

Team Clubs Code of Conduct Policy

Purpose of the Policy

At Team Clubs, we are committed to creating a safe, respectful, inclusive, and positive environment for all children, staff, parents/guardians, and visitors.

This Code of Conduct outlines the standards of behaviour and professionalism expected from everyone involved with Team Clubs. The policy helps ensure that all children can enjoy safe, fun, and engaging holiday club experiences.

Team Clubs is a trading name of Team Educate.

1. Our Values

At Team Clubs, we promote:

-  Respect
-  Kindness
-  Inclusion
-  Teamwork
-  Safety
-  Professionalism
-  Positive behaviour
-  Equality and fairness

All individuals involved with Team Clubs are expected to uphold these values at all times.

2. Staff Code of Conduct

All Team Clubs staff are expected to:

Professional Conduct

-  Act professionally and responsibly at all times
-  Be positive role models for children
-  Treat all children fairly, equally, and with respect
-  Maintain appropriate boundaries with children and families
-  Follow safeguarding and health & safety procedures at all times
-  Arrive punctually and prepared for sessions

Communication

-  Use respectful and appropriate language
-  Communicate clearly and professionally with children, parents, and colleagues
-  Listen to concerns and respond appropriately

Safeguarding

Staff must:

-  Prioritise the welfare and safety of children
-  Report safeguarding concerns immediately
-  Never engage in inappropriate physical, verbal, or online behaviour
-  Follow Team Clubs safeguarding policies and procedures

Mobile Phones & Social Media

Staff must:

-  Not use personal phones while supervising children unless authorised
-  Never take photographs of children on personal devices
-  Not share information, images, or discussions relating to children online
-  Maintain professional conduct on social media

Equality & Inclusion

Staff must:

-  Promote inclusion and diversity
-  Treat everyone with dignity and respect
-  Challenge discrimination, bullying, or inappropriate behaviour

3. Children's Code of Conduct

Children attending Team Clubs are expected to:

-  Be kind and respectful to others
-  Listen to staff instructions
-  Play safely and fairly
-  Include others in activities
-  Use appropriate language
-  Respect equipment and facilities
-  Follow club rules and safety instructions

The following behaviour will not be tolerated:

-  Bullying or intimidation
-  Physical aggression or violence
-  Swearing or abusive language
-  Discrimination or inappropriate comments

-  Deliberate damage to property
-  Unsafe behaviour

4. Parent & Guardian Code of Conduct

Parents/guardians are expected to:

-  Treat staff, children, and other families respectfully
-  Communicate appropriately and professionally
-  Support Team Clubs policies and procedures
-  Provide accurate information regarding their child
-  Collect children promptly at the end of sessions
-  Raise concerns through the appropriate complaints procedure

The following behaviour towards staff or others will not be tolerated:

-  Aggressive or abusive behaviour
-  Threatening language
-  Harassment
-  Discrimination
-  Inappropriate social media behaviour

Team Clubs reserves the right to refuse services where behaviour is unacceptable.

5. Visitors & Contractors

Any visitors or contractors attending Team Clubs premises are expected to:

-  Follow safeguarding and health & safety procedures
-  Behave respectfully towards children and staff
-  Remain supervised where appropriate
-  Follow instructions provided by Team Clubs staff

6. Equality, Diversity & Inclusion

Team Clubs is committed to providing an inclusive environment free from discrimination.

We expect all individuals to:

-  Respect different backgrounds, beliefs, and abilities
-  Promote equality and inclusion
-  Challenge inappropriate behaviour respectfully

Discriminatory behaviour of any kind will not be tolerated.

7. Confidentiality

All staff and volunteers must:

-  Respect confidential information
-  Only share information where necessary and appropriate
-  Follow data protection and safeguarding procedures

Confidential information relating to children, families, or staff must never be discussed publicly or shared inappropriately.

8. Health & Safety

Everyone involved with Team Clubs must:

-  Follow health & safety instructions
-  Report hazards, accidents, or concerns immediately
-  Act responsibly to protect themselves and others
-  Use equipment safely and appropriately

9. Breaches of the Code of Conduct

Failure to follow this Code of Conduct may result in:

-  Verbal or written warnings
-  Removal from activities
-  Parent meetings
-  Suspension or exclusion from Team Clubs
-  Disciplinary procedures for staff
-  Referral to external agencies where appropriate

Serious breaches involving safeguarding, discrimination, or abusive behaviour will be treated with the utmost seriousness.

10. Commitment to Positive Experiences

At Team Clubs, we believe that everyone has a role to play in creating a welcoming, safe, and enjoyable environment.

By working together respectfully and professionally, we can ensure all children enjoy positive, active, and memorable holiday club experiences.