Supply & Demand Consultancy Ltd

Code of Conduct

Reviewed: September 2025
Next Review: September 2026

Purpose

This Code of Conduct establishes the professional standards and ethical 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.

Professional Values

All teaching staff should uphold the following core values:

- Be punctual, reliable and prepared for every session
- Be appropriately dressed
- If you are running late, unable to attend or unable to complete the session, its imperative that you notify Supply & Consultancy Ltd immediately Tel: 020 8466 7946 email: info@supply-demand.co.uk
- 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.

Safeguarding and Child Protection

- All teaching staff must complete safeguarding and lone working training at induction with yearly updates
- All teaching staff must complete Prevent awareness training.
- All safeguarding concerns need to be reported immediately to the Designated Safeguarding Lead in line with Supply & Demand Consultancy Ltd safeguarding and Child Protection Policy 2025
- Weekly reports must be completed, recording absences, lateness, explanations from parent, carers. Any persistent absences must be reported to the
  Designated Safeguarding Lead Charlotte Atkins charlotte.a@supply-demand.co.uk
  Deputy Designated Safeguarding Lead Jordan Rhodes jordan@supply-demand.co.uk

- If a responsible adult is not present in the home, do not enter the home or if the responsible adult wants to leave the home during the session, please explain safeguarding procedures.
- Follow all safeguarding procedures whilst lone working with learners.
- Do not change agreed settings unless previously agreed.

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)
- Adapt teaching practices to reflect learner needs, encourage independence.
- Never complete the work on behalf of learners
- Keep accurate records of all sessions. This 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.
- Only use their Supply & Demand email account for all written communication with parents, carers and internal paperwork.
- Not connect with learners or families on personal social media platforms or private messaging.
- Submit weekly timesheets no later than 10am Monday morning
- Submit weekly reports including absences, explanations, learning objectives, progress and any concerns about engagement and safeguarding.
- Not offer private tuition outside of Supply & Demand Consultancy Ltd work.
- Comply fully with Supply & Demand Consultancy Ltd policies and procedures.
- 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.

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. Compliance demonstrates a commitment to maintaining the highest professional and ethical standards in education.

Contact

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