ENCOURAGING EXCELLENCE, NURTURING TALENT!

SPORTING CHANCES GROUP

STAFF CONDUCT POLICY

Lead	David Johnson
Last Reviewed	September-2026
Next Review Date	September-2027

To be reviewed **annually**.

This policy applies to all Sporting Chances Group (SCG) provisions and all SCG staff, including contractual, non-contractual and voluntary staff.

SPORTING CHANCES SURREY

SPORTING CHANCES OUTREACH

SPORTING CHANCES MINI

CREATIVE HAIR&LASHES

SPORTING CHANCES ONLINE

SPORTING CHANCES FITNESS

SC FOOTBALL ACADEMY

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1. PURPOSE

Sporting Chances Group (SCG) is committed to providing a safe, professional, respectful and effective working environment for all employees and the students we support.

The purpose of this Staff Conduct Policy is to establish clear expectations regarding the standards of behaviour, professionalism, attendance, conduct and performance expected of all SCG staff.

Staff are expected to conduct themselves in a manner that protects the welfare, dignity and safety of students and colleagues and maintains the reputation and professional standards of SCG.

2. SCOPE

This policy applies to all SCG employees, including:

- Self-employed staff
- Permanent employees
- Fixed-term and contractual staff
- Non-contractual staff
- Voluntary staff
- Staff working across SCG provisions, including Fitness and Academy

All staff are responsible for familiarising themselves with this policy and complying with its requirements.

3. PROFESSIONAL STANDARDS

All SCG staff are expected to:

- Act professionally and responsibly at all times
- Treat students, colleagues, parents/carers and other professionals with dignity and respect
- Maintain appropriate professional boundaries
- Follow SCG policies, procedures and reasonable management instructions
- Take responsibility for their actions and decisions
- Communicate appropriately and professionally
- Maintain confidentiality
- Safeguard the welfare and interests of students
- Work collaboratively with colleagues
- Maintain standards appropriate to their role and responsibilities
- Raise concerns through the appropriate channels where they become aware of inappropriate conduct, safeguarding concerns or other risks

Staff should recognise that their conduct may have a direct impact on students, particularly students who may have experienced difficulties relating to trust, trauma, rejection or attachment.

4. CONDUCT TOWARDS STUDENTS

SCG staff work with young people and must therefore maintain high standards of professional conduct.

Staff must:

- Treat students fairly, respectfully and consistently

- Maintain appropriate professional boundaries
- Avoid behaviour that could reasonably undermine a student's trust or sense of safety
- Follow all safeguarding requirements and relevant SCG procedures
- Communicate with students in an appropriate and professional manner
- Ensure that their conduct supports the student's educational and personal development
- Report safeguarding or welfare concerns promptly through the appropriate procedure

Staff must not engage in bullying, intimidation, humiliation, threatening behaviour, inappropriate physical contact or any other conduct that could place a student at risk or compromise professional boundaries.

5. RESPECTFUL WORKPLACE

SCG is committed to maintaining a workplace where staff can work without harassment, intimidation, bullying, aggression or verbal abuse. All staff are expected to treat colleagues professionally and respectfully.

Unacceptable behaviour includes, but is not limited to:

- Bullying
- Harassment
- Intimidation
- Threatening behaviour
- Physical aggression
- Verbal abuse
- Offensive or degrading language
- Deliberate humiliation
- Discriminatory behaviour
- Unreasonable or persistent conduct intended to undermine another employee

6. GROSS MISCONDUCT

SCG maintains a zero-tolerance policy for any form of harassment, intimidation, bullying, physical aggression or verbal abusive behaviour directed towards students or by one employee toward another.

Staff-on-staff abuse and staff-on-student abuse is considered to undermine a safe and professional working environment and may constitute gross misconduct.

Any allegation of gross misconduct will be investigated under SCG's formal disciplinary procedure.

Where an allegation is substantiated, the outcome may include summary dismissal without notice, subject to the appropriate investigation, disciplinary process and applicable employment requirements.

Examples of conduct that may constitute gross misconduct include:

- Physical assault or aggression towards a colleague or student
- Threatening or intimidating a colleague or student
- Serious verbal abuse
- Serious bullying or harassment
- Deliberate discriminatory or abusive conduct
- Serious breaches of professional boundaries
- Serious conduct that places a student, colleague or SCG at significant risk

This list is not exhaustive.

7. ATTENDANCE & PUNCTUALITY

Good attendance and punctuality are essential to the effective operation of SCG.

It is particularly important when working with young people that staff are reliable and

punctual. Staff are expected to arrive on time for their agreed working hours and for student meetings, collections, drop-offs and provision attendance.

