



KMS 260

Parent / Carer / Guardian

Code of Conduct

This policy is to be read in conjunction with the following policies:

- KMS 004H Student Code of Conduct
- KMS 017A Student Disciplinary Code of Conduct
- KMS 250 Safeguarding Policy
- KMS 254 Drugs and Alcohol Misuse Policy
- KMS 257 Anti-Bullying and Harassment
- KMS 750 Visitors Policy & Procedure
- KMS 900 Views and Complaints Policy

Appendix A: Student / College / Parent Contract



Created by:	Assistant Principal, Student Experience & Progression	Next Review Date:	July 2025
Approved by:	Senior Management Team	Responsibility for Review:	Assistant Principal, Student Experience & Progression
Date Approved:	May 2019		

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Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our College about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

College Expectations for Parent/Carers & Guardians

At Kingston Maurward College we do our utmost to ensure that care for students is of the highest quality in all that we do.

There are times however, as with all Colleges, when a student might be left feeling upset by the events of the day and we recognise this can be very distressing for parents / carers too.

On these occasions it is important that we respond swiftly, carefully, and fairly. The College has excellent procedures to ensure that we do respond effectively.

While issues can be distressing for parents, students and staff, it is important for the students involved that when a problem does occur that calmness is maintained.

Within KMC there are procedures and expectations for students and staff to ensure that this remains the case.

It is less well known that there are expectations for parents / carers too that must be respected so that issues can be resolved calmly.

As well as following the guidance set out in our Student / College / Parent Contract and our Visitors Policy, we expect parents, carers and visitors to:

- Respect the values and ethos of our College
- Understand that both teachers and parents /carers need to work together for the benefit of the student
- Demonstrate that all members of the College community should be treated with respect and therefore set a good example in their own speech and behaviour
- Seek to clarify a student's version of events with the College's view in order to bring about a peaceful solution to any issue
- As the parent / carer of a student, you are expected to correct behaviour especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Inform and approach the College, working collaboratively to help resolve any issues of concern

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In order to support a peaceful and safe environment the College cannot tolerate parents, carers and / or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the Estate and Campus grounds
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper
- Threatening to do actual bodily harm to a member of College staff, governor, visitor, fellow parent / carer or student, regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying College property
- Abusive or threatening e-mails or text / voicemail / telephone messages or any other forms of written communication
- Defamatory, offensive or derogatory comments regarding the College or any of the students / parents / staff at the College via Facebook or any other social sites

Any concerns you may have about the College must be made through the appropriate channels, which can include the College Complaints Procedure.

You can speak to the appropriate member of staff of the relevant Head of Department in the first instance, so that issues and concerns can be dealt with fairly, appropriately and effectively for all concerned.

Equally the Assistant Principal Student Experience & Progression or the Deputy Principal Learning & Performance can be consulted for assistance.

If you are not happy with the outcome, you may contact the College's Complaints Officer by emailing views.complaints@kmc.ac.uk. The Views and Complaints Policy can be located on the College's website and provides further guidance regarding how to raise a formal complaint.

- The use of physical aggression towards another person – student, staff member or visitor to the College

This includes physical punishment against your own child on College premises.

- Approaching a student who you are not the parent / carer of in order to discuss or chastise them because of the actions of this student towards your own student.

Such an approach to students may be seen to be an assault on that student and may have legal consequences.

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- Smoking (outside designated areas) and consumption of alcohol or other drugs whilst on College premises. Please note from September 2019 the majority of the campus has been designated as a non-smoking site.

Where a parent, carer or visitor does not respect these expectations, the College

- reserves the right to terminate a telephone conversation or to ask the person concerned to leave the Estate and Campus with immediate effect
- reserves the right to issue a Campus Ban in order to maintain and protect the safety and well-being of its students, staff and visitors where a person is demonstrating behaviour that it deemed by the College to be unreasonable, aggressive or abusive
- may also determine that an incident is of sufficient concern that it warrants reporting formally to the police
- the Principal may decide to withdraw a student from their Programme of Study or refuse admission based on what the College deems to be unsafe or unacceptable behaviour demonstrated by the student's parent / carer guardian or associated persons

Inappropriate use of Social Media and Networks sites

Social media websites are being used increasingly to fuel campaigns and complaints against Colleges, Principals, College staff, and in some cases, other parents / carers and students.

