

Practitioner / Staff Code of Conduct

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Practitioner Code of Conduct DEC 2025 Review Date: DEC 2026

Purpose

This Code of Conduct sets out the key principles, values, and professional standards expected of all Nudge Education practitioners. It defines the behaviours and ethical responsibilities that underpin our work, ensuring every interaction is safe, respectful, and consistent with our mission to eradicate chronic disengagement and guide young people toward a life worth living.

It communicates to practitioners, partners, and the public the level of professionalism, integrity, and care expected of everyone representing Nudge Education. While it cannot address every situation, it provides a framework for sound professional judgement both within and beyond our direct work with young people.

This Code applies to all Nudge practitioners, in every context where they represent the organisation: during sessions, in communications, in the community, and in all professional relationships. Practitioners are expected to uphold Nudge's core values focus, inclusion, collaboration, trust, integrity, and unorthodoxy ensuring our conduct continually reflects our shared purpose: that no young person is left behind.

As practitioners, we hold a position of significant responsibility and influence. Our conduct both within and beyond our professional context must reinforce confidence in Nudge Education as a safe, ethical, and trustworthy service. By maintaining the highest professional standards, we protect the wellbeing of young people and uphold the reputation of our organisation and the wider sector. Scope

This Code applies to all Nudge Education practitioners, whether the contract type is Flexible Worker PAYE, Self-Employed or salaried. It applies to every practitioner working directly with young people, engaging with families, liaising

with commissioners, or contributing to organisational development. It applies across all contexts, including sessions, digital communications, external meetings, and community interactions.

Status

All practitioners are expected to be familiar with this Code of Conduct and to use it as a guide for ethical decision-making and reflective practice. It should be read alongside other Nudge Education policies, including Safeguarding, Health and Safety, and Equality and Diversity (see below).

While this Code provides guidance, it relies on practitioners' professional judgement, empathy, and integrity to apply its principles in a range of circumstances. Serious breaches or repeated minor breaches may result in formal review or disciplinary action, in line with Nudge Education's internal procedures. Nudge Professional Expectations

1. Act in the best interests of young people

- Prioritise each young person's safety, dignity, and wellbeing in everything you do.
- Build relationships grounded in trust, empathy, and appropriate professional boundaries. Never discuss your own intimate or personal relationships with a young person, and never attempt or allow an inappropriate personal relationship to develop.
- Never act in a way that could harm or exploit a young person, including verbally, emotionally, physically, sexually, financially or digitally. Any behaviour that constitutes abuse is gross misconduct and will result in immediate dismissal.
- Use curiosity, connection, and trauma-informed practice to de-escalate situations and promote positive change and only act physically to prevent immediate harm in line with CPI training and legal guidance.
- Act swiftly and appropriately on any safeguarding concerns, following policy, procedures, and training.
- Maintain confidentiality and discretion at all times, sharing information only when it is lawful, necessary, and in the best interests of a young person's safety or wellbeing. Handle all personal data securely and transparently, in full accordance with Nudge Education's Data Protection and GDPR Policy.

2. Represent Nudge with integrity

- Demonstrate honesty, professionalism, and respect in every interaction within sessions, meetings, and the wider community.
- Your conduct, both in and out of direct sessions, should be honest, professional and aligned with our values: focused and committed, inclusive and understanding, collaborative and supportive, trusted and skilled, acting with integrity and purpose, and unorthodox but safe.
- Be mindful that your conduct, both in and outside of work (including online), reflects the trust families and commissioners place in us. You should not bring Nudge Education into disrepute at any time, including at work-related social events, external meetings, training, overnight stays, conferences, or celebrations connected to work. Inappropriate behaviour (such as harassment, intimidation, or being under the influence) may lead to disciplinary action, up to dismissal.
- Represent Nudge with clarity and neutrality, ensuring all messages reflect our shared purpose, not personal opinion or outside promotion

