ENCOURAGING EXCELLENCE, NURTURING TALENT!

SPORTING CHANCES ONLINE

ONLINE MENTORING PROGRAMME CODE OF CONDUCT

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

To be reviewed **annually**.

PART OF SPORTING CHANCES GROUP

The SC Online Mentoring Programme 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 the Sporting Chances Group's (SCG) ***Internet & Email Usage Policy***.

1.0 CODE OF PRACTICE FOR STAFF

1.1 SCG 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 must:**

- only use SCG's digital technology resources for professional purposes alone. Staff should only use the approved SCG 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;
- treat all clients equally with dignity and respect;
- perpetuate and maintain SCG's 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 SCG's uniform, wearing identification lanyard at all times;
- 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;

- not knowingly or otherwise, take any personal, professional or monetary advantage or benefit from the client-mentor/coach relationship;
- immediately report any inappropriate client behaviour to their line manager;
- respect the client's privacy and confidentiality, explaining that information will only be shared where necessary and appropriate. Staff must never promise absolute confidentiality. Where a safeguarding concern, risk of harm or other legal obligation arises, information must be shared promptly with the appropriate safeguarding personnel in accordance with SCG's safeguarding procedures;
- attend and actively engage in regular supervision to ensure high standards of mentoring are consistently being delivered;
- 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, information relating to any allegation or disclosure must be carefully and accurately recorded and reported to the Safeguarding Lead and Director of SCG, David Johnson, and 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);
- record all mentoring sessions for the sole purpose of adding additional safeguarding protection for both the client and the mentor, making sure to disclose this to the client at the begining of all sessions - 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);
- only use the business Zoom account to hold and arrange meetings with individuals - all meetings must be protected by a passcode;
- avoid and disclose any conflicts of interest;
- refrain from offering professional advice, support, and information which is beyond your competency and beyond what can be fulfilled;
- not communicate with young people through personal social media accounts or unapproved messaging services;
- not exchange personal contact details with young people;

- communicate via approved SCG systems and within agreed working hours, except where an authorised safeguarding procedure requires otherwise;
- not conduct mentoring sessions in environments where conversations can be overheard or confidential information exposed; and
- use an appropriate, neutral background when delivering sessions remotely.

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 AI USE IN ONLINE MENTORING

- Staff must not use AI tools to record, transcribe, analyse, summarise or otherwise process mentoring sessions or information relating to young people unless this has been specifically approved by SCG.
- Staff must never upload identifiable, confidential or safeguarding-related information about a young person to an AI tool unless expressly authorised in accordance with SCG's data protection procedures.
- AI must not replace the mentor's professional judgement, direct communication or responsibility for maintaining a safe and supportive mentoring relationship.
- Any AI-generated material used in connection with mentoring must be checked for accuracy, suitability and appropriateness before being shared with a young person.
- Staff must follow the **SCG Artificial Intelligence (AI) Use, Safety & Security Framework** for further guidance.

1.5 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 SCG'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 SCG. 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 personal information, passwords or meeting links.
- Be aware of potential security issues with your own computer.
- Do not record, photograph or share sessions without permission.
- Do not invite other people into sessions without agreement.
- Tell your mentor or a trusted adult if something makes you uncomfortable.
- Report inappropriate behaviour, unwanted contact or online safeguarding concerns.

Parents and carers are also 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)*

2.1 ZOOM SECURITY & MEETING CONTROLS

All staff must use SCG's approved business Zoom account when arranging and hosting online mentoring/coaching sessions. To maintain a safe and secure online environment, mentors/coaches must:

- Use unique meeting links and passcodes for sessions. Meeting details must only be shared with the intended young person and their parent/carer, where appropriate.
- Enable and use appropriate waiting-room and participant-admission controls to ensure that only authorised individuals can join a session.
- Manage screen-sharing, chat and file-sharing permissions appropriately, restricting these functions where they are not required for the session.

- Maintain control of the meeting as host, including the ability to remove unauthorised participants, restrict access or end the meeting if a security or safeguarding concern arises.
- Apply appropriate privacy settings and manage camera and microphone permissions to help protect the privacy and safety of everyone attending.
- Never share meeting links, passcodes or other access details with unauthorised individuals, or allow an unapproved person to join a session.

Any suspected unauthorised access, inappropriate participant activity or security concern arising during a session must be reported promptly in accordance with SCG's safeguarding and IT security procedures.

2.2 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

2.3 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

Should a young person, parent/carer or member of staff have a concern about the conduct or behaviour of an SCG mentor/coach or another member of staff, this should be reported promptly in accordance with SCG's Child Protection & Safeguarding Policy.

Concerns should be raised with the DSL or DDSL in the first instance, or with the Director or designated alternative contact where appropriate. Where a concern relates to the DSL, DDSL or Director, or it would not be appropriate to raise it through the usual reporting route, the alternative reporting arrangements in SCG's Child Protection & Safeguarding Policy must be followed. This may include contacting the relevant Local Authority or its whistleblowing hotline directly.

All concerns will be taken seriously and handled in accordance with SCG's safeguarding and allegations procedures. Staff must not attempt to investigate concerns themselves.

4.0 USEFUL LINKS

CROYDON MASH	0208 726 6464
CHILDLINE	0800 1111 ChildLine operate 24/7.
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*