

# READING COMMUNITY LEARNING CENTRE



## Code of Conduct for all employees, volunteers and trustees

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At RCLC we have as our first concern the welfare of all those who come into contact with us.

It therefore follows that everyone connected with the Centre, be they staff, volunteers or Board members, needs to adhere to our values that underpin this concern.

To ensure welfare is maximised in the course of providing learning opportunities we adhere to the following **core standards of conduct**:

**1. We provide good quality learning to the people who use our services:**

- We expect teaching staff to:
  - o set high expectations to motivate and inspire our learners
  - o demonstrate good subject knowledge
  - o plan and teach well-structured lessons and courses
  - o adapt our teaching to respond to the needs of our learners
  - o make productive use of assessment and feedback
- We promote good progress and outcomes
- We regularly evaluate what we do and act on the evidence whenever possible.

**2. We maintain professional practice:**

- We engage in continuous professional development
- We have a training budget which may be used to enhance professional capability
- There are regular one-to-one supervision and support meetings for all staff and volunteers
- Trustees have an overview of the organisation and as such set strategy compatible with its aims and the requirements of the Charity Commission and Companies House.

**3. We maintain good working relationships:**

- We respect our colleagues and learners
- We listen to any concerns and feedback, and act when necessary
- We are aware of our duty of care
- We operate an equal opportunities policy.

4. **We keep the trust of those with whom we interact:**
  - We deal fairly with everyone and ensure that promises are kept
  - We are clear about expectations
  - We expect respectful and sensitive behaviours from all
  - We respect boundaries
  - We challenge anyone who does not keep to this Code.
  
5. **We respect privacy and confidentiality:**
  - Sources of data are kept locked away
  - We do not tolerate harmful gossip
  - Learners agree ground rules within group settings to ensure privacy
  
6. **We maintain good practice in management and strategy-related activities:**
  - Policies and practices kept up to date
  - There are regular staff appraisals
  - Accurate record keeping is maintained
  - Strategy is set within the context of our Memorandum and Articles of Association
  
7. **We maintain excellent financial systems and take financial stewardship seriously:**
  - Cost-effectiveness is always considered
  - Accounts are kept up to date
  - We employ an external accountant to audit our records
  - We undertake fundraising in line with our strategy
  
8. **We operate within a safe environment:**
  - There is a trained first aider available
  - Health and safety requirements are respected and publicised
  - We record any accidents or incidents
  - We look after ourselves when acting as a lone worker
  - Safeguarding is a priority
  
9. **We maintain good communication between all the people in, and with an interest in, our organisation:**
  - We welcome all visitors
  - We encourage partnership arrangements with other organisations
  - There are regular Board meetings

- There is a suggestion box to which anyone may contribute
- We use social media and other means to reach a wider audience
- The annual AGM is open to all

**10. We look after ourselves:**

- We recognise when we need to ask for help or to refer on
- We are aware when we need to have time out for the sake of our health
- We take the responsibility of speaking with our peers or manager when we are facing problems that may affect our work
- When making outside visits we take precautions and are careful to let others know where we are

**11. We deal swiftly and thoroughly with any complaints:**

- If any member of RCLC becomes aware of a complaint that is about to be made, full investigation must be undertaken and the dispute resolved if possible according to the relevant policy
- Trustees must be made aware of all complaints

Date Approved by Board      Oct 2014

Review Date

Signed on behalf of the  
Board of Trustees

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Dated

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