

YST Learning Academy

Code of Ethics and Conduct

1 Introduction

This Code of Ethics and Conduct outlines the behaviour expected from all YST LA Licence Holders, who have a responsibility to act according to the highest standards of integrity, and to ensure the reputation of YST is beyond reproach.

2 General Principles

YST is founded on 4 values: Trust, Responsibility, Integrity and Partnership Working. We expect all Learning Academy Licence Holders to positively demonstrate YST's values through their: expected minimum standards of behaviour and conduct; professional standards; delivery; communication; administration and practice.

3. Expected Minimum Standards of Behaviour and Conduct

- Respect the rights, dignity and worth of others
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and safety of others
- Protect themselves and others from verbal or physical abuse and threatening or intimidating behaviour
- Never use inappropriate language or gestures

4. Professional Standards

- Ensure all learners, regardless of age, gender identity, sexual orientation, disability, race, religion, belief, marriage, civil partnership, pregnancy and maternity, have equal opportunities
- Ensure all learners, including those with additional learning needs have equal opportunities
- Ensure that there is no misuse or abuse of any relationship of trust or power of influence and all learners are supported appropriately and professionally
- Act as an ambassador for YST and ensure at all times that the organisation is not brought into disrepute by making any inappropriate, personal or negative comments
- Ensure reasonable care and skill is taken when carrying out duties
- Ensure that the correct descriptor is used and communicated at all times to accurately describe your licence status, e.g. Athlete Mentor, Tutor, Development Coach
- Licence Holders must clearly brand social media posts as their own views.
- Principles of integrity, professionalism, privacy and impartiality should be observed when posting online
- Posts to social media must not disclose information, or include derogatory comments regarding YST or YST staff
- Be aware that you are representing YST at all times. This includes during social functions that you may be required or invited to attend whilst part of a programme or event.
- Do not use any racist, sexist, discriminatory or offensive language whilst representing YST. Even during 'downtime' and social events, always respect your colleagues and those around you.
- Consider your use of language (as above) through any form of social media.
- Be punctual and reliable at all times. If there is a reason that you are going to be late for an event/day please contact the programme lead or school to let them know.
- Respect the rights, dignity and worth of others

- Do not attempt to market or secure any separate work, outside of your YST Learning Academy role, whilst undertaking delivery for YST

5. Delivery Standards

- Be a positive role model for YST by acting in a way that projects a positive image of the role, being fair, considerate and honest with all learners
- Display high standards in the use of appropriate language, manner, punctuality, preparation and presentation
- Ensure all learners receive a positive experience with equal attention applied to all
- Provide all learners with an experience that promotes a positive and professional image of YST
- Be supportive and understanding of learner needs, providing individual feedback throughout the course/assessment/visit
- Be honest and non-judgmental whilst contributing to the creation of a fair and inclusive environment by addressing discrimination, stereotyping and any form of bullying
- Ensure the promotion of positive learner behaviours at all times when delivering YST programmes, events or support
- Adapt the style of delivery to suit the different needs of the learners and their learning styles
- Adopt a delivery or assessment style that will maintain interest and learner participation throughout

6. Communication Standards

- Communicate effectively and professionally at all times ensuring YST are represented in a positive light (including communication via electronic media, such as email, texting and social media)
- Positively promote and actively act as an ambassador for YST, raising awareness of services
- Provide an initial response to all communication within 48 hours (exceptional circumstances permitting) - if unable to provide a full response acknowledge and provide an expected response date. This may involve ensuring an appropriate 'out of office' reply is enabled on your email system

7. Administration Standards

- Follow YST's administrative processes to accurately complete and return documentation within the timescales requested
- Report all problems as they arise to the Course Organiser (the person in charge on the day) and the YST contact, including incidents, injury or conflicts and forward all related correspondence
- Liaise with other Learning Academy consultants as and when required (e.g. ahead of co-delivery)
- Ensure personal data is not seen or accessed by unauthorised individuals and take appropriate precautions to ensure data privacy when working or using an electronic device in a public place
- Ensure all confidential waste and paperwork containing personal data (e.g. registers) is disposed of securely by shredding
- Ensure all personal data held electronically is encrypted at rest (whether on a PC, laptop, phone, tablet or in the cloud) and permanently deleted as soon as it is no longer required

- Ensure any transmission of personal data is undertaken over a secure connection - ideally personal data should be transmitted in an encrypted form (e.g. inside an encrypted zip file) and any passwords transmitted via a different medium (e.g. phone/text)
- Do not share personal data provided by YST unless you have express permission to do so

8. Practice Standards

- Keep professional knowledge and skills up-to-date at all times, including in online/virtual delivery, and maintain a personal record of training and development undertaken
- Maintain an up-to-date knowledge of guidelines, educational awareness and sports development relating to your role(s)
- Reflect upon and evaluate practice as part of own professional learning
- Be open to and respond positively and constructively to feedback regarding practice/delivery
- Seek support, advice and guidance where necessary
- Provide current and accurate information to learners at all times