3. Foster inclusion, respect, and belonging

- Treat every young person, family, and colleagues with dignity, respect and empathy at all times.
- Celebrate individuality and diversity, recognising that everyone's story and identity matters. Do not discriminate on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, culture, ethnicity, religion or belief, sex, sexual orientation, care experience, or any other protected or personal characteristic.
- Speak and act with kindness, ensuring words and behaviours uplift, not diminish, others. Do not bully, harass, sexually harass, victimise, humiliate, threaten or discriminate against anyone. Bullying/harassment (including online) is never tolerated and may constitute gross misconduct.
- Challenge discrimination or unfairness wherever it appears, and model the culture of respect you want to see.

4. Communicate professionally with purpose and care

- Use language that is calm, clear, and encouraging; even in moments of pressure.
- Keep written and verbal communication accurate, professional, and free from bias. Share progress and challenges honestly so that everyone working with a young person can make informed, safe decisions.
- Protect the privacy and dignity of young people, families, and colleagues by handling all information sensitively. Misuse or unauthorised disclosure of confidential information is a serious breach and may be gross misconduct.
- Keep records, reports, and updates factual, timely, current, and respectful. Complete documentation as soon as possible after each session or event. Never falsify records (including notes, timetables, expenses, attendance, or case reports). Falsification is gross misconduct.
- Use digital platforms thoughtfully and safely, keeping communications professional and transparent.
- Follow Nudge guidance on digital communication with young people and families:
- Keep communication professional, necessary and transparent.
- Do not blur boundaries through private, secret, suggestive or overly personal messaging, social media contact or out-of-hours direct messaging.
- Do not post, share or comment on social media in ways that could identify a young person, damage trust in Nudge, or breach confidentiality, even outside working hours.
- Do not share your phone number with young people, parents or carers.
- Be mindful of notifications on your personal phone during sessions.
- Delete any photographs of young people from personal devices promptly once they have been uploaded to the daily log or any other reports.

5. Maintain healthy and safe professional boundaries

- Be mindful of the influence and responsibility that comes with your role, and do not exploit your position of power.
- Create clear, respectful boundaries that keep young people emotionally and physically safe by delivering interventions that are safe, age-appropriate and purposeful.

- Balance warmth with professionalism; be friendly without blurring boundaries. Do not give or accept cash, purchase items from parents or carers, or exchange gifts, money, personal loans, or favours that could compromise professional judgement
- Seek supervision and support if a relationship dynamic feels complex or unclear. You must not develop or pursue close personal, romantic or sexual relationships with young people or with parents/carers in a way that risks your objectivity or Nudge's reputation. (This also applies to young people who have previously accessed support with Nudge).
- If you have a close personal relationship with a colleague, commissioner, parent/carer or other professional that could be perceived as a conflict of interest, tell your line manager so safeguards can be put in place.
- Maintain appropriate boundaries with parents and carers by directing all communication through the Education Intervention Coordinator (EIC). Practitioners should not contact parents or carers directly.
- Protect digital boundaries by avoiding direct communication with parents or carers via personal phone, messaging apps (e.g., WhatsApp), email, or social media. Personal contact details must not be shared. All digital communication must be routed through the EIC or approved organisational systems
- Do not share personal information such as your home address or personal contact details with parents/carers. All communication goes through the EIC.
- Do not take young people to your home address (even if it is just to collect resources or wait in the car).
- Always utilise practitioner expenses, rather than use own funds, to purchase resources for young people, as this can be misconstrued. Speak to your EIC if you need to request additional funds.
- Remain vigilant and self-aware when hearing or observing language or behaviour that is inappropriate, harmful, or discriminatory, such as swearing, homophobic, racist, or sexist comments. Be wary of becoming desensitised to such behaviour, particularly over the course of a longer-term intervention, or if the behaviour is frequent. Address and report incidents in line with the young person's needs, safeguarding guidance and reporting timeframes.

