

## NFER code of conduct for temporary workers – Test Administrators and Quality Monitors

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

Whilst contracted to undertake work for NFER, you must follow the NFER code of conduct. If you feel that any worker has breached the code of conduct, this should be reported directly to [associates@nfer.ac.uk](mailto:associates@nfer.ac.uk). The term 'worker' in this document refers to a Test Administrator or Quality Monitor contracted to undertake work for NFER.

#### 1 Respect in the workplace

NFER is committed to maintaining a work environment where everyone is treated with dignity and respect. We believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We ask both our permanent and Associate staff to adhere to these principles and to reflect them in the dealings with other employees, workers, school staff and students.

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 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 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
- should return all materials required by the project to NFER within the specified timeframe, following the defined process and using the approved courier, or hand delivering to NFER
- must follow guidance provided on keeping confidential materials secure at all times.

### **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, NFER staff, school staff and students and event/accommodation staff.

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; either to our clients, NFER or other colleagues.

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

#### **Communicating with schools**

All workers should ensure that they conduct themselves in a professional manner, as a representative of NFER, in all communications with schools and when visiting schools.

Email communications should be sent from a professional email address, be polite and concise and should be proof-read before sending. Email communications should not contain any pupil names or access arrangements; these should only be discussed on the phone or in person.

Telephone communications should wherever possible be arranged to take place at a convenient time for the school.

When visiting schools, all school staff and students should be treated with respect and school policies with respect to visitors should be adhered to.

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

Where workers are required to work away from home, overnight accommodation may be necessary. NFER undertakes booking of accommodation on behalf of workers for all training 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.

Accommodation required when carrying out test administrations should only be booked with prior agreement from NFER project staff and in line with the expenses policy.

### **Attendance and punctuality**

Workers should be punctual when attending training events or visiting schools. They should not leave training 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, and must notify the school and NFER of any delay affecting their attendance for a test administration.

### **Expenses and invoices**

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

### **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.

### **Communication**

All workers must be available during the period of work for communication with schools 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 by NFER staff in a prompt manner, confirming they have read and taken on board the feedback given.

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

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

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

Any questions relating to a policy should be directed to [associates@nfer.ac.uk](mailto:associates@nfer.ac.uk).

## **4 DBS status**

To undertake this work, you will need to have in place an enhanced DBS check certificate, issued with the three years prior to your Assignment of work ending. We cannot consider you for this work if you are currently named on the barred teachers list or have any judgements pending.

## **5 Dealing with concerns**

NFER will explore any concerns that a worker has failed to adhere to this code of conduct. This includes concerns raised by other workers, NFER staff, clients or schools.

Possible consequences include informal/formal warning; termination of your worker framework agreement and/or your Assignment agreement and exclusion from further Assignments.

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: .....