The College considers the use of social media websites used in this way as being unacceptable and not in the best interests of the student or the whole College community.

Any concerns you may have must be made through the appropriate channels in order that they can be dealt with fairly, appropriately and effectively for all parties concerned.

In the event that any student or parent / carer of a student being found to be posting libellous or defamatory comments on Facebook or any other Social Media network sites, they will be reported to the appropriate 'report abuse' section of the network site, and if necessary to the police.

All Social Media network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this.

The College will also expect that any parent / carer or student removes such comments immediately.

In serious cases the College will also consider its legal options to deal with any such misuse of Social Media networking and other sites.

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Additionally, and perhaps more importantly, if the issue of cyber bullying and the use by one student or a parent / carer to publicly humiliate another student or member of staff by use of an inappropriate social network entry.

Within the College, we take incidents of bullying very seriously; any student found to be involved in bullying may be subject to Disciplinary action with sanctions up to and including exclusion from their course, the College and as appropriate.

Potential Sanctions for Unacceptable Conduct

We are proud that the College is open and welcoming to all who would like to support our students. We also expect our parents and other adults to help the College community in a variety of ways.

However, our overriding priority is the provision of a safe learning environment for all of our students and a safe working environment for our staff.

Under section 547 of the Education Act 1996, it is an offence for any person (including parents / carers) to cause a nuisance or disturbance on School premises; it should be noted that the College has chosen to adopt similar principles and protocols.

The Senior Management Team and governing body may also authorise the removal of a person(s) if they have reasonable cause to believe that this person(s) is causing a nuisance or disturbance.

The College reserves the right to request police involvement to assist the College in the removal of a parent / carer or visitor from our premises, Campus or wider estate.

Equally, the College expects its staff to behave professionally in these situations and attempt to diffuse the situation wherever possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The Principal and Governors have the right to issue a Campus ban to an offending adult from entering the College's grounds in order to safeguard our College community.

A ban can be for a limited period of time and reviewed, or it can be permanent. However if aggression or intimidation continue, or where there have been serious acts of aggression, a parent / carer or visitor may be banned permanently by the Principal.

Each situation will be considered individually and leaders will seek to ensure that the person involved has the opportunity to present their side of events. The decision is

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taken at the Principal's discretion and is based on the details of an incident being drawn together to inform as fair a decision as possible.

Wherever possible, a warning will be given to a parent / carer and / or visitor who might be demonstrating inappropriate behaviour.

The following steps will be taken when a site ban has been decided upon:

- The adult will be warned, in writing, that they are banned from the premises, and informed whether the ban is subject to review by a specified date.
- They will be advised that they have a right to appeal the ban by writing to the Chair of Governors, via the Clerk to the Governors, within ten working days setting out the reason(s) for appeal.
- Where a physical assault has led to a ban, a statement indicating that the matter has been reported to the police will be included.
- Where appropriate, arrangements for students being delivered to and collected from the College site will be clarified.
- The Chair of Governors will be informed of the ban.
- The College will keep a log of relevant incidents as evidence.
- If appropriate, the ban will be reviewed at the end of the relevant period and may be extended if the College has grounds for continued concern regarding the relevant adult(s) conduct.
- The relevant person will be informed of the outcome of the review and advised whether the site ban is to be lifted or extended.
- There will be a right of appeal against a decision to extend the site ban, which can be exercised by writing to the Chair of Governors within fifteen working days setting out the reason(s) for appeal.
- Following consideration of all the facts relating to the ban, the decision made is final and will be communicated in writing within 10 working days of receipt of the appeal.

