

GEMS Christian Education Ltd



Parent, Guardian & Carers Code of Conduct Policy

Created:	May 2020
Current:	June 2020
Next Review:	June 2021

CONTENTS

PURPOSE	2
PRINCIPLES	2
SCOPE	2
RELEVANT LEGISLATION AND POLICY	3
DEFINITIONS	3
1. Conflict Resolution	3
2. Communication	4
2.1 With School Employees	4
2.2 With Students	4
2.3 With Other Parents	5
2.4 At GEMS Christian Education Ltd Properties or Events	5
2.5 Physical Safety	6
3. Consequences of a Breach	6
4. Right of Appeal	6

PURPOSE

The Parent, Guardian & Carers Code of Conduct works alongside the GEMS Christian Education Ltd values of GEMS and FACETS. The health and welfare of all Members of our GEMS Christian Education Community is important. All Students and Employees have the right to feel safe. Parents, Guardians & Carers play a formative role in the development of a child's sense of justice, equity, dignity and worth of all Members of our GEMS Christian Education Ltd Community. They act as one of the most influential role models within a child's life. The responsibility for upholding the values of the Company in this matter must fall on those with the greatest capacity to reason and control their actions. As such the adult community of GEMS Christian Education Ltd is expected to model courteous behaviour and treat all Members of our community with respect and consideration.

PRINCIPLES

GEMS Christian Education Ltd welcomes community participation at each of its Campuses and values input by families and the wider community. Parents, Guardians & Carers play a crucial role in the academic, social, emotional and physical development of their children. We are committed to ensuring that children feel happy, safe and secure, and have the maximum opportunity to learn. As members of GEMS Christian Education Ltd Community Parents, Guardians & Carers are expected to conduct themselves in a lawful, ethical, safe and responsible manner that recognises and respects the rights of Others and the expertise, experience and qualifications of Employees.

The Parent, Guardian & Carers Code of Conduct Policy provides statements which serve as a reminder to all Members of the GEMS Christian Ltd Community of their obligations as a Member of the GEMS Christian Education Ltd Community. This Policy applies to all adults including Parents, Guardians, Step-parents, Grandparents, Extended Family, Advocates and any Others involved in activities or communication related to the Student's enrollment.

SCOPE

As a minimum, all Members of the GEMS Christian Education Ltd Community are expected to behave with respect, civility and in the manner of a responsible Person.

- There may be times when it is felt the actions of a Member of the GEMS Christian Education Ltd Community have infringed the rights of a Student. Under no circumstances is a Parent, Guardian or Carer to approach another Student, whilst they are in the care of GEMS Christian Education Ltd, to discuss or chastise them because of their actions. Such an approach to a Student may be seen to be an assault on the Student and may be referred to outside agencies such as the Police. In addition to this, direct adult-to-adult contact should be avoided when there has been an incident at GEMS Christian Education Ltd involving their own Student/s.
- It is appropriate to approach the class Teacher in the first instance to seek their intervention in bringing about an equitable and peaceful solution to the situation. If the situation remains unresolved, an approach should be made to the Dean and then the Principal and/or Executive Principal.
- Bullying has no place within our community. This is as true for adult-to-adult interaction as it is for child-to-child. All interactions between Members of our Community must be

- in keeping with the values of GEMS Christian Education Ltd. Instances of bullying must quickly be brought to the attention of the Teacher, Dean, Principal or Executive Principal.
- Parents, Guardians & Carers and wider Community should ensure that everyone within the GEMS Christian Education Ltd Community is treated with respect, fairness and dignity. Therefore, inappropriate use of social media regarding GEMS Christian Education Ltd or any of its Campuses will be responded to firmly.
 - In order to help protect the Individuals good name; problems, differences of opinion and personality clashes are not resolved by involving Other Persons in a disagreement or by taking sides in an argument. We will attempt to resolve these issues through calm dialogue between the parties directly involved whilst respecting the dignity of each and every Person.
 - There is an expectation that Persons working within the Company as Volunteers avoid forming opinions on any Student or sharing their opinions with the broader community.

