

ENCOURAGING
EXCELLENCE
& NURTURING
TALENT!



SPORTING CHANCES GROUP
POLICIES & PROCEDURES

ONLINE MENTORING SERVICE CODE OF CONDUCT

Lead	
Reviewed by Staff	
Interim Review	
Full Review	





Sporting Chances' Online Mentoring Service is committed to delivering a high standard of professional mentoring and coaching to young people online. All staff must adhere to this Code of Conduct and Sporting Chances' 'Internet and Email Usage Policy and Guidelines' document.

1.0 CODE OF PRACTICE FOR STAFF

1.1 SC expects all staff to be aware of this Code of Conduct, and will adhere to its principles in their approach to and work with children, young people and any other stakeholders (clients).

1.2 All staff should:

- Only use Sporting Chances' digital technology resources for professional purposes alone. Staff should only use the approved Sporting Chances email, platform and communication systems when liaising with young people, parents and carers.
- Always conduct themselves at the highest levels of integrity, accountability, responsibility and ethics.
- Maintain a high standard of practice for all clients irrespective of their age, gender, ethnicity, religion, beliefs or sexual orientation. Treating all clients equally with dignity and respect.
- Perpetuate and maintain Sporting Chances' strong reputation and not bring the company into disrepute.
- Be punctual to all sessions – reporting non-attendance to key contacts and line manager.
- Be dressed appropriately in Sporting Chances' uniform, wearing identification lanyard at all times.



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- Role model appropriate conduct and not enter into any inappropriate conversations or behaviours that impairs the mentoring/coaching relationship. Maintaining clear, professional boundaries with both past and current individuals.
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- Not knowingly or otherwise, take any personal, professional or monetary advantage or benefit from the client-mentor/coach relationship.
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- Immediately report any inappropriate client behaviour to their line manager.
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- Respect the absolute rights of the client's confidentiality except as expressly permitted by the client or potential client and for the reason of supervision.
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- Attended and actively engage in regular supervision to ensure high standards of mentoring are consistently being delivered.
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- To uphold safeguarding duties in the event of client disclosure resulting in the client being at risk of significant harm or there being the potential risk of harm to someone known to them. In this instance, information relating to any allegation or disclosure **must be carefully and accurately recorded and reported to the Safeguarding Lead and Director of Sporting Chances, David Johnson.** Clients should be informed about when you need to break confidentiality at the beginning of your work with them. Ensure any client data remains confidential in line with the Data Protection Act 2018.
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- Record all mentoring sessions for the sole purpose of adding additional safeguarding protection for both the client and the mentor. All recordings must be stored in a password protected, secure digital file on an encrypted drive. Recordings will be kept for 3 months after the last mentoring session is held and then immediately deleted.
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- Only use the business Zoom account to hold and arrange meetings with individuals. All meetings must be protective of a passcode.
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- Avoid and disclose any conflicts of interest.
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- Refrain from offering professional advice, support and information which is beyond your competency and beyond which can be fulfilled.





1.3 ENVIRONMENT

- Staff should provide a confidential mentoring/coaching environment free from audible external noise and visual distractions that may impact upon the quality of the young person's online session.
- Use headphones to ensure that the session cannot be overheard by others.

1.4 REFUND POLICY

- Cancellation of a session by the client with less than 24 hours' notice or if the young person does not attend their mentoring session, will result in the client being charged for the missed session.
- Should SC's technology impact a session causing it to be ended prematurely, the session will be re-arranged for another date and time without additional charge.
- A full refund will be made if a mentor cancels a scheduled session without being able to reschedule at a mutually convenient time.



2.0 ONLINE SAFEGUARDING POLICY FOR YOUNG PEOPLE

Online security is of paramount importance to us at Sporting Chances. We use Zoom as a platform to securely host mentoring/coaching sessions and provide young people with unique links and passwords to access their meetings for safeguarding and security purposes. Please do not share the joining link or password with anyone else and be aware of potential security issues with your own computer.

Parents and carers are responsible for reminding their young people about internet safety. Please use the link to the website Internet Matters.org, for a wealth of e-safety information that will assist you in supporting your child with being safe online:

Information, Advice and Support to Keep Children Safe Online ([internetmatters.org](https://www.internetmatters.org))

2.1 THE EXPECTATION IS THAT ALL YOUNG PEOPLE (CLIENTS) WILL:

- Come with an open mind and willingness to engage
- Be on time to their sessions
- Have their camera turned on
- Be in a quiet, confidential space free from distractions and interruptions
- Have their phone on silent/vibrate and will not use their phone during the session
- Listen to and treat the mentor/coach with respect
- Behave in an appropriate manner
- Be appropriately dressed throughout the session

2.2 INTERACTION

It is to be appreciated that progress made with a young person is likely to be seen over the course of a number of sessions and that each young person's journey is unique. It is also important to recognise that as mentoring sessions are confidential and driven by





the young person, interaction between the mentor and parents/carers will be minimal once mentoring commences. This ensures that the young person's needs are prioritised and that the mentor and parents/carers are operating within a safe, respectful and ethical boundary. If, however, there is an urgent matter that must be shared, please contact the Director, David Johnson at david@sportingchances.org, who will assist you further.

3.0 CONCERN ABOUT STAFF CONDUCT

All SC mentors/coaches are highly experienced, DBS checked professionals. However, should you have a concern about a member of staff, please email the company Director, David Johnson at david@sportingchances.org, outlining your concerns which will then be thoroughly investigated.

4.0 USEFUL LINKS ARE:

CROYDON MASH	0208 726 6464
CHILDLINE	0800 1111 ChildLine are operating a 9am to Midnight service in response to COVID-19.
SAMARITANS	www.samaritans.org
YOUNG MINDS CRISIS MESSENGER	85258 Free text service for 24/7 support.
NSPCC HELPLINE	0808 800 5000 help@nspcc.org.uk
MIND	www.mind.org.uk
KOOTH MESSENGER	www.kooth.com



**THE DEPARTMENT FOR
EDUCATION COVID-19
HELPLINE**

DfE.coronavirushelpline@education.gov.uk

0800 046 8687

Lines are open Monday to Friday from 8am to 6pm and weekends 10am to 4pm.