



CODE OF CONDUCT FOR ADJUNCT STAFF

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission from Singapore Polytechnic.

Contents

1. Overview	3
2. Maintaining a Respectful Relationship with Colleagues	6
3. Personal Behaviour and Appearance.....	6
4. Declaration of Relatives Studying or Working in Singapore Polytechnic.....	8
5. Managing Information	9
Secrecy of Official Documents and Information	9
Broadcasts and Telecasts	9
Social Media	10
ICT Acceptable Use Policy	12
6. Complaints.....	12
Grievance Procedure.....	12
Whistle Blowing Policy	13
7. Responsibility to our Students, Parents and Stakeholder	14
Our Responsibility to our Students	14
Our Responsibility to Parents & Stakeholders	20

Overview

1. This code sets out expectation of Adjunct Staff (Officer) with respect to their professional and personal conduct. It is intended to promote integrity and ethical behaviour, and to guide officer's dealings with colleagues, students and the Singapore Polytechnic. The code stands beside and does not exclude other legally binding obligations.
2. The code has broad application. It applies to all officers and covers all circumstances when officers are performing work, duties or functions for the Polytechnic, as well as related activities, such as work-related functions, travel, conferences and any other circumstances when an officer is representing the Polytechnic.
3. The overarching obligation of all officers is to act in the best interest of the Polytechnic at all times. To this end, officers have three primary obligations with respect to their personal and professional conduct:
 - 3.1 An obligation to the Polytechnic in terms of responsible stewardship of its resources and protection of its reputation;
 - 3.2 A duty to observe standards of equity and respect in dealing with every member of the Polytechnic community; and,
 - 3.3 An obligation to act appropriately when a conflict of interest arises between an officer's self-interest and their duty to the Polytechnic.
4. The standards contained in this Code of Conduct reflect Public Service's values and the Polytechnic's core values. These values are essential and enduring tenets of our organization. A statement of these values, while reiterating concepts already well understood, is helpful in outlining the context in which our Code will operate.

Public Service values are:

- Integrity
- Service
- Excellence

SP CORE values are:

- Self-discipline
- Personal Integrity
- Care and Concern
- Openness
- Responsibility
- *Excellence*

5. The interpretation of the SP CORE values is provided below:

Self-discipline

Self-discipline is needed for personal effectiveness. We will conduct ourselves appropriately without the need for external intervention.

Personal Integrity

As we are moulding young minds, it is important for us to be honest and upright in the discharge of our duties.

We will not compromise our integrity for personal advancement or gain. We must be mindful of potential conflicts of interest and avoid placing ourselves in situations that will betray the trust placed on us. We will not accept gratuities and gifts which may compromise our decisions or actions. We will not disclose any confidential information to unauthorized persons.

Care and Concern

We can make a difference to our Polytechnic, the community and the environment we live in. We care for our students and colleagues and are concerned for their well-being. We will also contribute our expertise, talents and time for the betterment of our community and environment.

Openness

Openness builds trust and teamwork, and encourages learning and innovation. This requires us to be receptive to the views, ideas and suggestions of others. In our interaction, we will seek first to understand and then to be understood.

Responsibility

We are accountable for our decisions and actions and will manage our resources effectively.

We will discharge our duty to the best of our ability. We will help our students realise their full potential to become worthy and effective members of society.

Excellence

We strive for excellence in whatever we do.

We recognise that every one of us has the potential for excellence. We need to be creative, innovative and enterprising. We must be prepared to explore uncharted waters, try new things and pioneer new methods. This will enable us to build a great organisation and make a difference to the community and the nation.

6. For officers who have dealings with students, they play a vital role in the development of young people. Being in a privileged position of nurturing and educating the young, we pride ourselves on our high standards of conduct. Likewise our students, their parents and the community place their trust in us to uphold these standards. Fundamental to our practice is a commitment to integrity and to do what is morally and ethically right.
7. This code:
 - 7.1 articulates the key conduct principles and expected behaviours;
 - 7.2 guides and supports the officer in making decisions that are consistent with the core values, expectations and accountability of the officer;
 - 7.3 strengthens the professionalism of the officer by emphasising the social responsibilities towards the community; and

- 7.4 contributes to the establishment of a conducive educational environment, thereby directly influencing the quality of educations and learning of the students.
8. While the Code of Conduct sets out standards of professional conduct and practice that focus primarily on how we perform our work duties, it is important to note that off-duty conduct in our private capacity, which may not directly relate to the Polytechnic or student matters, may have a bearing on our professional standing and reflect the reputation of our school or Polytechnic.
 9. This code applies to Adjunct Lecturers, Coaches for students and any other officer who is employed by Singapore Polytechnic.
 10. This code is not intended to cover every situation. It is not intended to be an exhaustive list, nor a basis for civil liability. In instances when further clarification is required, officers should consult their Directors or Department of Human Resource.

What Happens if the Code is Breached?

11. If an officer is charged and convicted in any competent Court of Law for any criminal offence including those committed overseas, the Polytechnic has the right in appropriate cases to take the necessary disciplinary measures against the Officer. Officer should inform the Polytechnic if and when he is under investigation by the police or will be charged in court for an offence.
12. Disciplinary actions will be taken against officers who are found guilty of inappropriate behaviours and unprofessional conduct whether arising from breach of the Code of Conduct or other forms of misconduct or neglect of duty.

Maintaining a Respectful Relationship with Colleagues

1. An officer, in promoting respect for professional and personal standings and opinions in his/her interactions with colleagues:
 - a. treat each other with courtesy and respect by:
 - i. respecting difference in working styles and in each other's work spaces;
 - ii. respecting differences in culture, beliefs, gender, race, religion, language or age;
 - iii. keeping in confidence personal information regarding colleagues that has been obtained in the course of personal and professional relationships formed in the workplace.
 - b. provides support for each other by:
 - i. valuing each other's input on professional matters;
 - ii. using appropriate forums for constructive debate on professional matters;
 - iii. speaking responsibly of each other when in contact with students and other stakeholders in face-to-face electronic or online communication and interactions;
 - iv. sharing needful information that helps improve the well-being of students; and,
 - v. engaging in purposeful collaboration and dialogue on professional matters.
 - c. upholds and maintains a work environment which is free from discrimination and harassment by refraining from:
 - i. being involved in situations of workplace conflict that disrespect and adversely affect the working environment in the workplace;
 - ii. unwelcome and unsolicited behaviour, whether verbal, physical or otherwise, that can be construed or perceived as being unprofessional, discriminatory or harassing; and,
 - iii. intimidating, abusive or threatening behaviour that is directed at an individual or a group of colleagues.

Personal Behaviour and Appearance

Personal Appearance

1. We acknowledge that officers take pride not only in carrying out their work but in maintaining their professional decorum and image as well. Our appearance and dressing is a reflection of our own professionalism and the image of the institution. Thus, it is important that we dress appropriately as we constantly come into contact with students, industry partners and members of the public.
2. Clothing should not be provocative and hazardous to safety. Extremely casual clothing is generally considered not appropriate for work.
3. An officer's clothing and hair-style should always be neat and decorous. Inappropriate clothing and unkempt hair should be avoided. As role models for the students, officers should use good judgement in dressing and be in appropriate attire for the office and classroom.

Personal Conduct and Behaviour

4. All officers are expected to uphold a high standard of personal conduct and ethical behaviour in both your professional and private capacity.
5. The polytechnic expects all officers to respect differences in culture, beliefs, gender, race, religion, language or age as well as differences in personalities and working styles.
6. In upholding these values, officers are expected:
 - a. not to display or distribute materials, or use language that is offensive;
 - b. not to display unwelcome and unsolicited behaviour, whether verbal, physical or otherwise, that can be construed or perceived as being unprofessional, discriminatory or harassing;
 - c. not to engage in intimidating, abusive or threatening behaviour; and,
 - d. to manage his private relationships in a way that does not adversely impact on the work or reputation of the profession or create an apparent or real conflict of interest.
7. Officers are reminded not to repeatedly access, download, print or distribute materials from undesirable sites. Disciplinary action will be taken against officers who repeatedly access undesirable sites.
8. As an educational institution, we are responsible for teaching and imbibing good habits and values in our students. Officers should therefore note the seriousness with which the Management is viewing officer's access into undesirable sites.

Personal Habits

9. The Polytechnic expects all officers to be role models of character. As such, the following expectations of conduct and behaviour take reference from national laws as well as the professional role and responsibilities of our officers in moulding the characters of our students.
10. Gambling
Officer shall not organise or take part in any form of gambling within the school or official premises; or any time when he is on duty, whether or not he is supervising our students.
11. Smoking
National law prohibits smoking on campus. Consistent with our professional role, an officer shall not smoke on campus or anywhere gazetted as smoke-free areas. He should also refrain from smoking whenever they are in contact with our students, whether within or outside of campus.
12. Alcohol
An officer's fitness and ability to perform his/her work is questioned when one is under the influence of alcohol that might impair his/her judgement. As such, an officer is expected not to consume alcohol or be under the influence of alcohol within the campus and when he/she is on duty, unless at official functions/events where the social or cultural context demands a reciprocal consumption of alcohol.

Declaration of Relatives Studying or Working in Singapore Polytechnic

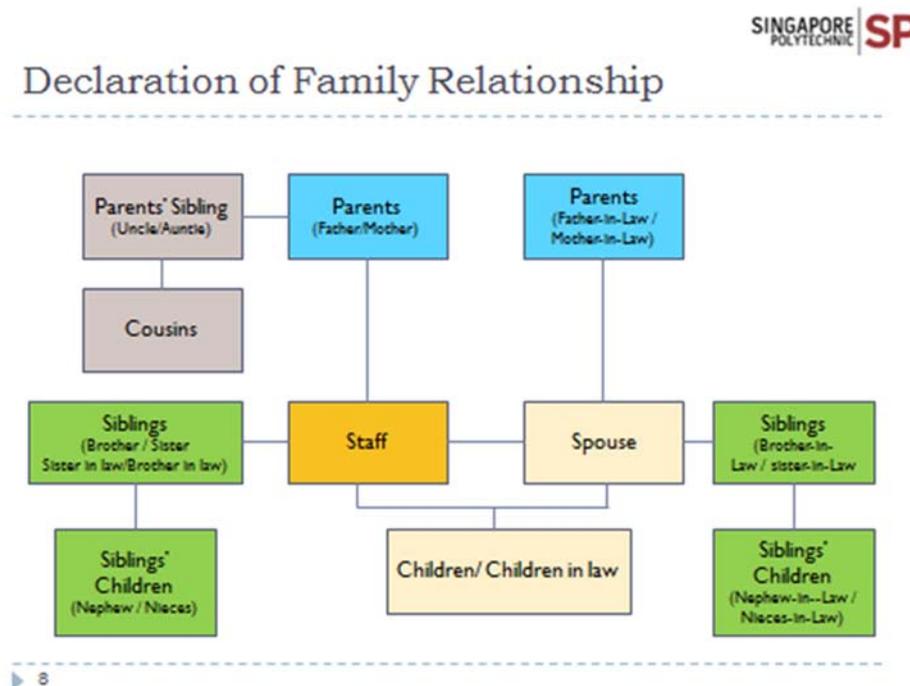
Relatives working at SP

1. Bearing in mind the possible conflict of interest which may arise where close relatives work within the same school or department, it is a condition of service for officers to declare that they have spouses or children working in the Polytechnic. Also, officers related to full-time officers should not be put in a supervisor-subordinate role within the same unit and that access to private/privileged information should be closely guarded.

Relatives studying at SP

2. In the case of officers with close relatives studying in the Polytechnic, schools and departments should be informed of this so that preventive measures can be taken to minimise the risk and impact of any potential conflict of interest. Officers who have relatives among our students should therefore make a declaration of the relationship before the start of first semester on campus.
3. The school should manage the arrangements (e.g. timetabling, marking of scripts, etc.) to ensure that the officer does not:
 - conduct tutorials/lab and project supervision attended by the child/relative. In the case of lectures, although ideally the officers should not lecture the sessions attended by the child/relative, exception can be made for large group lectures.
 - mark or moderate any assessments or examination scripts submitted by the child/relative
 - have access to any records pertaining to the child/relative and authorisation to modify them.

Relatives are defined as in the diagram below:



Managing Information

Secrecy of Official Documents and Information

1. An officer shall not make use of official information or his official position to further his private interests. An officer has to treat all official documents, papers and information he receives as confidential. He must not, either during or after his service, copy, extract or translate them for unofficial use or allow others to do so. He cannot directly or indirectly disclose, publish or show them to the Press or to individual in any form whatsoever, including new and social media, except as part of his official duties or with the permission of the Polytechnic.
2. Every officer who has access or dealings with the polytechnic's information systems is responsible for protecting and preserving the information in accordance with the Singapore Polytechnic's ICT Security Policy Guide which is available under this section.
3. If an officer has misplaced any confidential documents or IT devices containing confidential information, please report it immediately to the Director.
4. When an officer is first appointed, he will acknowledge that he has read and understood the Official Secrets Act (Chapter 233, 1970 Edition).

Broadcasts and Telecasts

Principles Governing Communication

5. Officers should uphold the integrity and reputation of the Public Service at all times, and not behave in a way that will bring the Public Service into disrepute.
6. Officers are to treat all official information they receive, whether in print, audio, video or online format, as confidential. This includes official information they may gain access to via the Government Intranet, internal forums (including online platforms) and during training courses. It also includes information intended for public release, but still under embargo. Copying, extracting or translating such information for unofficial use or allowing others to do so, or breaking of embargo, is an infringement of the code of conduct.

Communication in Official Capacity

7. Officers must contact the Department of Corporate Communications for clearance who will then seek the approval of PCEO, if necessary, before communicating (for example, appearing, speaking, writing or providing material) in the public domain (including dealing with the press) in their official capacity at SP, regardless of whether the communication is or may be perceived to be related to their work (the public domain refers to any domain which the general public has access to and includes broadcasts, telecasts, print and online media).
8. Officers wishing to make statements to the press are requested to contact the Director, Corporate Communications, who will ensure that the policy guidelines are adhered to.
9. Officers cannot comment in the public domain on matters that may affect national defence, internal security, social cohesion, and/or foreign policy, unless they are authorised to do so by PCEO. Foreign policy shall include Government policies and strategies on or in connection with bilateral or multilateral relations and its engagements (whether in relation to domestic, regional or international issues) in the regional and international arena.

Communication in Private Capacity

Public Domain

10. Officers may share their personal interests and experiences in the public domain.

Private Domain

11. Nevertheless, officers may comment on current affairs and issues of general interest in the private domain in their private capacity (the private domain refers to any domain which is accessible to only a restricted audience and which the Officers has control over its access).
12. Unless authorised by PCEO, he shall not comment on the following in his private capacity in a private domain:
 - a. issues relating to Polytechnic or policies he has or has been involved in;
 - b. issues that may affect national defence, internal security, social cohesion and/or foreign policy; and
 - c. party politics.
13. Officers are expected to recognise that comments, especially made online, may go viral and be taken out of context, resulting in serious and unintended consequences. Hence, officers should exercise judgment, act in a responsible manner and be prepared to account for any potential fallout created by their comments.
14. Regardless of the domain and capacity in which officers are making any communication, he should observe the following standards of behaviour:
 - a. Maintain confidentiality of information;
An officers shall treat all official documents, papers and information he receives as confidential. He must not, at any time (including any time after the termination of his employment), copy, extract or translate them for unofficial use or allow others to do so.
 - b. Be objective and constructive;
An officer shall not make comments that are defamatory, offensive, harassing, or in violation of any applicable law. He should also exercise judgement and be sensitive to public perception and not make comments which may conflict with his role as an officer, or compromise his ability to carry out future work objectively and professionally.
 - c. Be accountable for their own comments.
An officer is responsible for his comments and the repercussions that may result from them. He should be prepared for comments made publicly to be reproduced or forwarded to a wider audience and be attributed back to him, even if there is a disclaimer or if the comments are posted anonymously.

Social Media

15. Social media offers exciting new ways to communicate and build communities of shared interests, and Singapore Polytechnic has fully embraced social media to connect with officers and other stakeholders. It has become an integral part of social interaction.
16. While we support officers' desire and aspirations to be a part of a vibrant online community that celebrates achievements, Polytechnic expects officers to be sensitive to the significant impact that it can have on the Polytechnic's - and their personal - reputation.

17. It is important to know that once information is published online, it is considered public and is often not retractable. Always be mindful that the Internet is largely a public domain that allows rapid transmission of information and is unrestricted by geographical boundaries.
18. Examples of social media and online communication include, but are not limited to:
- a. Blogs, wikis and social networking sites such as Twitter, Facebook, etc.;
 - b. Video, audio and photo-sharing sites;
 - c. Internet chatrooms, instant messaging and message boards; and,
 - d. Software applications (including those operating on mobile devices), email and other websites which allow the publication and exchange of information with others.
19. All officers are expected to observe the general code of conduct on the use of social media as follows:
20. On SP's official social media platforms
- a. SP's official social media sites such as its Facebook pages serve the primary objectives of building community and relationships between SP and its diverse audiences (e.g. current & future students, officers, alumni, community & industry partners) as well as to celebrate the achievements of Team SP (our students, officers, and alumni).
 - b. Comments should relate to the posted topic or in alignment with the general objectives of the social media site. Polytechnic's official social media sites are not meant for comments that do not directly relate to the purpose or topic of the social media sites or for complaints. The proper channel to raise any complaints or seek redress for officer is through the Director of School or Department or Director (HR). In addition, officers must safeguard the privacy of student information and must not divulge any information relating to student records nor any confidential or competitive information obtained during the course of work.
 - c. While the Polytechnic welcomes related and relevant discussions and dialogue on its social media sites, comments must be made in a respectful and civil manner as befits the officers of the Polytechnic. Comments that are vulgar, inflammatory, or threatening will not be tolerated.
 - d. Copyright and fair use guidelines should be adhered to. Give credit where it is due and be sure not to plagiarise. When using new media tools and platforms, be aware if the terms of use and potential implications.
 - e. SP reserves the right to remove/block comments/users whose comments are in breach of the code of conduct.
21. On your own social media accounts
- a. Be aware that as an officer of the Polytechnic, whatever is posted can reflect on both the Officers' own reputation as well as that of the Polytechnic. The general rule-of-thumb is: Do not post something which an officer will be embarrassed to see as a news headline.
 - b. Social media is permanent. What officers post today (comments, pictures, videos) can be accessible to future employers years later.

