

STAFF CODE OF CONDUCT POLICY

All staff are required to read, acknowledge and abide by the following Code of Conduct whilst employed or contracted to Speak Like A Native. Failure to adhere to the Staff Code of Conduct is a violation of the “Terms of Employment” that all staff agree to and will result in disciplinary measures.

Every interaction and activity that takes place in connection with Speak Like A Native must always consider the welfare, well-being and safety of our learners (children in our care and adults), all our staff and contractors as well as the good-name of the company and its reputation as a provider of trusted and quality language services to people of all ages.

Working for Speak Like A Native I agree to:

- Act at all times within the “Ethical Policy” guidelines
- Act at all times in accordance with the “Equal Opportunities Policy”
- Read and understand a copy of the “Health and Safety Policy” and supporting policies and procedures that may be provided locally by schools and other venues where sessions take place
- Read and understand a copy of the “Special Educational Needs Statement”
- Read and understand a copy of the “Mobile Phone Policy”

Act as an exemplary ambassador for Speak Like A Native at all times. This will include but not be limited to:

1. Maintaining appropriate standards of appearance and wear Speak Like A Native uniform in the correct fashion at all times whilst on duty (not enforced until designed and supplied)
2. A name sticker or badge must be worn at all times whilst on duty
3. Speak Like A Native uniform must not be worn under any circumstances when smoking, consuming alcohol or in a pub
4. Smoking must take place offsite and away from the entrance to any location where Speak Like A Native takes place
5. Alcohol may not be consumed within 8 hours prior to the commencement of an activity / session. If you are considered unfit to work through excess alcohol, you will be immediately sent home without pay and may face disciplinary action
6. 100% supervision and 100% participation must be maintained at all times whilst on duty
7. Act at all times with the safety of yourself and others in mind
8. Complete any duties assigned to you by the Management Team
9. Discuss any grievance with the appropriate member of the Management, Operations or Recruitment Team
10. Follow the Sickness and Authorised Absence Procedures as stated in the recruitment policy under the section ‘Contracts’
11. Follow the Mobile Phone Policy, ensuring that whilst on duty your mobile phone is



not on your person (or when there is nowhere safe to store it, it is switched off and out of sight).

12. No contact is to be made with learners (children and adults) outside of Speak Like A Native sessions; including but not limited to Facebook, Twitter, Instagram, WhatsApp, Snapchat, email or phone.

13. No employer information, comments, photos or videos to be published about Speak Like A Native implicitly or explicitly on any public forum; including but not limited to Facebook, Twitter, Instagram or YouTube

14. Always appearing enthusiastic and happy whilst on duty to promote a fun, energetic and exciting atmosphere for the learners and fellow staff

15. Always committed to language learning and recognising the benefit to children as they go through the education system and onto future careers where they can live, study and work and to all learners as part of their lifelong learning journey.

16. Always speak in the target language other than in cases of emergency or safeguarding

17. Work closely with other members of Speak Like A Native, always open to learning how to improve everything from operations to delivery and the way we deal with children and parents, all other learners and all stakeholders.

