



Staff and Homestay Code of Conduct

Updated: 06/07/2025

Introduction

UK2Learn expects the highest standard of conduct from every member of staff, whether directly employed or self-employed, to adhere to the standards and behaviours (obligations) set out in this Code of Conduct. Any breach of this code of professional conduct may result in disciplinary action for employees or termination of engagement for volunteers and depending on the circumstances, contact with appropriate outside organisations i.e., the police, or the Disclosure and Barring Service.

The provisions of the Code will apply to all of UK2Learn's employees, volunteers and anyone else providing a service on behalf of UK2Learn, including at any functions which take place outside of normal working hours.

The following are guidelines which all employees and host families should follow:

Employees and host families must:

- Treat others with respect and maintain confidentiality at all times
- Use appropriate language
- Not discriminate unlawfully against any person
- Treat clients of UK2Learn professionally
- You must maintain appropriate boundaries, avoid improper contact or relationships with students and respect your unique position of trust as a teacher or guardian
- Give all students the privacy that they are entitled to
- Not search students and/or their belongings
- Never give any type of corporal punishment, under any circumstance to students

Staff Code of conduct

1. Honesty, Integrity, Impartiality and Objectivity

Whilst Employees and volunteers are always in a position of power and trust, they must perform their duties with honesty, integrity, impartiality, objectivity and be truthful and transparent in all communications. Exhibiting and defending professional and personal integrity and honesty at all times is of paramount importance.

2. Accountability

Employees and volunteers must be accountable to UK2Learn for their actions and accept responsibility for their own professional actions and decisions. They must also be mindful of their responsibilities as professional people towards the wider community.

3. Respect for Others

Employees and volunteers must:

- Treat others with respect and maintain confidentiality at all times
- Use appropriate language
- Not discriminate unlawfully against any person
- Treat clients of UK2Learn professionally

- You must maintain appropriate boundaries, avoid improper contact or relationships with students and respect your unique position of trust as a teacher or guardian
- Give all students the privacy that they are entitled to
- Not search students and/or their belongings
- Never give any type of corporal punishment, under any circumstance to students

4. Contact and Communication

Employees and host families have a duty of care to all students, and therefore must:

- Communicate with students appropriately
- Communicate with students, parents, agents and schools in a professional, yet friendly, working relationship level
- Under no circumstances let a relationship develop into something more personal and it is your duty to keep a professional footing at all times
- Maintain an appropriate level of physical contact at all times, with special consideration given when caring for a distressed student
- Be aware that one-to-one meetings with students are not advised and if possible, another adult should be present
- Be aware that transporting students alone, is not advised but UK2Learn understands that it is likely not possible to have another adult present
- Ask permission from each student before taking any photos and/or videos of them and also checking if that student has allowed for this type of media to be uploaded to the UK2Learn website and/or UK2Learn's social media channels before doing so

5. UK2Learn Property

Employees and volunteers must not make personal use of property or facilities of UK2Learn unless properly authorised to do so.

6. Personal Interests

Employees and volunteers must not in their role at UK2Learn:

- Allow their personal interests to conflict with the organisation's requirements
- Use their position improperly to confer an advantage or disadvantage on any person

7. Registration of Interests

Employees and volunteers must:

- Register or declare any interests
- Declare hospitality, benefits or gifts received as a consequence of their employment

7. Reporting Procedures

Employees and volunteers must not treat another employee at UK2Learn less favourably than other employees by reason that the other employee has done, intends to do, or is suspected of doing anything under or by reference to any procedure the authority has for reporting misconduct. Employees and volunteers must also challenge others if they suspect unlawful or unethical conduct or behaviour.

8. Openness

Employees and volunteers must:

- Not disclose information given to them in confidence by anyone, or information acquired which they believe is of a confidential nature, without the consent of a person authorised to give it, or unless they are required by law to do so
- Not prevent another person from gaining access to information to which that person is entitled by law

Homestay Code of conduct

1. Safe & Supportive Home Environment

- Provide a safe, clean and welcoming environment where the student feels respected and included.
- Ensure access to:
 - A private bedroom with a door that closes fully.
 - Three nutritious meals a day.
 - Laundry, heating and reasonable internet access.
 - A quiet space to study.

2. Welfare & Safeguarding

- Act in loco parentis for students under 18.
- Never leave under-18s overnight without adult supervision (report all absences).
- Report any illness, concern or incident to UK2Learn immediately.
- Ensure all adults' household members have undergone enhanced DBS checks and safeguarding training.

3. Respect & Cultural Sensitivity

- Respect the student's cultural background, religion and dietary requirements.
- Do not impose personal beliefs or lifestyle on the student.
- Ensure the student is treated with dignity and fairness.

4. Appropriate Conduct

- No physical discipline or threats under any circumstances.
- Do not enter a student's bedroom without knocking and waiting for a response.
- Do not:
 - Consume alcohol to excess or engage in illegal behaviour in the home.
 - Allow the student to consume alcohol or illegal substances.

- Allow unauthorised visitors or overnight guests to share the student's room.

5. Compliance & Communication

- Cooperate fully with home visits, inspections and spot checks.
- Keep in regular contact with the UK2Learn and respond to communications promptly.
- Notify UK2Learn of any changes in household composition or circumstances.

This Policy Review

Handbook published date:	06/07/2025
Handbook review by date:	06/07/2026
Responsibility for handbook review:	Joo Young Choi/Alex Mackie