6. Keep information and systems secure

- Treat all personal information about young people and families as confidential and only share it when it is necessary, lawful, and in the young person's best interests (for example, to keep them safe).
- Follow Nudge's data protection policy at all times.
- Use technology responsibly to safeguard young people's privacy and maintain public confidence.
- Stay alert to risks in online communication and act swiftly if anything feels unsafe.
- Do not access, share, download or store inappropriate, illegal or harmful content, including any sexual or exploitative imagery of children. Possessing or accessing such material is gross misconduct and will be escalated immediately.
- Do not access, create, store or share material that is abusive, discriminatory, pornographic, threatening, harassing, or otherwise unsafe using Nudge systems or during working time.
- While personal social media accounts are private spaces, staff are reminded that online activity can become visible to the organisation. Any content that may compromise professional integrity, the safety of young people, or the reputation of the service may warrant inquiry or investigation.

7. Collaborate and connect professionally with others

- Work in a cooperative, respectful and solution-focused way with colleagues, senior leaders, schools, local authorities, health and social care partners, parents and carers.
- Engage in open, honest communication that builds trust and shared understanding.
- Offer feedback constructively and receive it with openness and reflection.
- Contribute positively to a supportive team culture where everyone feels respected and valued. Do not make malicious, unfounded or undermining comments about colleagues, other professionals, or placements, especially in front of families or young people.
- Respect agreed plans, risk assessments and care/education plans, and act in line with them.
- Welcome parents and carers as partners in the young person's journey, and communicate with them in ways that build trust and clarity.

- Never use social media or messaging to embarrass, ridicule, intimidate or harass another person, including colleagues, parents/carers or young people. Do not post content online that could damage a young person's dignity or breach trust in Nudge, even if you believe it's anonymous.

8. Be reliable, safe, and accountable

- Be punctual, prepared and ready to work at the agreed time, place and ratio. You communicate proactively if anything affects attendance (such as illness), travel, safety or continuity.
- Follow agreed plans, Standard Operating Procedures (SOPs), procedures, and safety guidance with care and consistency.
- Take ownership of your professional decisions, asking for guidance when needed.
- Do not work while under the influence of alcohol or drugs, and do not possess, supply or use illegal substances in any work context. Being under the influence, or in possession of illegal drugs in a work context, is gross misconduct.
- Keep yourself and others safe by following health and safety procedures at all times, including lone-working, dynamic risk assessment, incident reporting and use of PPE/controls. Serious breaches of safety can be gross misconduct.
- Ensure that any vehicles used for transporting young people during sessions are covered by business insurance, are roadworthy and are safe for use.
- Maintain honesty and accuracy in all records, expenses, and reports; theft, fraud, deliberate misuse of resources, or dishonest expense/activity claims are gross misconduct.
- Use Nudge property, equipment, ID and resources responsibly, keep them secure, and return them when required.
- Ensure Nudge ID is visible (or on your person) when working with a young person. Store this away in a safe place when not in use.
- Use paid working time appropriately. Where direct contact time is reduced, practitioners must use the remainder of the paid time to complete planning, documentation, resource preparation or risk assessment updates. Claiming paid time without undertaking appropriate professional duties is a breach of professional expectations.

9. Act with honesty, transparency, and integrity

- Be truthful and dependable in all professional interactions. Provide accurate information about a young person's progress, presentation and circumstances and do not exaggerate, minimise or conceal risk.
- Admit mistakes early, learn from them, and take responsibility for making things right.
- Uphold ethical standards even when no one is watching. Integrity is the foundation of trust.
- Ensure every action you take aligns with Nudge's mission to transform lives through education.
- Recognise that you are a role model; young people observe and are influenced by your behaviour.
- Declare any criminal investigation, arrest, charge, caution or conviction to your line manager immediately so that any safeguarding, risk, or suitability concerns can be assessed. Failure to disclose is a disciplinary matter.
- Do not accept, offer or request any bribe, gift or personal advantage that could influence (or appear to influence) your professional judgement or Nudge's decision-making. Bribery is a form of misconduct and may be a criminal offence.
- Do not misuse your position for personal gain.