Staff are expected to make every reasonable effort to attend work, except where absence is authorised or there are extenuating circumstances discussed with their line manager.

Breaks must be of a reasonable length and staff must obtain permission from their manager before leaving work early.

8. UNFORESEEN ABSENCES

If a member of staff cannot attend work, they must notify their manager as soon as possible. SCG recognises that genuine emergencies and serious circumstances can prevent attendance. These may include serious accidents, family emergencies or acute medical emergencies. SCG may request appropriate verification where necessary.

Examples of reasons that would generally not be considered sufficient justification for absence include:

- Waking up late
- Traffic or public transport delays, except where circumstances such as road closures prevent travel
- Bad weather, except in extreme weather conditions
- Vehicle breakdown where alternative means of transport are reasonably available

The above list is not exhaustive.

9. MEETINGS & TRAINING

Meetings are an important part of SCG's operations and enable staff to receive key

information regarding organisational developments, direction of work and information relating to students.

Training is also essential to ensure staff maintain the knowledge and skills required for their roles.

All staff are required to attend relevant meetings and training sessions and complete mandatory online training by the specified deadlines, unless permission to be excused has been obtained from their manager for a good reason.

Failure to attend required meetings or training, or failure to complete mandatory training without good reason, may result in disciplinary action.

10. COMMUNICATION

Staff are expected to communicate professionally with colleagues, students, parents/carers and external professionals.

Communication should be:

- Respectful
- Appropriate
- Clear
- Professional
- Relevant to the individual's role

Staff must not use abusive, threatening, discriminatory or offensive language. Concerns or disagreements should be raised professionally through the appropriate management channels.

11. CONFIDENTIALITY

Staff may have access to confidential information relating to students, families, colleagues and SCG.

Confidential information must be handled responsibly and only accessed, discussed or shared where there is a legitimate professional reason and appropriate authority to do so.

Staff must comply with SCG's relevant confidentiality, data protection and safeguarding requirements.

12. PROFESSIONAL BOUNDARIES

Staff must maintain appropriate professional boundaries with students and colleagues. Staff must ensure that personal relationships, communications or activities do not compromise their professional responsibilities or the welfare of students.

Any potential conflict of interest or situation that could reasonably create a concern about professional boundaries should be raised with a manager (refer to the SCG Conflict of Interest Policy).

13. USE OF TECHNOLOGY & SOCIAL MEDIA

Staff are expected to use SCG technology, communication systems and social media responsibly.

Staff must not:

- Share confidential SCG or student information online
- Post material that could compromise the safety or privacy of students
- Use inappropriate or abusive language when representing or communicating about SCG
- Establish inappropriate personal relationships with students through social media or other communication platforms
- Use SCG systems for inappropriate or unlawful purposes

ARTIFICIAL INTELLIGENCE (AI)

SCG recognises that artificial intelligence (AI), including generative AI tools, can support staff in carrying out legitimate professional tasks. However, AI must be used responsibly, securely and in accordance with SCG's safeguarding, data protection, confidentiality, information-security and professional conduct requirements.

Staff must:

- only use AI tools in accordance with SCG's approved AI Use, Safety & Security Framework;
- use professional judgement when deciding whether AI is appropriate for a task;
- check all AI-generated content for accuracy, bias, appropriateness and safeguarding implications before using or sharing it;
- remain professionally responsible for any work, communication, decision or resource produced with AI assistance;
- comply with the age restrictions, terms of use and security requirements of AI services;
- protect SCG information and never enter student, safeguarding, health, SEND, behavioural, attendance, staff, parent/carer or other confidential or sensitive information into an unapproved AI service;
- never enter passwords, authentication information, security details or other credentials into an AI tool;
- use only SCG-approved AI tools where personal or confidential information needs to be processed;
- report accidental disclosure of personal or confidential information to an AI service immediately through SCG's incident-reporting arrangements;
- not use AI to make safeguarding decisions, diagnoses or other decisions requiring professional judgement without appropriate human oversight;
- not use AI to create, manipulate or distribute abusive, discriminatory, sexually explicit, threatening or otherwise harmful content involving students, staff or other individuals; and
- follow SCG's safeguarding procedures immediately where AI is involved in a safeguarding concern.

The use of AI does not remove or reduce any staff member's professional responsibilities. Staff remain accountable for the content they produce, the decisions they make and the way they use information, regardless of whether AI has been used to assist them.

Failure to follow these requirements may be treated as a breach of SCG's Staff Conduct Policy and may also constitute a safeguarding, data-protection or information-security incident.

