords regularly.

Locking Computers: Lock your computer when leaving your workstation and shut it down at the end of each day.

Clear Desk Policy: Clear all personal data from desks and lock it away when not in use or in a locked classroom/office.

Paper Files Offsite: Ensure folders taken home are kept safe and secure, away from the reach of others.

No Personal Computers for Downloading IGNITE Documents: Do not download documents from IGNITE systems using personal computers.

Avoid Saving to Desktops: Minimise saving documents containing personal data to desktops. If needed, ensure the desktop is locked and delete the files promptly.

Archiving: Box up all folders containing personal data at the end of each academic year. Clearly label the boxes and avoid mixing academic years to ensure data destruction adheres to legal retention periods.

Printers: Use personal printers for printing personal data whenever possible. Collect printed documents immediately and avoid leaving them unattended.

Out of Office Reply: Activate an out of office reply when on holiday, stating the period of absence and providing emergency contact information.

Data Breaches: Report any data loss or breach immediately to info@ignite-ap.co.uk

Reporting Allegations Against Staff

If you have safeguarding concerns about a member of staff you should report this to the DSL. If your concern is about the DSL/DSP, you should report such allegations to:

Local Authority Designated Officer (LADO) at 0115 8041272
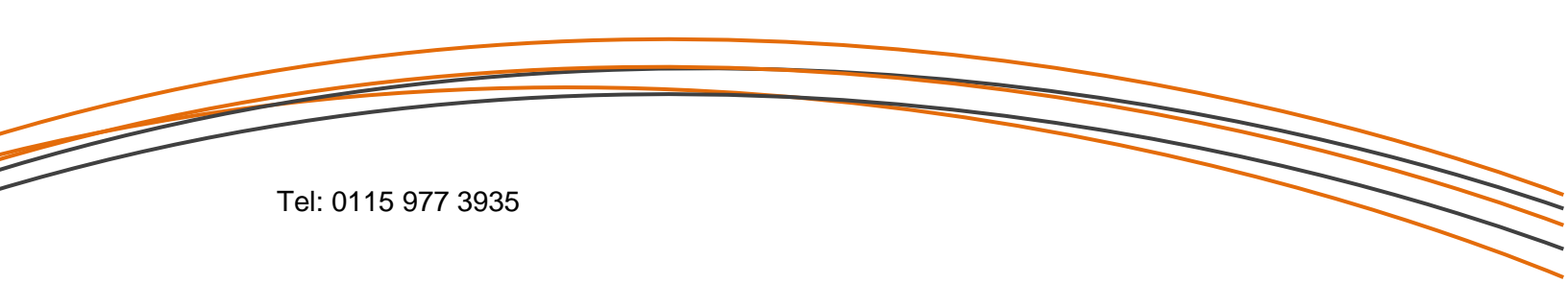
Email: LADO@nottscc.gov.uk

Safeguarding Independent Review tel: 0115 8041272

If none of the above are contactable, please call:

Nottinghamshire Safeguarding Children's Partnership

Email: Info.nscp@nottscc.gov.uk

Address: County Hall, West Bridgford, Nottingham, NG2 7QP.

Tel: 0115 977 3935

Please see 'Whistle blowing' Policy for further details.