10. Commit to reflection and professional growth

- Maintain safe, consistent, purposeful practice that aligns with Nudge's standards and values and with our promise to deliver a life worth living.
- Engage actively in 1:1 meetings, supervision, complete mandatory training, and continuous professional development to stay up to date with safeguarding, behaviour support, trauma-informed approaches, inclusive practice and relevant law/standards.
- Reflect on your practice regularly and seek feedback that helps you grow. Seek guidance when faced with uncertainty rather than taking unsafe or unapproved action.
- Accept feedback, support, supervision and quality assurance as essential to safeguarding young people and maintaining trust with families and commissioners.

- Share learning generously with colleagues to strengthen collective expertise.

11. Whistleblowing

All staff have a responsibility to speak up if they witness or suspect any wrongdoing, risks, malpractice, or breaches of policy, including safeguarding concerns. Concerns should be raised at the earliest opportunity through the appropriate channels so they can be taken seriously, investigated fairly, and addressed promptly. Individuals who raise concerns in good faith will be protected from dismissal, victimisation, harassment, or any other detriment. Confidentiality will be respected throughout the process, and staff are encouraged to seek guidance if they are unsure whether an issue falls under whistleblowing.

For full procedures, reporting routes, roles and responsibilities, and further guidance, please refer to the linked Whistleblowing Policy. Breaches of these professional expectations will be managed under Nudge Education's disciplinary procedures.

Each situation will be considered individually, but behaviour deemed gross misconduct may result in summary dismissal or termination of engagement without notice. Investigations will follow Nudge Education's disciplinary and safeguarding procedures to ensure fairness, transparency, and protection for all parties.

Our goal is always to act swiftly and proportionately to protect young people, uphold public trust, and preserve the integrity of our work.

Review

This Code of Conduct has been signed off by the Nudge Education Directorate.
Charlotte Nouch Director of Partnerships & Services 5 Dec 2025

Related Policies

- Disciplinary Policy
- IT & Social Media Policy
- Data Protection and GDPR Policy
- Nudge Education Child Protection and Safeguarding Policy

- Equality, Diversity & Inclusion Policy
- Whistleblowing Policy

All Policies can be found [here](#).

NEO Online Addendum

This addendum applies the canonical Nudge Education policy above to the online provision context of Nudge Education Online (NEO). It is sourced from NEO - Staff Code of Conduct v04.26.docx.

NEO BY NUDGE EDUCATION

Staff Code of Conduct Nudge Education Online

Policy Owner	Director, Nudge Education Online & Head of School, countersigned by the Designated Safeguarding Lead (DSL)
Approved	April 2026
Review Date	April 2027
Version	04.26
Operating Company	Nudge Education Ltd (Company Number 10192753)
Proprietor	Diego Melo
Accreditation Route	Online Education Accreditation Scheme (OEAS) — accreditation in progress

This policy applies to all learners, staff, practitioners, contractors, volunteers and visitors of Nudge Education Online (NEO). NEO is a fully online alternative provision for learners aged 11–18, operated by Nudge Education Ltd. NEO is not a DfE-registered independent school and is not subject to Independent Schools Inspectorate (ISI) inspection. NEO is pursuing OEAS accreditation only.

1. Statement of Intent

Nudge Education Online (NEO) expects every adult working with learners to behave with integrity, care, and a clear sense of professional responsibility. This Code of Conduct sets out the standards that every member of NEO staff — and every practitioner, contractor, and volunteer — is expected to uphold. It is the counterpart to the NEO Child Protection and Safeguarding Policy: safeguarding requires a safer culture, and a safer culture depends on shared, explicit standards of adult conduct. The Code is written with NEO's fully online context in mind. Professional boundaries translate directly to digital spaces — screens, chat, recordings, and platforms. Any ambiguity is resolved in the direction of greater safeguarding caution, not less.

