

Global Summer School 30 June – 11 July and 4 - 15 August 2025
Pastoral Manager and Social Assistant Code of Conduct. Version 1: April 2025

This code of conduct should be read and signed by all individuals who are undertaking paid duties during any Global Summer School (GSS) programme or activity. This agreement will be retained throughout the duration of any working association with GSS.

This code of conduct outlines the behaviour that Imperial College London's Global Summer School expects from all our Pastoral Managers and Social Assistants. It aims to help us protect and safeguard children and young people from abuse, to avoid difficult situations arising between Pastoral Managers, Social Assistants, mentors and participants which could negatively impact our staff, and to ensure that the behaviour of all staff is appropriate and supportive.

The Role of Pastoral Managers and Social Assistants

The primary responsibility of your role is to represent the Global Summer School management team, and follow guidance and instructions given by the GSS management team (through safeguarding and programme training and on-the-job instructions).

You are expected to uphold [Imperial's behaviours and values](#) in all your dealings with staff, mentors participants and each other. The values and behaviours are: Respect, Collaboration, Integrity, Excellence, and Innovation.

Imperial College London has a commitment to a respectful and inclusive community, no forms of [bullying or harassment](#) are tolerated at Imperial. Bullying or harassment of participants, mentors or staff will be treated as gross misconduct. Additionally preventing or discouraging Pastoral Managers and Social Assistants from raising concerns about mentors, fellow GSS staff or participants; or personally not reporting known incidents will be treated as gross misconduct and investigatory or disciplinary procedures will be followed. Any issues reported will be treated confidentially and act as a record in case escalation is required, action may not be required by the GSS Team for all reports.

Your role on occasion may involve receiving negative feedback from participants regarding an activity. Please deal with this feedback sensitively and discreetly and pass on to the GSS team during daily debriefs. We expect Pastoral Managers and Social Assistants to keep a positive and professional attitude towards GSS in the presence of students, mentors and with each other.

We fully support the recruitment of a diverse cohort of Pastoral Managers and Social Assistants. working on our programmes who hold a variety of personal beliefs and political viewpoints. Whilst there is no blanket prohibition on mentors and staff expressing their own views on political issues, we need to keep in mind that our students are international, impressionable and could easily feel ostracised by political comments. Pastoral Managers and Social Assistants are in a position of authority and will typically be respected and trusted by the students and mentors they look after, giving their personal opinions greater weight and credibility. As such giving your political view could sometimes amount to promoting a partisan political view or compromise the balanced presentation of opposing views.

As a general principle, Pastoral Managers and Social Assistants should avoid expressing their own personal political views to participants unless they are confident this will not amount to promoting that view to pupils. Where Pastoral Managers and Social Assistants do share their personal political

views, they should ensure that this is not presented as fact and note that there are opposing views which pupils may wish to consider.

In your role with GSS you are acting in a position of authority and have a duty of care towards the children and young people we work with. You are expected to act appropriately.

You are responsible for:

- prioritising the welfare of our participants
- providing a safe environment for our participants
 - ensuring equipment is used safely and for its intended purpose
 - having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies and procedures
- modelling appropriate behaviour for our participants to follow
- reporting all concerns about inappropriate behaviour of participants, staff or mentors and volunteers, in accordance with our Safeguarding Policy

In your work with Global Summer School, we expect that you:

- Treat our participants fairly and without prejudice or discrimination
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious beliefs
- Avoid favouritism
- Be patient with others

Expected Behaviour

We expect you to:

- Ensure that you have read and fully understand the Safeguarding Policy and Risk Assessment. Knowledge will be tested at pre-programme training and if you do not satisfactorily demonstrate your learning your job offer may be withdrawn or additional revision may be needed in advance of your role starting
- Take steps to ensure you are not alone with a participant. If the situation arises where this is the case, make sure you are within sight or hearing of another staff member. Please refer to our online safety guidance on how to manage this in an online event or programme
- Set out to make the course an enjoyable and enriching experience for all participants
- Get to know the mentors and students within your allocation of groups and any problems or issues that might arise
- Know how to report concerns and ensure pastoral mentors are aware, ensuring that they report **any** problems, concerns or allegations to GSS staff via the appropriate channels
- Work as a team with other staff and mentors
- Treat everyone with fairness and respect; you are an example that the participants will follow – be a **positive role model!**
- Support participants and mentors with ideas, suggestions and information
- Be proactive and aware of the course timetable, your surroundings and other people
- Keep to time
- **Ask** if you are not sure
- Remember that you are a role model for the participants and mentors, and working as an ambassador for the University – please act accordingly