RELEVANT LEGISLATION AND POLICY

- GEMS Complaint Handling Policy
- Complaint Procedure Parent Information Pamphlet

DEFINITIONS

- The Company** - refers to GEMS Christian Education Ltd as a whole, its Employees, Properties, Assets, etc...
- Campuses** - properties under the Company (ECC Little Gems, Emerald Christian College and Ontrack).
- The Executive Principal** - refers to the person responsible for all Company operations.
- The Principal** - the current Principal of each Campus.
- Policy** - refers to this Policy – any other Policy will be referenced by full name.
- Dean** - refers to the heads of Primary or Secondary.
- Employees** - all Employees of GEMS Christian Education Ltd, including but not limited to Teachers, Administration, Auxiliary, Trainees, etc...
- Students** - refers to all Students under GEMS Christian Education Ltd.
- Parents, Guardians and/or Carers** – those directly responsible for the care and needs of individual Students.
- Visitors** - includes Parents, Guardians and Carers of Students as well as Members of the Public.
- Volunteers** - anyone who is permitted to act in the capacity of a Volunteer for Gems Christian Education Ltd.
- Other and/or Persons** - anyone not listed above.

1. Conflict Resolution

- a) Respect and dignity will be accorded to all Members of GEMS Christian Education Ltd Community, including Employees and Students.
- b) Any conflict will be dealt with in a mature and appropriate manner. Where Students are concerned, an approach to GEMS Christian Education Ltd's appropriate Campus will be made in the first instance.

- c) Every effort will be made to listen to the concerns of all parties in a calm and rational manner without recourse or involvement of outside parties who are not directly involved in the incident.
- d) Parents, Guardians and Carers have the right to raise issues and concerns related to the education of their Student/s or matters pertaining to GEMS Christian Education Ltd. Parents should ensure that they raise their issues and concerns with the correct Person and follow the correct communication channels. Refer to the GEMS Complaint Handling Policy which is available on the School Website.

2. Communication

In General, Parents, Guardians & Carers will use courteous and acceptable written and spoken language in all communications with Students, Employees, Other Parents and Members of the GEMS Christian Education Ltd Community. No swearing, insulting, harassing, aggressive or otherwise offensive language may be used in any interactions.

- a) Parents will act in the best interests of Students, their Families and Employees. They will not engage in malicious or judgemental gossip, and should ensure that anything they say about Others is fair and truthful.
- b) We value our diverse Community and respect the rights, religious beliefs and practices of Individuals and their Families. We respect the right to points of view that are different from our own.
- c) Members of our Community must refrain from actions and behaviour that constitutes harassment, discrimination or vilification.
- d) To protect Students do not discuss any complaint or perceived failings in front of them regarding the College, it's Employees or other Students.
- e) Listen to your children, but remember that they see their own version of an event and it may be interpreted differently to other versions.

2.1 With School Employees

All Company Employees are entitled to a safe and happy work environment. This is in the best interests of the Students as well as Employees themselves. Parents, Guardians & Carers should therefore ensure that their interactions with Employees do not create unnecessary stress and anxiety. To ensure this, the following practices are in place:

- a) The priority for Company Employees is the welfare and education of all Students in GEMS Christian Education Ltd. Company Employees are therefore not required to respond to emails and telephone calls instantaneously. Responses are not expected outside normal working hours or during school holidays unless it is an emergency.
- b) The time available for Parents, Guardians & Carers to meet with Teachers is limited and must not disrupt the Classroom. Parents, Guardians & Carers should be mindful of the Teacher's time, communicate the reason for the meeting and allow the Teacher time to prepare, unless there is a genuine emergency.

2.2 With Students

As Members of the GEMS Christian Education Ltd Community, Parents, Guardians & Carers can support the Students in learning and encourage them to always try their best. This can be modelled by:

- a) Sharing our knowledge, learning and experiences with the Students.
- b) Praising the Students and encouraging them for all their efforts.