2. Scope

This Code applies to: All NEO staff, including the Director / Head of School, DSL, Deputy DSL, SENCo, and administrative staff. All qualified subject-specialist teachers delivering live lessons. All named practitioners acting as mentors and single points of contact for learners. All contractors, freelancers, and external providers delivering services to or on behalf of NEO. All volunteers, including guest speakers and enrichment contributors. Agency-supplied staff working under NEO's direction. Every individual in scope signs the Code at induction and annually thereafter. Signed copies are retained on the personnel file.

3. Legal and Regulatory Framework

Keeping Children Safe in Education 2026 (KCSIE) Teachers' Standards (DfE, 2021) — applied to all qualified teachers Equality Act 2010 Data Protection Act 2018 and UK GDPR ICO Children's Code (Age Appropriate Design Code) Online Safety Act 2023 Safeguarding Vulnerable Groups Act 2006 Protection of Freedoms Act 2012 OEAS accreditation criteria (workforce and welfare strands) NEO Safer Recruitment and Use of Volunteers Policy — this Code operates alongside that policy throughout the employment lifecycle.

4. Guiding Principles

Learners come first. When a tension arises between learner welfare and adult convenience, learner welfare takes precedence. Transparency over secrecy. If conduct could not withstand scrutiny, it should not happen. Relational, not personal. Staff build warm professional relationships with learners — not friendships, not intimacy, not dependency. Bounded autonomy. Staff exercise professional judgement within clearly understood limits, escalating early when unsure. Consent as protocol. Consent is sought explicitly for each action that touches a learner personally — it is never assumed, implied, or rolled forward from a previous situation. Dignity for all. Colleagues, families, and commissioning partners are treated with the same respect owed to learners.

5. Professional Boundaries with Learners

5.1 Relationship

Staff maintain warm, professional relationships with learners. They do not form friendships, romantic relationships, or any form of personal relationship with a learner. This duty continues after a learner leaves NEO, for the period set out in the NEO Safer Recruitment Policy and in accordance with professional registration requirements (for teachers). Staff do not share personal contact details (personal phone numbers, personal email, personal social media) with learners or their families. Staff do not accept or initiate friend requests, follow requests, or direct messages on any personal social media account from or to a current or former learner.

5.2 Contact with Learners

All contact with learners takes place through NEO-sanctioned platforms (Google Classroom, Google Meet, NEO-managed Google Workspace email and chat). One-to-one live sessions are hosted on Google Meet using NEO-managed accounts. Sessions are recorded where appropriate under the NEO Online Safety and Acceptable Use Policy. Staff do not initiate or continue private, unsupervised digital contact with a learner outside sanctioned NEO channels. Out-of-hours contact with a learner is limited to urgent safeguarding or welfare situations, using NEO-sanctioned channels and logged the next working day. Communication with families is conducted via NEO email; personal devices may be used with NEO-managed accounts but personal accounts may not.

5.3 Language and Tone

Staff use respectful, inclusive language at all times, modelling the standards expected of learners. Humour, sarcasm, and irony are used with caution in written chat, where tone is easily misread. Pronouns and chosen names are respected. Staff do not use a learner's former name without the learner's consent. Staff avoid language that could be read as flirtatious, suggestive, sexualised, or boundary-crossing. If uncertain, rephrase.

5.4 Physical and Online Proximity

NEO is a fully online provision. Physical contact does not arise in routine delivery; where enrichment events include in-person contact, staff follow the event-specific risk assessment and KCSIE 2026 obligations. Online proximity is governed with equivalent care: cameras on or off, angle, framing, background, and household presence are all considered. Staff avoid broadcasting from bedrooms or unsupervised private spaces where practical. Staff never invite a learner to join a non-NEO video call or space.

