



# Code of Conduct

## The Odyssey Hub Ltd

### Staff & Volunteers

#### 1. Purpose

The purpose of this Code of Conduct is to set out the standards of behaviour expected from all staff, tutors, volunteers, and contractors at The Odyssey Hub Ltd. It ensures that our provision is delivered safely, professionally, and in a manner that respects the dignity, rights, and wellbeing of all learners, families, colleagues, and partners.

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#### 2. Professional Behaviour

All staff and volunteers must:

- Treat learners, families, colleagues, and partners with respect, fairness, and dignity at all times.
  - Maintain appropriate professional boundaries, avoiding behaviour that could be perceived as over-familiar, discriminatory, or exploitative.
  - Uphold the values and reputation of The Odyssey Hub Ltd through conduct both in and outside of work activities.
  - Act in a reliable, accountable, and transparent manner in all interactions.
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#### 3. Safeguarding & Child Protection

All staff and volunteers have a duty of care to safeguard children and young people. You must:

- Follow The Odyssey Hub Ltd's Safeguarding Policy and report any concerns immediately.
  - Be vigilant for signs of abuse, neglect, or harm, and take appropriate action.
  - Never engage in behaviour that could put learners at risk physically, emotionally, or psychologically.
  - Undertake all mandatory safeguarding and training requirements and update knowledge regularly.
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#### 4. Equality, Diversity & Inclusion

Staff and volunteers must:

- Promote equality, diversity, and inclusion in all aspects of work.
- Respect differences in culture, religion, ability, and background.



- Avoid discrimination, harassment, or victimisation in any form.
  - Make reasonable adjustments to meet individual learner needs wherever possible.
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## **5. Confidentiality & Data Protection**

- Treat all information about learners, families, and colleagues as confidential unless disclosure is required by law or safeguarding obligations.
  - Follow GDPR / UK data protection regulations when storing or sharing information.
  - Only access or share information necessary for professional duties.
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## **6. Use of Technology & Social Media**

- Use phones, email, social media, and online platforms in a professional and safe manner.
  - Avoid private contact with learners via social media, messaging apps, or email unless agreed with the organisation and/or parents/carers.
  - Never share confidential learner information online.
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## **7. Health, Safety & Environment**

- Comply with health and safety policies, including safe use of equipment and venues.
  - Report hazards, incidents, or unsafe practices promptly.
  - Ensure venues are used responsibly and learners are supervised appropriately at all times.
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## **8. Reporting Concerns / Whistleblowing**

- All staff and volunteers are encouraged to report misconduct, unsafe practices, or policy breaches.
  - Concerns can be raised with your line manager, the Equality & Diversity Lead, or via the whistleblowing process outlined in organisational policies.
  - Reports will be handled confidentially and professionally.
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## **9. Breaches of the Code**

Failure to comply with this Code of Conduct may result in:

- Discussion or formal supervision
- Additional training or support
- Disciplinary action, up to and including dismissal or removal of volunteer status
- Referral to relevant authorities if a safeguarding concern is involved



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## 10. Acknowledgment

I confirm that I have read, understood, and agree to abide by The Odyssey Hub Ltd Code of Conduct.

**Name**

**Position**

**Signature**

**Date**

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**Organisation:** The Odyssey Hub

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