

Code of Conduct for Coaches, Club Leaders and Volunteers: Online and In Person

Note! Where we refer to 'parents' we mean parents and guardians inclusively. The term 'children' or 'child' describes any person under the age of 18.



We would like a coach, club leader or volunteer taking part in our club or activity to:

- Sign and implement our safeguarding policy and procedures
- Keep safeguarding training UpToDate
- Follow safe travel and accommodation guidelines
- Report any concerns about or allegations of abuse or poor practice to the safeguarding or welfare officer straight away
- Listen to any concerns that parents or young people might have
- Consider your behaviour – do not engage in any behaviour that constitutes any form of abuse
- Respect your position of trust and maintain appropriate boundaries and relationships with young people. Engaging in sexual behaviour with any child under the age of 16 is illegal. Relationships with a child under 18 is a breach of the trust relationship and could be illegal.
- Keep children in your sessions safe by supervising appropriately, using safe methods and techniques and by putting children's safety first
- Always try to have a minimum of 2 coaches or adults with UpToDate background checks
- Behave appropriately online in accordance with our online safety and acceptable use policy
- Challenge and address instances of poor, negative, aggressive, harassment, grooming or bullying behaviour amongst young people
- Develop positive relationships with parents and catch up with them regularly about their child's development



A coach, club leader or volunteer has the right to:

- Enjoy the time you spend with us and be supported in your role
- Be informed of our safeguarding, safe travel and reporting procedures and what you need to do if something isn't right
- Have access to ongoing training in all aspects of your role
- Be listened to, respected and treated fairly
- Be protected from physical or emotional abuse from children or parents and be supported to resolve conflicts



Communications via SPOND:

In accordance with the Acceptable Use on SPOND policy, when using SPOND to communicate by voice, video or text take the following precautions to ensure children's safety:

- Coaches will avoid having children's personal mobile numbers and will instead seek contact through a parent
- Coaches will seek parental permission on each occasion they need to contact children directly; the purpose for each contact will be clearly identified and agreed upon
- A method of accountability will be arranged and sent to another coach or to parents
- SPOND users should respect the private lives of others and not take or distribute pictures of other people if it could invade their privacy.
- coaches should maintain the contact with parents or children to be used for communicating information – such as reminding children or young people about upcoming events, which kit to bring or practice timings – and not to engage in conversation
- If a child misinterprets such communication and tries to engage a coach member in conversation, the coach will take the following steps:
 1. end the conversation or stop replying
 2. suggest discussing the subject further at the next practice or event
 3. inform the clubs lead safeguarding officer in the interest of transparency
 4. if concerned about the child, SPOND will provide contact details for safeguarding pathways and appropriate agencies and report any concerns using the SPOND reporting procedures



What we expect of our coaches, group leaders and volunteers

- Coaches should be aware of the SPOND safeguarding policy and behave in accordance with it
- Coaches should seek the advice of the designated safeguarding lead if they have any concerns, this includes safeguarding officers, SPOND or ECPAT Norway.
- Coaches should not communicate with children via personal accounts
- Coaches should not 'friend' or 'follow' children from personal accounts on social media and maintain the same professional boundaries online as they would in person
- Coaches should avoid communicating with children via SPOND outside of normal office hours
- emails or messages should maintain the organisations tone and be written in a professional manner, e.g. in the same way you would communicate with fellow professionals, avoiding kisses (X's) or using slang or inappropriate language
- Coaches should not delete any messages or communications sent to or from SPOND
- Coaches should undertake all online safety training offered and gain a basic knowledge of safeguarding and SPOND - including use and how to report or remove inappropriate content online
- any concerns reported through SPOND should be dealt with in the same way as a face-to-face disclosure, according to our reporting procedures.
- at least one parent must be present during the delivery of any activities via video conferencing on SPOND at home.
- any delivery of activities to children via video conferencing on SPOND platforms will be supported by an additional member of coaches (even if they're not actively delivering) to ensure transparency.
- Coaches and children must not engage in 'sexting', 'grooming' or send pictures to anyone that are obscene.





We expect all of our staff and volunteers to follow the behaviours and requests set out in this code. If any staff member or volunteer behaves in a way which contradicts any of the points set out above, we'll address the problem straight away and aim to resolve the issue

Continued issues and repeated breaches of this code may result in us taking disciplinary action against you with the involvement of governing bodies and ultimately your dismissal from the organisation.

Signature of staff member or volunteer:

Print name of staff member or volunteer:

Signature of line manager:

Print name of line manager:

Date: