

Code of Professionalism and Conduct

Introduction

1. The Guildhall School of Music & Drama is committed to creating an environment where all staff and students treat each other with courtesy and mutual respect, and to providing a work and study environment where all staff and students are free from discrimination and intimidation. The School is committed to providing its students with an excellent learning experience, underpinned by the highest possible professional standards in all aspects of its activities.
2. This Code aligns with sector-recognised standards of professional behaviours and conduct. The information contained within the Code is designed to provide an outline of the standards expected. It is not exhaustive but rather sets out the School's approach to professionalism and conduct, and provides guidance regarding issues and situations that may potentially arise in the course of work at the School. Throughout the Code, where the term 'student' is used, it refers to learners in the wider sense and therefore includes those being educated in all areas of the School activities including students on undergraduate and postgraduate programmes, Guildhall Young Artist programmes and Short Courses.

Purpose

3. The policy is intended to make clear the *expected levels of professionalism and behaviour* in the School and thereby prevent all forms of offensive behaviour.

Scope

4. This Code of Professionalism and Conduct applies to all School staff (established staff and hourly paid professors), temporary staff and consultants. This code should be read in conjunction with the [City Corporation's Code of Conduct](#). Our role as a publicly funded education institution, training large numbers of children and young adults, and our status and reputation as a world-leading conservatoire impose an augmented responsibility to set and maintain the very highest possible standards of conduct and professionalism, as described in this Code of Professionalism and Conduct.
5. Any substantive contravention of the School's Code of Professionalism and Conduct or the City Corporation's Code of Conduct may result in disciplinary proceedings, and those disciplinary proceedings could end in dismissal. For those individuals not falling within the scope of disciplinary procedures appropriate action will be taken.

Standards

6. The Guildhall School is fully committed to creating an environment where all staff and students treat each other fairly and with mutual respect, providing a work and study environment where all staff and students feel supported and equipped to challenge unacceptable behaviour.
7. It is the School's policy to make every effort to provide a working and learning environment free from bullying, sexual, racial and/or disability harassment, intimidation and any other form of harassment or bullying constituting unacceptable behaviour, which is personally offensive.

8. Employees are expected to conduct themselves in a way that, in the reasonably held belief of the Guildhall School and City Corporation, is not likely to fundamentally undermine the required relationship of trust and confidence between themselves and the organisation.
9. Employees must not conduct themselves in a way that risks bringing the Guildhall School, the student experience and academic standards, City Corporation, Employees, Members, and Partners into disrepute or risks causing reputational damage.
10. The School will not tolerate harassment or bullying which involves abusive or offensive behaviour with regard to age, disability, gender, gender reassignment, race, religion or belief, sexual orientation, marriage and civil partnership, or pregnancy and maternity. Such behaviour can constitute unlawful discrimination under UK equality legislation. Similarly, inappropriate behaviour will not be tolerated on any other grounds, including those that are not covered by the law.
11. Bullying is defined as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.
12. Harassment is defined as unwanted conduct which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Employees or students can complain of behaviour they find offensive even if it is not directed at them.
13. All staff are expected to comply with and uphold the Code of Professionalism and Conduct. Failure to do so will be considered a breach of this policy and may result in disciplinary action being taken.

Professional responsibilities towards students

14. Within the Staff-Student relationship there is an imbalance of power. You should establish professional boundaries and recognise the negative impact that actual or perceived breaches of these would have upon students and the confidence of the public. These principles are very pertinent in the School where many students' career pathways develop in relatively narrow fields, and there is a continuing imbalance of power beyond the period of study due to connections that teaching staff will have within industry. Staff must be aware and be responsible for ensuring that they avoid behaviours which could lead the School to determine that it no longer has trust in the professionalism and integrity of any staff member.
15. You must maintain up-to-date knowledge of, implement and comply with the [School's Safeguarding Policy](#).
16. You must comply with the [School's Staff Student Relationship Policy](#) and should not enter into a sexual/romantic relationship with a student or encourage such a relationship.

17. With regard to responsibilities towards students, you should:

- Be aware of and adhere to the [CUK Principles of Best Practice in Conservatoire Teaching – see appendix 2.](#)
- Appreciate fully that the onus is on you as the staff member, and not the student, to distance yourself from any potentially inappropriate situation.
- Be mindful that professional boundaries can be perceived to extend beyond the date when a student leaves the School; therefore, in situations of this nature, you should exercise great care and professional judgement, taking into account all the factors involved.
- As a staff member you must:
 - Not discuss with students your own intimate and personal relationships and be mindful to maintain an appropriate balance between formality and informality when dealing with students
 - Take care to avoid becoming personally involved in a student's personal affairs
 - Be aware of the potential dangers of being alone with a student in a private or isolated situation, using common sense and professional judgement to avoid circumstances which are, or could be, perceived to be of an inappropriate nature. This is also the case in connection with social networking websites, out-with the setting of the educational context
 - Be mindful that the internet and social media/networking can quickly blur the professional boundary between staff and student. You need to be alert to the risk that actions which might, on the face of it, seem quite innocent, can be misunderstood and misconstrued by others
 - Avoid inappropriate communication with individuals in relation to whom you may be in a position of trust or have a professional relationship
 - Be mindful of the negative impact of being under the influence of alcohol in the professional setting.
- You must treat sensitive, personal information about students with respect and confidentially and not disclose it unless required to do so by the School or by law.
- You must raise any concerns you have about the behaviour of any colleague in connection with a student or staff member, using the appropriate procedures in place.
- You should identify and respond appropriately to indicators of risks to the wellbeing and welfare of students, including bullying and harassment
- You should not ignore behaviour of any colleague which you genuinely feel falls short of norms and standards and such concerns should be raised through the procedures available.
- Off-site activities have an important part to play in the life of students, and can greatly enrich the learning experience of the students participating. Physical safety is of prime importance. However, relationships tend to be less formal and the environment is very different from on-site activities. You should not allow yourself to overstep professional boundaries and remember that the professional standard of behaviour expected of you during off-site activities outside of the structure of the normal working day is no different from that of the professional norm. Accordingly, you should ensure that you have full knowledge of and comply with the School's procedures and

guidelines and the requirements of health and safety.

Professionalism towards colleagues

18. Staff should behave in a professional and respectful manner at all times, maintaining appropriate professional boundaries between colleagues, students and any other people they may meet in the course of performing their duties. Staff are expected to work in a collegiate and co-operative manner.

19. Some examples of unacceptable behaviours, that staff members must avoid, include but are not limited to:

- Aggressive or abusive behaviour, including shouting, swearing or inappropriate language, personal insults or threatening to harm another person.
- Spreading malicious rumours or gossip, or insulting someone.
- Unwanted and/or inappropriate physical contact.
- Inappropriate remarks, references, comments, message or jokes (either face to face, electronically or via social media). For example, remarks relating to an individual's personal characteristics (protected or otherwise), and/or professional reputation, which are derogatory or detrimental in nature.
- Discrimination or harassment when related to a protected characteristic under the Equality Act 2010.
- Unwanted, inappropriate, excessive or flirtatious contact or messages either directly or indirectly.
- Isolation, deliberate exclusion and/or non co-operation at work.
- Persistent and unreasonable criticism.

This is not an exhaustive list

20. In the normal course of day-to-day work and supervision, employees will be made aware of minor shortcomings in conduct and encouraged to improve. There is no right to representation. For more serious matters or where the necessary improvement is not achieved and sustained, the concern can be confirmed in writing outlining the standard required and/or improvement sought and kept on the personal file. If there is not a sustained improvement or there is a repetition, then the matter will progress to the [formal Disciplinary Procedure](#).

21. Where the formal disciplinary policy is followed and allegations of misconduct are upheld, the penalty imposed will depend on the seriousness of the case, known mitigating factors, and relevant employment history (the employee's disciplinary record including current warnings, general work record, work experience, position and length of service). In the case of a serious offence, an employee may be given a final written warning even if it is a first offence. Similarly, an employee may be dismissed for gross misconduct even if it is a first offence. Staff should refer to the [Disciplinary Policy](#) for full details of the disciplinary process.

22. Where a close personal relationship exists or develops between members of staff, it is incumbent on those concerned to ensure that the essential standards of professionalism and impartiality are maintained. Where such a personal relationship exists or develops, the members of staff must inform their VP, Director or Head of Department, to avoid situations which may potentially

prejudice professionalism and integrity.

Other relevant procedures

23. You should also refer to the following policies or documents that are relevant to this code:

- [City of London Corporation Code of Conduct](#)
- [Disciplinary Procedure](#)
- [Grievance Procedure](#)
- [Safeguarding Policy](#)
- [Staff student relationship policy](#)
- Creating a Safe Space document (see Appendix 1)
- [Guildhall School's Social Media Guidelines](#) and the [City of London's Social Media Policy](#)
- [Equal Opportunity Policy](#)

Appendix 1

Safe Space Statement

Everyone working and learning together in this room is entitled to do so in a safe space: a space free of bullying and harassment of any kind.