- c. Be respectful and civil. Whether posting comments on officer's own social media sites or that of others, adopting a respectful and civil tone in communications best helps get messages across.
22. The responsibilities and obligations in other sections of the Code of Conduct that apply to communication (i.e. Broadcasts and Telecasts) and relationships with students, parents and colleagues are equally applicable to online communication and interaction.

ICT Acceptable Use Policy

23. All officers are expected to perform an important role in maintaining the security and availability of the Polytechnic's ICT resourced. All officers shall comply with ICT Acceptable Use Policy.
24. Officers are reminded not to visit undesirable sites. As an educational institution, we are responsible for teaching and imbibing good habits and values in our students. Officers should therefore note the seriousness with which the Management is viewing officers access into undesirable sites.
25. Disciplinary action will be taken against officers who repeatedly access, download, print or distribute materials from undesirable sites. Officers should note that their actions can be and are being monitored.

Complaints

Grievance Procedure

1. Officers may make representations about their terms and conditions of employment so long as they make them to the appropriate authorities through proper channels and do not carry individual grievances to persons or bodies outside the Singapore Polytechnic.
2. If an officer has any cause to be dissatisfied on any matter affecting his individual interest as an employee of the Polytechnic, he may approach his Director or PCEO. All letters addressed to persons other than the Director should be sent through the Director.
3. The officer is not permitted to bring political or other outside influence to support or advance his individual claim as an employee of the Polytechnic.
4. The PCEO who receives any communication on any matter shall, if he deems necessary, forward it to the Chairman of the Board or Chairman of HR Committee, as the case may be.
5. The same procedure will be adopted where an officer wishes to make a complaint against another officer. Disciplinary action will be taken against officers who make malicious complaints against others.
6. All letters or email shall bear the name of the employee. Anonymous letters will not be entertained.

Whistle Blowing Policy

7. In any large organisation, there is always a danger that malpractices, inappropriate behaviour or conduct, discrimination, misuse of public funds, etc. may take place. Such wrongdoings need to be addressed.
8. The policy aims to: -
 - provide an avenue for persons to raise their concerns and receive feedback on action taken, if any, on perceived wrongdoing; and,
 - encourage officers to be confident in raising legitimate concerns without fear of reprisals or repercussions to their careers.
 - Situations which may warrant whistle-blowing will include the following:
 - misuse of public funds;
 - miscarriage of justice;
 - actual or potential damage to public interest;
 - need to avert a potential or actual disaster;
 - cover-up of a criminal offence;
 - need to prevent dangers to health or safety.
9. Officers or contractors who raise their concerns under this policy need not fear any repercussions provided that:
 - the concern was made in good faith;
 - they have reason to believe that allegations made can be substantiated;
 - they are not acting for personal gain or out of a personal grievance.
10. While the institution is desirous of acting against any wrongdoing and would welcome information, the making of false, frivolous or misleading allegations will not be condoned. Should it be found that a person acted in such a manner, the following actions may be considered:
 - for employees – disciplinary action;
 - for suppliers – contractors/vendors – review of the continuing business relationship.
11. Concerns may be raised to relevant Director, PCEO, Director HR or Audit Committee Chairman c/o Department of Internal Audit in writing using the following format:
 - the background and history of the concern;
 - reasons for the concern over the particular situation.
12. All concerns raised should be forwarded to HR for logging purposes and appropriate course of action.

Responsibility to our Students, Parents and Stakeholders

1. Success in the education of a student involves their parents or significant adults in their lives. The support and positive collaboration of the wider community (partners-in-education, co-professionals, related educational bodies and agencies) also contributes to the development of students.
2. In fostering meaningful partnerships with parents/legal guardians, the officer is guided by the following principles:
 - The officer recognises that parents are the primary influence and teachers of their children, and therefore seek to build mutual trust and respect with parents in making professional decisions in the best interest of their children;
 - The officer maintains a respectful and open dialogue with parents to support the student's development;
 - The officer exercises professional integrity and judgement in communicating and working with parents to avoid direct conflict between private interests and professional work; and
 - The officer recognises that parents come from a diverse range of cultural contexts and needs and therefore, when seeking to work collaboratively with students' families, does so in an open and respectful way, not prejudiced by views about others' lifestyle, culture, ability, beliefs, gender, race, religion, language or age.
3. In engaging and building collaborative links with the community, the officer is guided by the following principles:
 - The officer centres the purpose of such engagements and collaborations on the students; and
 - The officer plays an ambassadorial role in upholding the image of the Polytechnic.
4. This code applies to Adjunct Lecturers, Coaches for students and any other officer who needs to work with students. The code is also applicable regardless of the following situations:
 - Whether the student is taught by, or under the duty of care of, the officer;
 - Whether the student is in the same or different school as the officer;
 - Whether the student has attained the age of consent;
 - Whether the student has consented to the relationship; or
 - Whether the relationship is condoned by parents/legal guardians/caregivers.

Our Responsibility to our Students

Maintaining a Professional Relationship with Students at All Times

5. A relationship between the officer and the student is one where trust and confidence are expected of officers. By virtue of the officer's authority and influence over his/her students, the differential power, whether perceived or real, between the officer and the student demands that the officer maintains a professional relationship with students at all times, both in and out of the Polytechnic, and in accordance with the established norms of Singapore society.
6. Recognising that personal relationships between officer and students can give rise to serious questions of conflict of interest, of bias, of breaches in confidentiality, of impartiality of treatment,

and challenges of unprofessional conduct, officers are expected to maintain a professional relationship with students at all times, both within and outside the campus.

7. Relationships between officer and student, beyond the usual professional one, even if bona fide, can compromise the professionalism of officer and the welfare of students.
8. Hence, officers should recognise their responsibilities to protect the interests of students, to respect the trust involved in the officer-student relationship and to accept the constraints and obligations inherent in their role.
9. Officers are required to declare any personal relationship/association with a student which exists at the time of his/her employment with his/her Director and, when in doubt to consult his/her Director.

Officer-student boundaries

10. Guided by the principles of officer-student relationships, the officer, in caring for the student and while discharging professional and pastoral responsibilities, shall:
 - a. avoid being alone in an enclosed room or secluded space with a student, where such one-to-one meetings can be misconstrued. The officer is expected to take the necessary precautions to ensure that a meeting with any student is conducted appropriately, according to the context and the circumstance, e.g. by carrying out the meeting in an open setting in the workplace;
 - b. appreciate fully that the onus is upon the officer, and not the student, to distance himself/herself from any potentially inappropriate situation, which might include, but is not limited to:
 - i. taking steps to discourage infatuations that can sometimes develop between students and officers. The officer needs to handle these sensitively and take steps to discourage any romantic notions harboured, while minimising hurt and distress to the student concerned; and
 - ii. taking steps to discourage romantic or inappropriate advances by a student.
 - c. not attempt to engage in indecent or offensive actions of a sexual nature, or establish an inappropriate relationship with a student, which include, but is not limited to:
 - i. moving the officer-student relationship to a personal level, e.g. revealing personal problems to the student;
 - ii. displaying flirtatious behaviour or expressing romantic feelings towards a student;
 - iii. dating a student;
 - iv. using sexual innuendo or inappropriate language or displaying sexually explicit or inappropriate material to students;
 - v. engaging in harassing behaviour, including sexual harassment;
 - vi. 'grooming' a student for a sexual relationship or sexual abuse; or
 - vii. having a sexual or romantic relationship with a student.
11. The expectations are applicable, regardless of:
 - a. whether the student is taught by, or under the duty of care of, the officer;
 - b. whether the student is in the same or different school as the officer;
 - c. whether the student has attained the age of consent;
 - d. whether the student has consented to the relationship; or

- e. whether the relationship is condoned by parents/legal guardians/caregivers.

Physical contact

12. The officer is expected to exercise sound professional judgement and discretion in deciding what is appropriate physical contact. In deciding on the importance and necessity of physical contact as the basis for thoughtful interactions with students, the officer recognises that officer-student physical contact is dependent on the circumstances, context, age, gender and maturity of the student.
13. The officer is expected to guard against any physical contact with a student where such contact:
 - a. is inappropriate or unwarranted; or
 - b. has, or may reasonably be construed to have, romantic or sexual overtones.
14. Examples of occasions when appropriate physical contact is acceptable, to the extent necessary, are:
 - a. when rendering first aid to a student;
 - b. when carrying out safety evacuation of a student;
 - c. when there is demonstrably unavoidable contact required, e.g. in teaching subjects such as Physical Education, Drama or Music for the purpose of coaching and correcting movements;
 - d. when the contact is required by virtue of the student's physical or learning deficiencies as part of the learning process, e.g. physical promptings by AED (LBS) when helping students with disabilities.

Out-of-school and after-school activities

15. While it is important for officer-student rapport to be established, officers' relationships with students must be within professional boundaries. As such, the standards of the officer's professional conduct and behaviour for out-of-school and after-school activities with students are no different from those which apply within the school.
16. When deciding on his/her needful presence in out-of-school or after-school social outings with students, the officer could bear in mind the following considerations:
 - a. the intent of the outing;
 - b. the school's stand or policies on student-initiated group outings;
 - c. the undiminished officer's professional role even in an out-of-school or after-school context;
 - e. the expectations of the students' parents in terms of the officer's role or presence in these situations; and
 - f. the possible unintended consequences that may occur.
17. To protect the professional integrity of the officer, the officer is expected not to initiate, accept or attend a social event with a student on a one-to-one basis unless:
 - a. there is a clear educational and professional need to do so;
 - b. such a situation arises from his/her duty of care towards the student; and
 - c. consent from the Director and/or the student's parents has been given.

Communication with students¹⁰

18. Guided by the principles of officer-student relationships and communication with students, the officer is expected to:
- a. exercise sound professional judgement to ensure that communication with students is kept within professional parameters;
 - b. ensure that the content of conversations or communication with students, especially beyond the confines of the classroom or in one-to-one interactions:
 - i. is not of a personal nature to the officer or to the student, especially when the content can be misconstrued to have crossed the boundary of officer-student relationships (e.g. communication using internet platforms like chat rooms, online forums, and the use of false personas that can mislead the student);
 - ii. is not inappropriate in its content (e.g. about violence or pornography); and
 - iii. does not take a stance that advocates or abhors a particular religious, racial, political, sexual or sexist view or inclinations that are in conflict with established norms of Singapore society; and
 - c. ensure that his/her demeanour, language and attitude when communicating with students:
 - i. is not profane, vulgar or demeaning; and
 - ii. does not amount to harassment including sexual harassment (e.g. commenting on students' bodies in an inappropriate manner, talking about student's sexuality, teasing about gender stereotypes/orientation).

¹⁰ Communication refers to face-to-face interactions, electronic means of communication, mobile communication and the use of social media.

Maintaining objectivity in an officer-student relationship

18. Officers appreciate that schools are microcosms of society and that students interact with peers from diverse backgrounds and cultures. Recognising the differences in students' backgrounds and identities which shape the experiences of and the impact on their learning, the officer demonstrates a positive attitude towards differences among students and takes a thoughtful and sensitive approach in building a nurturing school environment.
19. The officer, in respecting the cultural, ethnic and religious differences of the students, organises learning and interacts with students to take account of the diversity. In so doing, the officer is expected to:
- a. observe procedural fairness and objectivity in making decisions concerning students;
 - b. observe the required secularity or impartiality of the officer, such as not proselytising
 - b. (i.e. advocating a political, culturally-biased or religious agenda) to any student.

Ensuring the safety and well-being of students

20. The safety and well-being of students are attended to when officers create and maintain a learning environment that is physically, psychologically and emotionally safe.

Management and discipline of students

21. The officer recognises, respects and upholds the dignity and worth of each student. In managing students in a just and considerate manner, and acting in their best interests, the officer is expected to:
 - a. be aware of, understand and comply with SP's policies relating to the management and discipline of students; and
 - b. exercise authority and apply discipline appropriately, impartially and with care.
22. The officer seeks to resolve student management issues according to SP's policies and makes a constructive effort to protect the student from conditions detrimental to learning, health or safety, by:
 - a. being cognisant of the impact of inappropriate and unreasonable acts directed at students, e.g. sustained criticism, ridicule or teasing, persistent hostility, verbal abuse, rejection or the imposition of social isolation with the intention to belittle, or discredit the student; and
 - b. responding to symptoms and signs that threaten a student's well-being and welfare, e.g. bullying, or harm done to or by students.

Aggressive behaviour

23. In the management of student discipline, the interest and welfare of the officer are also important.
24. When aggressive behaviour is displayed by students and directed at the officer, a colleague or another student, the officer is expected to assess the situation and determine if it poses serious safety concerns. If so, assistance should be sought or provided immediately.
25. The officer is advised not to retaliate whether in word or action, unless circumstances require the officer to:
 - a. defend himself/herself because of personal safety concerns;
 - b. intervene in order to protect another officer/student from potential harm; or
 - c. use reasonable physical restraint to prevent the student from injuring himself/herself.
26. If reciprocal force is necessary to restrain the student(s), the officer needs to be mindful that it is:
 - a. proportionate to the threat;
 - b. no greater than reasonably necessary; and
 - c. for the minimum time required to stop the aggressive behaviour.
27. At the appropriate time, the officer can make a decision to suspend further contact with the student concerned until it can be agreed that the threat of force (verbal or non-verbal) is removed.