- c) Encouraging the development of ‘enquiring minds’.
- d) Recognising and encouraging a Student’s individuality.
- e) Ensuring that our children are ‘equipped’ to learn by:
 - i) Providing appropriate items that support the learning opportunities & if unsure to see the Student’s Teacher.
 - ii) Ensuring that you support GEMS Christian Education Ltd in its curriculum priorities and value-adding programs.
 - iii) Encourage decision making, letting the Students make their own mistakes (‘risk taking’) and learning for themselves.
 - iv) Encouraging an active and healthy lifestyle.
 - v) Setting realistic and achievable goals.
 - vi) Being confident, to show Students that we can have a go.
- f) Taking an interest in our children’s school work by;
 - i) Encouraging and supporting Students to complete their homework.
 - ii) Asking Students about their day.
 - iii) Having a happy, confident and positive outlook.
 - iv) Show and encourage a passion for maintaining a healthy and quality lifestyle.

2.3 With Other Parents

Parents, Guardians & Carers will respect the privacy of other GEMS Christian Education Ltd Community Members email addresses and will not send unsolicited emails or “spam” to, nor forward other Members email addresses without their permission. The Company does not give out the email address of Parents, Guardians & Carers without their permission.

2.4 At GEMS Christian Education Ltd Properties or Events

Where possible Parents, Guardians & Carers are encouraged to be involved in the GEMS Christian Education Ltd Community and support school-based events. Whilst on Company grounds Parents, Guardians & Carers are asked to adhere to the following:

- a) Treat all property with care.
- b) Respect Policies that support the safe and effective operations of the Company and its Community.
- c) Follow the car park guidelines.
- d) All Visitors to GEMS Christian Education Ltd Campuses, during operating hours, must sign the Visitors’ Register located at the Main Office and comply with all safety and emergency procedures in place.
- e) When attending any kind of Assembly or Event, Parents, Guardians & Carers will listen respectfully, in the same manner required of Students and Employees, and will refrain from creating any noise or disturbance during performances or speeches by Students, Employees or Guests.
- f) Parents, Guardians & Carers may not interrupt or distract a Teacher while Classroom instruction or learning activities are underway.
- g) When visiting a Classroom, Parents, Guardians & Carers accept the authority of the Teacher and that they are in attendance on the Teacher’s terms. Teachers value Visitor involvement and assistance, but they may ask a Visitor to leave for any reason, such as:
 - i) Assistance not being required.
 - ii) Presence in the Classroom or activity is disturbing or distracting to Students or Teachers.

- iii) Not being in control of their emotions.

2.5 Physical Safety

- a) All GEMS Christian Education Ltd Parents, Guardians and Carers must not:
 - i) Use any object to threaten or intimidate another Person.
 - ii) Cause injury to any Person.
 - iii) Be in possession of, or under the influence of, or provide others with any illicit substances.
- b) Any Parent, Guardian & Carer or GEMS Christian Education Ltd Community Member who invites any Other Person to be present at any official activity held by or for the benefit of GEMS Christian Education Ltd and its Students must, at all times, be responsible for that Person and ensure they act in a manner consistent with this Code of Conduct.

3. Consequences of a Breach

Any Parent, Guardian or Carer, Employee or Student may notify the Dean or Executive Principal of a possible breach of the Parent, Guardian & Carers Code of Conduct. The Company will investigate the complaint and if satisfied that a breach has occurred:

- a) Provide a first and/or final warning that a breach of the Code of Conduct has occurred and that a further breach will not be tolerated.
- b) Determine whether a breach may be rectified by the Parent, Guardian or Carer making a private or public apology, depending on the circumstances, to an individual or group of individuals.
- c) Where the breach concerned unacceptable behaviour during a visit to GEMS Christian Education Ltd event, issue a warning to the Parent, Guardian or Carer which, if the behaviour continues, may lead to being banned from GEMS Christian Education Ltd Campuses or events.

Correspondence that is in breach of this Code of Conduct, because of language, an expression used or the manner in which it is sent or delivered, will not be responded to.

4. Right of Appeal

Nothing in this Policy precludes any person from exercising their individual legal rights.

This policy will apply to any decisions made by the College and Parents, Guardians and Carers may use the GEMS Complaint Handling Policy to Appeal any decision made.