

Supply & Demand Consultancy Ltd

Code of Conduct

Reviewed: September 2026

Next Review: August 2027

Purpose

This Code of Conduct establishes the professional standards and ethical and statutory responsibilities expected of all Supply & Demand Consultancy Ltd teaching staff. It aims to promote integrity, fairness, and excellence in teaching, learning, and professional relationships, by educators who represent our organisation when working on behalf of commissioners and Local Authorities. Furthermore, by following the guidelines outlined below, teachers support the safeguarding of both pupils/students, parents/carers and their own professional integrity and conduct.

Professional Values

All teaching staff should uphold the following core values:

- Be punctual, reliable and prepared for every session
- Be appropriately dressed
- Communicate effectively and in a timely manner regarding lateness/absence
 - If you are running late or unable to attend a session due to last minute, unavoidable circumstances, it is imperative that you notify the parent/carer immediately and inform the office as soon as possible
 - If you know in advance that you will not be available for session(s), you must inform the office and parents/carers giving as much notice as possible. This includes any booked leave during school term time. Please inform the office of the dates of any planned leave.
- Maintain confidentiality in line with GDPR
- Demonstrate honesty, fairness, and consistency in all actions
- Treat all learners, parents, carers and colleagues with respect and dignity, irrespective of culture, ethnicity, race, gender, sexual orientation, religious belief, or disability
- Dedicate themselves to the intellectual, emotional, and social development of learners
- Strive for the highest standards of professional practice
- Respect and accommodate learners cultural, religious and individual differences
- Plan & be prepared for each session, in line with individual pupil needs (as set out in EHCP & Pupil Passport)
- Complete paperwork as per requirements (content & timescales)
- Act professionally and in line with provision guidelines agreed with schools (where relevant). If it is necessary to report queries/concerns about provision within school settings, such as working relationships with staff, the nature of the input, how a pupil/student is being supported, pupil/student progress, etc.
 - These must be reported to the office as soon as possible and will be dealt with accordingly
 - These must not be discussed with parents
- Observe professional boundaries in relation to communication with parents and pupils/students
 - Any messages/phone calls should be in relation to teaching only
 - As far as possible, communication should occur within school hours
 - Direct communication with pupils/students should not be necessary, unless agreed in relation to arrangements for teaching

Safeguarding and Child Protection

In line with safeguarding and child protection, all teaching staff have a statutory responsibility towards ensuring the safety and wellbeing of the children and young people they come into contact with.

All teaching staff must:

- Register with the DBS update service & have a current DBS certificate to hand in order to work
- Complete safeguarding training at induction with yearly updates
- Read Keeping Children Safe in Education each year, when it is updated
- Complete Lone Working training
- Complete Prevent awareness training
- Undergo an Education “media” check by external agency ThirtyOne:Eight
- Read Guidance for Safer Working Practice (2022) on website
- Report any safeguarding concerns immediately to the Designated Safeguarding Lead in line with Supply & Demand Consultancy Ltd Safeguarding and Child Protection Policy 2026
- Complete & submit weekly reports, recording absences, lateness, explanations from parent, carers. (These must be submitted no later than 10am on Monday via the Supply & Demand email address).
- Any persistent absences must be reported to the office and the DSL.
- Not enter the home if a responsible adult is not present
- End a session (explaining safeguarding procedures) if:
 - The responsible adult needs to leave
 - The learner engages in dangerous activity
 - The learner is physically aggressive towards you or any other person
 - You feel threatened by the learner/parent
- Follow all safeguarding procedures whilst lone working with learners
- Not offer or take pupils/students and/or parents/carers on car journeys
- Not be unaccompanied for activities which take place outside of the home with pupils/students, for example, going for a walk (unless previously agreed). This does not include teaching in the library (unless this is the agreed arrangement)
- Inform the office of any requested change to teaching arrangements/scheduling for agreement prior to the commencement of any such changes.
- Not change agreed settings unless previously agreed
- Not use personal mobile phones during teaching sessions, unless in the case of an emergency
- Conduct/respond to risk assessments as directed

Responsibilities to learners

Teaching staff shall:

- Ensure a safe, inclusive, and supportive learning environment both online and in person
- Treat all pupils fairly and without discrimination
- Maintain professional boundaries with pupils, families and colleagues
- Encourage critical thinking, creativity, and self-confidence
- Respect students’ privacy and keep personal information confidential in line with GDPR
- Provide honest and constructive feedback to promote learning and growth during and after sessions
- Adapt teaching and learning methods to ensure accessibility, particularly for learners with SEND or diverse needs

Teaching Staff Responsibilities

Teaching staff shall:

- Maintain up-to-date knowledge in their subject areas and teaching methods
- Be responsible for maintaining their own Continuing Professional Development (CPD).
 - Any cancelled tuition sessions should be used for this purpose.
- Adapt teaching practices to reflect learner needs, encourage independence
- Never complete the work on behalf of learners
- Keep accurate, weekly records of all sessions; these must be stored securely and shared only as required by GDPR
- Communicate regularly and respectfully with parents, carers regarding pupil's progress and well-being
- Always act in the best interests of learners, commissioners and Supply & Demand Consultancy Ltd
- Uphold the reputation of the teaching profession through ethical conduct
- Challenge discriminatory or prejudicial behaviour and escalate concerns
- Not use their personal phones to contact learners, unless previously agreed
- Only use their Supply & Demand email account for all written communication with parents, carers and internal paperwork
- Check their Supply & Demand email account each day to keep up with correspondence
- Not connect with learners or families on personal social media platforms or private messaging
- Submit weekly timesheets no later than 10am on Monday morning (please note, inaccurate submissions will be returned for correction & re-submission for the following week)
- Submit weekly reports (including absences, explanations, learning objectives, progress and any concerns about engagement, no later than **10am on Monday morning** (see attached template for guidance)
- Not offer private tuition outside of Supply & Demand Consultancy Ltd work to commissioned Families
- Comply fully with Supply & Demand Consultancy Ltd policies and procedures (informed of during induction & available on the company website)
- Never share personal learner data without consent
- Delete all learner work, data and records once tuition ends
- Not engage in actions that can compromise Yourself or Supply & Demand Consultancy Ltd.
- Escalate any complaints and concerns raised by parents, carers and learners
- Fully cooperate with investigations
- Contribute to meetings in writing and/or in person as required
- Complete training (at induction and as required within the specified time limit)
- Inform Supply & Demand of any changes to personal/contact information

Accountability

Breaches of the Code of Conduct in accordance with our expectations and our commitment to quality and reliability may result in teaching staff not being considered for future assignments, disciplinary action and removal from our register. Serious breaches may be referred to external authorities.

Acknowledgment

All teaching staff are expected to read, understand, and adhere to this Code of Conduct, in conjunction with relevant policies/procedures (see checklist). Compliance demonstrates a commitment to maintaining the highest professional and ethical standards in education.

Contact

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