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Appendix A – Student / College / Parent Contract

As a student it is my responsibility to

- Attend College every day I am expected to and all of my timetabled sessions, including English and maths
- Attend my work placements as expected
- Arrive at College on time, ready for sessions to start at 09:15am
- Arrive at my sessions on time
- Attend all exams and assessments
- Take pride in my appearance and wear the correct College uniform, my lanyard and PPE when necessary
- Wear my lanyard at all times unless I am given permission by my tutor to remove it
- Ensure I have adequate insurance if I use my own vehicle to travel to College

- Make sure I have the correct clothing and equipment for my sessions
- Follow all reasonable instructions, obey all College rules and accept the consequences if I do not in an appropriate manner
- Not bring inappropriate or unlawful items to College
- Be aware of my own personal behaviour
- Show courtesy, care and respect for all students, staff and visitors to the College
- Show respect for the College environment, facilities, resources and animals
- Show respect for other student's possessions

- Contact the College absence line (01305 215111) before 09:15am each day of my absence
- Not to take holidays during term time

I will always try to

- Work hard and learn the best I can at all times
- Complete all of my work and hand it in on time
- Make the best use of the College ICT facilities and the Learning Resource Centre (LRC)
- Act as an ambassador/representative of the College when outside of College (i.e. work experience placements, trips and visits, using College transport)
- Be proactive – ask for help when I need it
- Make use of all the opportunities to engage in learning and College life
- Set SMART targets that challenge me and help me move towards my career aims
- Let the College know about my successes or concerns
- Inform a member of staff if I feel bullied or threatened in any way (including bullying via Social Media)
- Support and encourage other students
- Make the best use of any additional support the College offers (i.e. Learning Support, Teaching Assistants, 121 Team and services)
- Make the best possible use of all the opportunities both in and outside of College
- Be proud of my achievements and support the celebration and achievements of fellow students

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As a College it is our responsibility to

- Help all students see their potential and help them to achieve
- Check attendance and punctuality and discuss with students any unexplained absences
- Plan, prepare and teach effective sessions in accordance with their Study Programme
- Encourage students to attend all timetabled sessions and celebrate their attendance
- Check uniform, equipment and PPE are correct and work with any students to address any concerns

- Teach and encourage students to follow College rules and to treat all students, staff, visitors, facilities, resources and animals with respect
- Not to discriminate against any student and promote good relationships between different communities
- Operate the College disciplinary code of conduct in a fair and consistent way
- Encourage all students to achieve success and celebrate this
- Treat all students, staff, visitors, facilities, resources and animals with respect

- Give appropriate work and independent study tasks, with regular checks on learning and marking
- Work with students to set and review SMART targets that inspire and challenge students
- Discuss and work with students and/or parents/carers when learning concerns occur
- Provide bi-annual progress reports for use at November and March Parent/Carer meetings
- Provide stimulating enrichment activities that will enhance learning
- Encourage and support students to adopt a healthy lifestyle

- Celebrate successes and achievements
- Respond professionally to any contact from students and/or parents/carers
- Encourage students to share their concerns or worries, and then take appropriate action

- To be open and welcoming at all times
- Work in partnership with all students and parents/carers to ensure best progress

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As a parent/guardian it is my responsibility to

- Ensure my young person attends College on their timetabled day, on time and ready for sessions to start at 09:15am
- Ensure my young person attends their work placement as expected
- Ensure my young person wears the correct College uniform
- Ensure my young person has the correct equipment and PPE for all sessions

- Ensure my young person contacts the College absence line (01305 215111) before 09:15am each day of my absence
- Not to book holidays during term time

- Approach the College in a calm manner when reporting difficulties
- Attend parental meetings, December and March Parent/Carer Evenings and other events
- Support the College's expectations of behaviour and attendance

- Support my young person's learning at home and College by being aware of what they are studying
- Encourage independent learning and completion of assignments
- Celebrate hard work, effort, achievement and successes
- Provide a quiet learning environment and equipment for my young person to study at home
- Allow my young person to make the best use of ICT facilities and support the College's eSafety policy
- Encourage my young person to make the best use of any additional support the College offers (i.e. Learning Support, Teaching Assistants, 121 Team and services)

- Let the College know about any outside successes or worries
- Co-operate with the College to sort out differences from time to time
- Read all communications from the College and respond appropriately
- Inform the College promptly of any changes in home circumstances and contact details

- Encourage my young person to make as full use as possible of all the opportunities whilst at College
- Work in partnership with the College to ensure best progress