

## NFER code of conduct for markers/coders

### What are the components of a code of conduct?

Whilst contracted to undertake work for the National Foundation for Educational Research (NFER), you must follow the NFER code of conduct while performing your duties. If you feel that any worker has breached the code of conduct, this should be reported directly to the NFER Project Leader or Project Director. We outline the components of our code of conduct below. The term 'worker' in this document refers to any temporary worker contracted to undertake coding or marking work for NFER. The term 'supervisor' in this document refers to a coder or marker who leads a team in a supervisory role.

#### 1 Respect in the workplace

NFER is committed to maintaining a work environment where everyone is treated with dignity and respect. NFER will not tolerate discrimination, harassment or bullying of any kind. Any allegations of discrimination, harassment or bullying will be investigated and appropriate action taken.

NFER will also not tolerate victimisation of a person for making allegations of discrimination, harassment or bullying in good faith, or for supporting someone to make such a complaint. Similarly, it will not tolerate malicious allegations. Appropriate action will again be taken where there is a proven instance of either victimisation or malicious allegations.

#### 2 Protection of company property

All workers should treat our company's property, whether material or intangible, with respect and care and in line with the NFER data security and confidentiality policy.

##### Workers:

- should not misuse company equipment or use it frivolously
- should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (for example, information, reports). Workers should use them only to complete their job duties
- within two weeks of completion of the coding/marketing period, as instructed by NFER, ensure that you either:
  - return a declaration of destruction to NFER, or
  - return your training materials to NFER securely using the courier instructions provided by the project team.

### **3 Professionalism**

All workers must show integrity and professionalism in their work for NFER which includes, but is not limited to:

#### **Job duties and authority**

All workers should fulfil their job duties with integrity and respect towards other workers and NFER staff and clients.

When signing a contract to undertake work for NFER, all individuals are accepting the terms of work and associated responsibilities. If a worker has an issue with the conditions of work or rates of pay, this should be discussed directly with NFER prior to signing the contract. Once you have signed the contract, you have committed to the terms stated and should not seek to challenge or undermine these conditions during the term of service to NFER; either to NFER, our clients or other marking/coding colleagues.

All workers must not say or do anything that may be perceived as seeking to improperly influence either other workers, clients or NFER staff.

We expect workers to follow team supervisors' instructions and complete their duties with skill and in a timely manner.

All workers must be flexible in their work approach. Workers must be willing to help or assist other workers with additional duties and/or work should it be required in order to meet a target or deadline.

#### **Working away from home**

Where workers are required to work away from home at events, overnight accommodation may be necessary. NFER undertakes booking of accommodation on behalf of workers for all events, unless stated otherwise. NFER will only provide accommodation to workers that live a defined distance from the venue. All rooms will be booked as single occupancy.

Should a worker wish to bring a partner/family member with them they will need to contact the accommodation supplier directly once the booking confirmation is sent by NFER. All additional costs incurred as a result, will have to be paid by the worker and will not be reimbursed by NFER. Any matters relating to this agreement are solely between the worker and the accommodation supplier. Please note, we require you to inform NFER of additional occupancy for our records, in case this is queried by the hotel during payment of the invoice.

If workers choose to book accommodation for themselves, in contravention to the arrangements made by NFER, the cost of this will not be reimbursed.

In most cases accommodation is booked onsite or as close to the event venue as possible.

If any issues arise between the worker and the event or accommodation supplier, they should be reported to NFER immediately. The issue will then be handled by the NFER team responsible for booking the venue or accommodation.

### **Attendance and punctuality**

Workers should follow their work schedules as determined by NFER. They should arrive punctually at events and not leave events before the designated end time without prior agreement from the NFER project staff. Workers must notify the NFER project team as soon as an issue arises that may affect attendance, as any delay may have an impact on the work or training of other workers.

### **Expenses and invoices**

Expenses and invoices should be submitted promptly to NFER and within one month of either the completion of training or after the main body of work is completed, in line with the guidance given in the expenses policy. The final date for submission of expenses and invoices, on completion of the coding or marking work, will be given to all workers. Any expenses or invoices submitted after this date will not be processed unless there are exceptional circumstances.

### **Supply cover claims**

Supply cover may be provided to schools in lieu of the coder fee where workers are released from schools to attend NFER coder/marker training or coding/marketing events and the appropriate form has been completed. The worker must request a supply cover form from NFER for their school. This must be completed by the school and submitted to NFER before the given deadline. Where training or events take place over, or close to, breaks in the school term, supply cover payment will be sent out to schools at the resumption of the school term.

### **Conflict of interest**

We expect workers to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties. Any potential conflicts of interest that arise before or during training or work must be declared to NFER.

### **Collaboration**

Workers should be approachable, courteous and collaborative. They should not disrupt the workplace with uncooperative or antagonistic behaviour, or present obstacles to their colleagues' work.

### **Communication**

All workers must be available during the period of work for communication with their supervisors, team members and NFER staff.

Any communication between a worker and NFER is strictly confidential and should not be discussed with others.

All workers must communicate clearly and ensure all details necessary to the work are included in any communication.

All workers must respond to/acknowledge any feedback given either by supervisors, clients or NFER staff in a prompt manner, confirming they have read and taken on board the feedback given.

## **Policies and documents relating to Assignments**

All workers must read and follow the NFER policies and documentation included with their contract/assignment pack including, but not limited to:

- statement of confidentiality
- data security policy
- roles and responsibilities
- this code of conduct.

Any questions relating to a policy should be directed to the relevant NFER project contact.

## **4 DBS status**

To undertake this work you will need to have in place a basic (or enhanced) DBS certificate, valid for three years including the period you will work on this project. We cannot consider you for this work if you are currently named on the barred teachers list or have any judgements pending.

## **5 Resolution action**

NFER will take action to resolve any concerns or breaches regarding this code of conduct. The action taken will depend on the violation.

Possible consequences include:

- informal/formal warning
- termination of contract or Assignment with or without notice
- exclusion from further Assignments with NFER.

We will take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.

I confirm that I have read, accepted and will adhere to this Code of Conduct as it relates to my work for NFER. I further confirm that should any of these provisions be breached in any way, NFER may take action as outlined in section 5.

Signed: ..... Name: .....

Date: .....