School trips and outings

28. The experiential learning gleaned from school trips and outings can greatly enrich the educational experience of students. In such settings, physical safety is of prime importance. In attending to the safety and well-being of the students, the educator is expected to:
 - a. exercise the duty of care; and

- b. ensure strict compliance with the standard operating procedures (SOPs) laid down for the activities according to school or MOE guidelines.

Respecting confidential information about students

- 29. Confidential information of students refers to information and data about the student's personal identification, family details, health or personal records obtained in the course of professional work. Students' personal information has to be handled by officers in a sensitive and thoughtful manner, especially in areas of health or family problems.
- 30. An officer shall not make use of official information or his official position to further his private interests. An officer has to treat all official documents, papers and information he receives as confidential. He must not, either during or after his service, copy, extract or translate them for unofficial use or allow others to do so. He cannot directly or indirectly disclose, publish or show them to the Press or to individual in any form whatsoever, including new and social media, except as part of his official duties or with the permission of the Polytechnic. Every officer who has access or dealings with the polytechnic's information systems is responsible for protecting and preserving the information.
- 31. As the steward of a student's confidential information, the officer is expected to:
 - a. ensure that the collection of a student's personal information is relevant to the official purpose for which it is collected and used;
 - b. exercise reasonable care in the collection, processing and use of students' personal information to prevent unauthorised access, use, modification or disclosure of their confidential information;
 - c. exercise reasonable care when disclosing students' personal information by ensuring that it is made with lawful authority, taking into account the intent, context, and source from which the request for disclosure is made;
 - d. take responsibility for enacting the relevant checks or authorisation with school authorities, the student's parents and/or legal guardians when needed; and
 - e. exercise discretion when discussing student matters, bearing in mind the professional intent and according the appropriate security level to the information, e.g. avoiding the use of online platforms which are inappropriate.
- 32. Personal information of students shall not be revealed, except under the following circumstances:
 - a. the student/parent or legal guardian has consented to the information being used;
 - b. to prevent or reduce a serious threat to life, health, safety or well-being of a person (including the student);
 - c. as part of an investigation into unlawful activity by law or by the order of a court of law or the disclosure is authorised by any written law; or
 - d. the information is required by a Government Ministry to carry out statutory functions, in which case, the relevant Ministry should state the relevant law, section and clause to the school.
- 33. If an officer has misplaced any confidential documents or IT devices containing confidential information, please report it immediately to your Director.
- 34. If an officer is in doubt, he/she should consult the Director.

Reporting misconduct to protect the student

35. As the protection of the student is of utmost importance, an officer cannot ignore the behaviour of persons (e.g. colleague, parent, members of public, student) that falls short of child protection norms and standards of administrative practices that have a direct impact on the student.
36. Such concerns shall be raised through the procedures and channels available in SP. This includes the mandated reporting of any reasonable suspicion of a student who has suffered or is suffering sexual abuse, neglect or non-accidental physical injury.
37. If a report is made in good faith, but a case of wrongdoing cannot be established after investigation, no action will be taken against the officer who makes the report. If, however, an allegation is made frivolously, maliciously or for personal gain, disciplinary action may be taken against the officer.

Our Responsibility to Parents & Stakeholders

1. Success in the education of a student involves their parents or significant adults in their lives. The support and positive collaboration of the wider community (partners-in-education, co-professionals, related educational bodies and agencies) also contributes to the development of students.
2. In fostering meaningful partnerships with parents/legal guardians, the officer is guided by the following principles:
 - The officer recognises that parents are the primary influence and teachers of their children, and therefore seek to build mutual trust and respect with parents in making professional decisions in the best interest of their children;
 - The officer maintains a respectful and open dialogue with parents to support the student's development;
 - The officer exercises professional integrity and judgement in communicating and working with parents to avoid direct conflict between private interests and professional work; and
 - The officer recognises that parents come from a diverse range of cultural contexts and needs and therefore, when seeking to work collaboratively with students' families, does so in an open and respectful way, not prejudiced by views about others' lifestyle, culture, ability, beliefs, gender, race, religion, language or age.
3. In engaging and building collaborative links with the community, the officer is guided by the following principles:
 - The officer centres the purpose of such engagements and collaborations on the students; and
 - The officer plays and ambassadorial role in upholding the image of the Polytechnic