6. Safeguarding Responsibilities

Every adult in NEO is a safeguarding adult. Noticing, asking, and escalating are part of the job. Any safeguarding concern, however small, is reported to the DSL (or Deputy DSL if unavailable) on the same day, in line with the NEO Child Protection and Safeguarding Policy. Staff do not promise confidentiality to a learner who is disclosing. They explain, in age-appropriate terms, that information may need to be shared to keep the learner safe. Staff maintain factual, contemporaneous records of any safeguarding concern or disclosure, using the NEO safeguarding log. Personal devices and personal accounts are never used. Staff follow the NEO whistleblowing route (in development) if they believe a colleague, contractor, or leader is acting in a way that places a learner at risk.

7. Online Conduct and Platforms

Only NEO-sanctioned platforms are used for learner-facing activity (Google Classroom, Google Meet, Google Workspace). Two-factor authentication is enabled for every NEO account. Passwords and account credentials are never shared, including with colleagues. Sharing of screens, links, or content is

considered for safeguarding risk first — for example, staff do not share personal browser tabs during screen-sharing. Session recordings are retained and accessed only under the NEO Online Safety and Acceptable Use Policy and the NEO Data Protection, Confidentiality and Privacy Policy. Any cybersecurity concern (phishing, suspected account compromise, unusual access, lost device) is reported to the Director / Head of School immediately.

8. Photography, Images, and Recordings

Personal devices are not used to photograph or record learners under any circumstances. Screenshots of learners or learner work are taken only through NEO-sanctioned systems and only with a clear safeguarding, educational, or evidential purpose. Publication of any image, recording, or identifying detail of a learner requires explicit parental consent in advance. Staff do not upload NEO content to personal cloud storage, personal social accounts, or third-party AI tools.

9. Social Media

9.1 Personal Accounts

Staff maintain strict separation between personal social media and their NEO role. Staff do not identify NEO, the NEO operating company, or their role in a way that could bring NEO into disrepute. Staff do not post material — text, image, or video — that could compromise their ability to safeguard learners, or that would be inconsistent with NEO's values. Privacy settings on personal accounts are reviewed on induction and at least annually.

9.2 NEO-branded Accounts

Only named staff authorised by the Director / Head of School operate NEO-branded accounts. Posts about NEO follow the NEO communications protocol. Posts featuring individual learners are made only with explicit parental consent and DSL oversight.

10. Confidentiality and Data Protection

Information about learners, families, colleagues, and commissioners is shared on a strict need-to-know basis. Staff do not discuss identifiable learner information outside secure NEO channels, including with members of their own household. Personal data is processed in line with UK GDPR, the Data Protection Act 2018, the ICO Children's Code, and the NEO Data Protection, Confidentiality and Privacy Policy. Subject Access Requests and information requests are directed to the DPO (currently the Director / Head of School during the initial period). Confidentiality is never absolute where safeguarding is in play. The safety of a child always takes precedence.

11. Conflicts of Interest, Gifts, and Hospitality

11.1 Conflicts of Interest

Staff declare any personal, financial, or professional relationship that could create, or appear to create, a conflict of interest — for example, family relationships with learners, commissioners, contractors, or suppliers. Declarations are recorded annually and updated as circumstances change. Staff remove themselves from decisions where a conflict exists or could reasonably be perceived.

11.2 Gifts and Hospitality

Staff do not accept gifts of more than token value from learners, families, or commissioners. All gifts, regardless of value, are recorded in the NEO gifts and hospitality log. Staff do not give gifts to individual learners. Celebrations, where appropriate, are group-based and sanctioned by the Director / Head of School.

12. Fitness to Work

Staff do not teach, mentor, or otherwise work with learners while impaired by alcohol, drugs, or any substance that affects judgement or conduct. Prescribed medication that may affect performance is declared to the Director / Head of School where it is relevant to safeguarding or health and safety. Staff experiencing acute stress, ill health, or personal crisis are encouraged to speak to the Director / Head of School or a delegated colleague to agree appropriate short-term adjustments. Support is not punitive.