Staff must follow the SCG Artificial Intelligence (AI) Use, Safety & Security Framework, which provides further guidance on the safe, responsible and secure use of AI at SCG.

14. DRESS & PRESENTATION

Staff are expected to maintain a standard of dress and personal presentation appropriate to their role and the environment in which they work.

Clothing and presentation must not compromise health and safety, professional standards or the ability to undertake the duties of the role.

Where a particular provision or activity requires specific clothing or equipment, staff must comply with those requirements.

15. HEALTH & SAFETY

All staff have a responsibility to contribute to a safe working environment.

- Follow SCG health and safety procedures.
- Take reasonable care of their own safety and that of others.
- Report hazards, accidents and incidents promptly.
- Use equipment appropriately.
- Follow instructions relating to student and staff safety.

Failure to follow reasonable health and safety requirements may constitute a conduct or disciplinary matter.

16. MANAGER RESPONSIBILITIES

Managers are expected to role model high standards of professional conduct, punctuality and attendance.

Managers are also responsible for monitoring attendance, punctuality and completion of mandatory training.

Where concerns arise, managers should arrange a confidential discussion with the employee to understand the circumstances before formal disciplinary action is considered, where appropriate.

Managers should address conduct concerns promptly, fairly and consistently.

17. REPORTING CONCERNS

Staff are encouraged to raise concerns promptly where they believe:

- Another employee's conduct may be inappropriate (refer to 'Whistleblowing' in our Child Protection & Safeguarding Policy)
- A student may be at risk
- There has been bullying, harassment, intimidation or abuse
- There has been a serious breach of SCG policy
- Professional boundaries may have been compromised
- Health and safety may be at risk

Concerns should be reported to the appropriate manager or through the relevant SCG procedure.

Where a concern relates to the employee's line manager, staff should raise the matter with an alternative appropriate member of management.

18. INVESTIGATION OF CONDUCT CONCERNS

Where SCG becomes aware of an allegation of misconduct, the matter may be investigated to establish the relevant facts.

The investigation may include:

- Speaking with the employee concerned
- Speaking with relevant witnesses
- Reviewing relevant records or documentation
- Reviewing communications or other evidence where appropriate
- Considering the circumstances and seriousness of the alleged conduct

Employees are expected to cooperate appropriately with investigations.
The fact that an allegation is being investigated does not itself mean that the allegation has been substantiated.

19. DISCIPLINARY ACTION

Where conduct, attendance, punctuality, or other employment standards do not meet expectations, SCG may take appropriate action.

Where possible, SCG will initially seek to address concerns through an informal, supportive discussion and provide reasonable measures to help the employee improve.

However, if standards still fall short of expectations—despite the implementation of a support plan and reasonable adjustments—the following **formal disciplinary stages may be triggered:**

- Verbal warning (incorporating a supportive review meeting)
- Formal written warning
- Final written warning

- Dismissal

The appropriate response will depend on the specific circumstances, the seriousness of the matter, previous conduct, and applicable SCG procedures.

Note: In cases of serious or gross misconduct, SCG reserves the right to initiate a formal disciplinary process immediately, bypassing preliminary or intermediate stages.

20. SHORT SERVICE CLAUSE

SCG reserves the right to terminate the employment of employees with short service of 2 years or less where, following appropriate review, it is determined that the employee is not meeting the required standards of:

- Performance
- Conduct
- Attendance
- Suitability for the position

SCG may also terminate employment where operational considerations necessitate such action.

Any use of the Short Service Clause will be undertaken reasonably and fairly and in compliance with relevant employment legislation and organisational procedures.

The adoption of this clause supports SCG's commitment to maintaining high-quality educational provision while ensuring effective workforce management.

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing and you will have the right to appeal.

21. SERIOUS OR REPEATED BREACHES

Repeated or serious breaches of this policy may result in disciplinary action.

Where attempts to resolve concerns do not result in sufficient improvement, further disciplinary action may be taken, which may ultimately result in termination of employment.

Unreasonable and unreported absences do not count towards hours worked and therefore result in non-payment. The employee will be informed of this.

22. POLICY REVIEW

This policy will be reviewed annually. The current policy record identifies September-2027 as the next review date.

STAFF DECLARATION

I confirm that I have read in full and understand SCG's Staff Conduct Policy and agree to comply with the standards and expectations set out within it.

Employee's Signature *(Can be typed)*	
Print Name	

Manager's Signature *(Can be typed)*	
Print Name	

Date *(dd/mm/yyyy)*	