Under no circumstances should you:

- Develop inappropriate relationships with participants or mentors
- Share contact and/or social media details, or accept invitations from students or mentors on social media platforms
- Make inappropriate promises to participants or mentors
- Engage in behaviour that is any way abusive
- Act in a way that can be perceived as threatening or intrusive, patronise or belittle participants or other staff or make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of participants
- Use mobile phones for personal reasons whilst you are with participants or mentors unless it is an emergency
- Enter into confrontational situations with participants or mentors
- Become isolated with single participants
- Exhibit behaviour that brings the programme or College in disrepute
- Arrive late for duty

Health and Safety Requirements

The safety and welfare of all of those involved in our programmes is of utmost importance. For all participants to have the opportunity to benefit and enjoy the activities/programmes, the following rules and regulations must be adhered to by all:

- You are expected to behave in a way that is respectful to all participants and staff. Fighting, bullying, abuse or discrimination on any grounds will not be tolerated.
- The purchase, possession or consumption of alcohol or any illegal substance whilst on duty or in uniform is strictly forbidden.
- Smoking or vaping is not permitted whilst on duty or in uniform
- You are expected to follow the guidance and any rules instructions outlined in the risk assessment for the programme and anything received additionally from course leaders.
- You are expected to follow and support any emergency procedure.

Online Activities / Digital and Social Media

The safety, wellbeing and privacy of all participants is of paramount importance and so the following guidance, in the context of working online, with digital devices and with social media/networking should be adhered to without exception. We have a duty to ensure that all children, young people and adults involved in our activities are protected from harm online.

- Pastoral Managers and Social Assistants should ensure that their usernames, logins and passwords are used securely and not shared with another person.
- Pastoral Managers and Social Assistants should ensure that they treat the personal information of all students and mentors involved in our activities as confidential, keeping it secure and ensuring it is only shared when appropriate.
- Pastoral Managers and Social Assistants must not record (i.e. take audio, screen shots, video or photographs of) participants on their personal devices (phone, tablet, laptop or camera). If

recordings are required for the purpose of documenting activities, College-approved devices will be provided.

- Pastoral Managers and Social Assistants must ensure that any Imperial issued mobile phones, tablets or laptops are securely stored and locked when not in use. These must not be shared with other staff or mentors without prior approval from the GSS Team. You will be expected to sign these back in at the end of the programme to a member of the GSS Team.
- Your Imperial issued phone numbers will be shared with mentors, and participants who may also share with their guardians. All communication with participants or their families must be carried out via these phone numbers and in no case should personal details be shared. Social Assistants must contact all external suppliers using Imperial phone numbers, and their personal details should not be shared.
- Pastoral Managers and Social Assistants will be provided with personal details and contact details for all participants and mentors including dietary and medical information. Under no circumstances should these details be shared with other staff members, students or mentors.
- Do not give out your personal phone number, email, social media details or home address to participants, nor accept their friend request on social media.
- Do not accept social media requests from participants or mentors. We encourage you to lock down your social media profiles to ensure that the participants and mentors cannot add you. In the instance of them finding and attempting to add you, please report it to the programme manager using a Concern Form.
- Do not engage in private chats or messages with participants using personal devices or personal accounts/phone numbers
- Do not engage in contact with participants following the conclusion of the programme. Any questions that arise should be directed to the GSS Manager/Designated Safeguarding Lead.
- If you have strong political views, and/or opinions on international students represented on your social media, which could make participants feel ostracised from our community, we would be grateful if you could make your accounts private whilst working for Global Summer School.

DECLARATION

If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave the specific activity or entire programme, and other activities involved with Global Summer School. Where appropriate this behaviour will be fed back to your faculty or department if you are a current Imperial staff member or student, and may be shared with the Casual Worker Team.

By agreeing to this document via the Pastoral Managers and Social Assistants details Qualtrics survey I confirm I will follow the rules and expected behaviours outlined in this document. I understand that if I am found to be in contravention of any of the rules or expected behaviours outlined, I may be removed from my role and excluded from working with the Global Summer School in the future.