13. Responsible Use of Artificial Intelligence

NEO staff may use AI tools within the limits set by the NEO Online Safety and Acceptable Use Policy and Data Protection, Confidentiality and Privacy Policy. In summary: AI tools are used only where a DPIA or policy approval covers the use case. No personal data, safeguarding information, or learner work is entered into any AI tool without explicit DPO approval. AI output is reviewed and adapted by a qualified human before it is shared with learners, families, or commissioners. When AI has contributed materially to a document, email, or resource, staff declare this. AI is never used to make a decision about a learner that a human should make. Staff engaging with NEO's agentic-AI research framework (Verse-ality) respect the identity-containment and consent principles set out there; they do not allow AI tools to adopt NEO's voice or act on NEO's behalf without human authorisation.

14. Equality, Diversity, and Inclusion

Staff uphold NEO's Equal Opportunities, Equality and Diversity Policy in every interaction. Discriminatory, prejudiced, or demeaning language or behaviour — including in private chats, personal accounts, or after-hours settings — is incompatible with NEO employment. Staff challenge discrimination proportionately, model inclusive practice, and complete annual EDI training.

15. Whistleblowing and Raising Concerns

Staff who believe a colleague, contractor, or leader is acting in a way that places a learner at risk, or is otherwise in breach of law or policy, have a duty to report. Routes for raising concerns include: the DSL (for safeguarding); the Director / Head of School (for conduct and operations); the Proprietor (for concerns about the Director / Head of School); and the NEO Whistleblowing Policy (in development) for all other cases. NEO does not tolerate retaliation against anyone raising a concern in good faith. Where internal routes are exhausted or unsafe, external routes include the LADO, Ofsted, the ICO, or the relevant professional regulator.

16. Breach of the Code

A breach of this Code is a serious matter. Consequences may include, but are not limited to: Informal feedback, coaching, and additional training for minor, unintentional breaches. Formal disciplinary action under NEO's disciplinary procedures for repeated or serious breaches. Summary dismissal for gross misconduct (for example, a safeguarding breach, breach of professional boundaries with a learner, serious data breach, or misuse of position). Referral to the DBS under the referral duty where criteria are met. Referral to the Teaching Regulation Agency (TRA) for qualified teachers where professional misconduct criteria are met. Referral to other professional regulators where applicable. Contract termination for contractors and volunteers. All disciplinary processes are fair, evidence-led, and compliant with employment law and NEO's duty of care to all parties.

17. Monitoring and Review

Every individual in scope signs this Code at induction and annually. The Director / Head of School and DSL review breaches annually and feed lessons learned into induction, training, and policy updates. This Code is reviewed annually, or sooner if KCSIE, OEAS criteria, or statutory guidance change. Staff feedback, safeguarding incident data, and learner voice inform revisions.

Acknowledgement and Signature

I confirm that I have read the NEO Staff Code of Conduct, that I understand the standards of conduct expected of me, and that I will uphold them. I understand that breach of the Code may lead to disciplinary action up to and including dismissal, and may be referred to professional regulators or the DBS where relevant.

Field	Entry
Name	_____
Role	_____
Date commenced	_____
Signature	_____

Field	Entry
Date signed	_____
Countersignature (NEO Director / Head of School)	_____

Related Policies

This policy should be read alongside: NEO Child Protection and Safeguarding Policy NEO Safer Recruitment and Use of Volunteers Policy NEO Online Safety and Acceptable Use Policy NEO Data Protection, Confidentiality and Privacy Policy NEO Behaviour and Regulation Policy NEO Equal Opportunities, Equality and Diversity Policy NEO Health and Safety Policy NEO Complaints Procedure NEO Whistleblowing Policy (in development) NEO Managing Allegations Against Staff Procedure (in development)

Document Control

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