

Staff and Host Family Code of Conduct



Table of changes

Date	Version	Summary of Amendments	Author
3.8.2020	1	n/a	JC
10 May 2022	2	Change to CEE	JC
31 May 2023, 6.2.2024	3	Change to SEE	JC
To be reviewed by 6.2.2025			

This code of conduct is closely aligned with the Vision, Values and Purpose of Cultural Experience England (SEE). Please also see the following:

SEE Low-Level concern policy

Whistleblowing policy

Safeguarding policy (including allegations against staff).

Vision

Connecting people and places to create life-long learning journeys

Values

1. Clarity
2. Safety
3. Positivity

Purpose

Date: 6.2.2024

24h emergency phone line: +44 (0)7796 997780
Second emergency line: +44 07795 842565

Review by: 6.2.2025

South England Exchange Ltd, 12 Russell Mews, Brighton BN1 2HZ

info@southenglandexchange.org
www.southenglandexchange.org

Staff and Host Family Code of Conduct



To provide young people from all over the world with positive experiences which promote language and cultural learning, academic and creative learning and personal and social growth

All staff and host families are required to:

1. Absorb and practise the contents of the staff / host family handbook, the induction training and the annual brush up training (SEE and SEI).
2. Care deeply about the safeguarding of the young people in our care.
3. Be continuously aware that student exchange is only possible because families open their homes and schools recognise the enrichment these programmes provide.
4. Remind themselves that all teenagers have to find their place in the world and may make mistakes whilst doing so.
5. Understand that our students have taken on a challenge which requires resilience and courage on their part and compassion and patience from us.
6. Demonstrate integrity and clarity whilst presenting opportunities and setting boundaries.
7. Remember that you are in a position of power and trust which you must not abuse.
8. Use appropriate language when in company of a student.
9. Never allow any sexual contact with a student, irrespective of their age
10. Never use corporal punishment or physical restraint against a student. Where an emergency makes physical restraint unexpectedly necessary, inform the DSL immediately by phone or text. The DSL will add the incident to the Unusual incidents folder, where it will be stored for 10 years. The reporting person will receive a copy.
11. Use physical contact only when necessary and only in a manner which is appropriate to the age of the student and the situation.
12. Look after students in distress.
13. Always respect students' right to privacy.
14. Never search a student or their belongings.
15. When agreeing to transport a student, do so in a safe way.
16. Gifts and rewards may be exchanged but should not be excessive in value or quantity.

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17. Take photographs and videos of students only with their consent and never publish them on a social media platform or otherwise online unless with express consent
18. Not contact natural parents unless expressly requested to do so by management.
19. Not contact partner organisations unless expressly requested to do so by management.
20. Ensure that social contact between SEI staff, host families and school staff does not impact on the relationship with a student and make it clear to all students that staff are not friends with families.
21. Use of electronic devices: Staff may use all forms of electronic devices (laptops, computers, tablet computers, mobile phones etc) but have to ensure they are access protected. Staff must protect data privacy at all times. It is not allowed to download personal data of students or host families. These must be accessed on the secure online platform used by SEE and SEI. Care must be taken when forwarding messages. Any questionable content must be reported via the Unusual Incident form on Zoho.
22. Video calls are acceptable but when video calling a student, staff must ensure no other parties can follow the call on the staff member's end (e.g. by being in the same room).
23. Use of social media for communication: For documentation purposes, it is strongly advised to use email as the preferred means of written communication. Where this is not practicable, other platforms can be used as long as the communication partner has free access to the same. Staff must not broadcast individual messages for students or host families on social media. Private messaging is acceptable where email has been proven not to be efficient. When broadcasting on social media, staff must never identify a student or make them identifiable by giving particulars.
24. Data protection breaches: If personal data has been sent to or received by the wrong person, this constitutes a data protection breach and must be notified to the Data Protection Officer (JC) or the Office Manager (AS).
25. If your conduct has fallen short of the required standards or if a situation has arisen that could appear to be compromising or be misconstrued, please report this to the Director for recording. It will help clarify the issue and document your view.