We will honour our differences and collaborate in the true spirit of ensemble, promoting creative challenge whilst retaining the utmost respect for each other.

We will treat one another with courtesy and respect at all times, and if we are subjected to or witness bullying or harassment we will speak out knowing that our voices will be heard and we will be taken seriously.

We will actively promote a positive, optimistic and mutually supportive approach to work and study.

Together we can create a Safe Space.

We encourage any concerns about bullying or harassment to be reported as soon as possible. Please refer to MyGuildhall for guidance on how to report a concern.

Appendix 2

Conservatoires UK Principles of Best Practice in Conservatoire Teaching

Introduction

Each CUK member institution is committed to providing its students with an excellent learning experience, underpinned by the highest possible professional standards in all aspects of its activities. The following principles of best practice, which apply to teaching settings involving students who are 18 years of age or over, are reflected in each member institution's own policies, procedures and practices.

All CUK member institutions conduct regular and systematic reviews of their own policies, procedures and practices and the CUK will also keep these principles of best practice under review.

Principles

1. The student/teacher relationship is based on mutual respect. Teachers have a particular responsibility to create an empowering learning environment for their students, in which professional boundaries are explicit, understood and maintained at all times
2. A student's well-being is always a teacher's first concern.
3. The role of teachers is to:
 - listen and respond to their students' concerns and individual learning needs;
 - provide inspiration and guidance through example and practice;
 - provide honest and constructive feedback in a supportive way;
 - provide their students with the information and guidance that they need in a way that they can understand;
 - encourage and support their students' development as independent and autonomous practitioners.
4. Decisions made in respect of a student's learning are discussed and agreed between student and teacher.
5. In the case of any disagreement between student and teacher, the relevant Head of Department will, in the first instance, attempt to provide an appropriate resolution which, in cases of significant and irreconcilable disagreement, may involve a change of teacher.

6. Designated one-to-one music teachers will not normally be involved in the summative assessment of their students.
7. Physical contact between teacher and student is sometimes necessary for the student's learning (e.g. to correct poor posture or to adjust bow hold). Its purpose and form should be explained to the student by the teacher and the student's consent obtained in advance of physical contact taking place. In this context, as in all others, teachers will be sensitive to feedback from their students and will respond accordingly.
8. Teaching will take place in a safe and comfortable environment and the physical construction of teaching spaces will incorporate a proportionate degree of external visibility.
9. Teaching will normally take place in teaching spaces either provided, or previously approved, by the institution. Any off-site teaching will be subject to prior approval by the institution.
10. Teachers are strongly discouraged from establishing or seeking a sexual relationship with students. Each institution will have its own policies and procedures to deal with any such occurrence.
11. If a teacher is uncomfortable with a student's behaviour towards her/himself, the teacher should report those concerns to the relevant Head of Department or other designated person so that appropriate steps can be taken in accordance with the institution's own policies and procedures.
12. Teaching practice should promote equality and respect diversity. A teacher's personal political, religious or moral views must not impinge on her or his professional relationship with students.
13. Students and staff will be informed of procedures to be followed and of how to seek advice and support should they believe that institutional policies, procedures and practices in respect of the student/staff relationship are not being followed.

Appendix 3

Advice, Counselling and Support for Staff

Line Managers

Line Managers and supervisors have a specific duty to act if they become aware of or witness any acts of unacceptable behaviour, harassment, bullying or breach of dignity as outlined in this policy. They should also be a first point of contact for any staff member who is experiencing inappropriate behaviour. If a line manager is unclear about how to deal with the matter raised, support and information can be obtained from the [HR Department](#).

Human Resources

HR can provide staff with advice, guidance and support with regard to the operation of this policy

Employee Assistance Programme (EAP)

Employees are able to access the Employee Assistance Programme (EAP), provided by [Health Assured](#). The EAP is made up of two components:-

- a telephone information service offering support and information regarding legal, financial and practical issues;
- access to short term telephone counselling support

The service is completely confidential and can be accessed via a free phone number and is available 24 hours a day, 365 days a year. The service is available to employees and immediate family members residing at the same address.

If you have any further questions about our EAP services please do not hesitate to contact Health Assured on 0800 030 5182 (Free 24 hour).

Simply go to: <https://healthassuredeap.co.uk>,

and log in with the following details:

- User Name: cityoflondon
- Password: employee

Occupational Health

Employees can contact the Occupational Health Service - available 9.15am to 5pm, Monday to Friday (except bank holidays)

Tel: 020 7332 3817 / 020 7332 3112

Email: TC-Occup.Health@cityoflondon.gov.uk