Chapter One - Online Reading Volunteers Code of Conduct

The primary goal of Chapter One's Online Reading Volunteers programme is to enrich and improve the lives of children, and our reading volunteers have a central and rewarding part to play in helping young children gain the skills and confidence that will help them to succeed in school and beyond. Thank you very much for volunteering your time to help with this important task!

Volunteers work directly with pupils, in support of the classroom teachers, to help boost children's reading attainment, their enjoyment of reading and to provide encouragement and praise for their pupils. Appreciation and respect for each pupil as a unique individual is critical to working effectively as a volunteer. Self-worth and self-confidence are important building blocks in the learning process.

Teachers are in charge of the instruction and the discipline of each pupil. The volunteer's job is to guide and encourage the pupil to enjoy reading. At times children of this age may appear distracted or disengaged, especially if they find a task hard. Please persevere and give them as much encouragement as you can! The personal interest and attention volunteers show pupils may well be the catalyst for the pupils to recognise their own innate abilities to improve and achieve.

The commitment that volunteers make to pupils is a significant one. As they establish relationships with their pupils, volunteers are looked upon as role models. Therefore, it is imperative that volunteers conduct themselves in an appropriate and responsible manner by following these guidelines:

- Remember that you are in a position of responsibility and should use language carefully
- You must speak in a manner appropriate for the age group e.g. no swearing, no suggestive or derogatory comments
- You must not interact with children under the influence of alcohol or drugs
- You must not share your own personal information, email addresses, mobile or telephone numbers, home addresses, or Facebook or other social media access with the children you are reading with, nor ask for the same details from the child.
- You must not ask for personal and/or contact information from pupils.
- You must not offer to send children gifts or money or make promises to them that cannot be fulfilled
- You must consider any and all information about the pupils as private and hold it in the strictest confidence.
- While working with your pupil, you should always respect and appreciate the extensive cultural diversity which they are likely to encounter. You should never espouse any manner of religious, commercial, or political views.
- As part of your registration, you are asked to read and agree to the Chapter One Safeguarding Policy and Procedure. As indicated in this document, if a pupil shares information which leads you to be concerned about possible abuse, you should report this immediately to Chapter One by completing the Rapid Reporting Form (appendix 1) and emailing it to safeguarding@chapterone.org This form can also be found in the Knowledge Base of the reading platform.
- If you have a question or concern about a volunteering programme policy or procedure, you should contact Chapter One staff at uksupport@chapterone.org

Chapter One reserves the right to report any breach of this code of conduct to the volunteer's employer.

Appendix 1

Online Reading Volunteers: Rapid Reporting Form

This must be completed as soon as possible after any disclosure/concern

Name of Child:	Date/Time of Reading Session:
Name and Email of Tutor:	Tutor Organisation:
Date Form Completed:	Time Form Completed:
Reasons for Recording Incident: Why are you filling out this form?	
Incident Details *What are your concerns? What were the child's exact words? What have you said to the child?* Use the child's exact word and direct speech ".." rather than your own. Make it clear where/if you are expressing your opinion. Once you've recorded all the relevant details then email the form to safeguarding@chapterone.org	