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# SENNIES code of conduct

As a valued member of the SENNIES community please read our 'Code of Conduct' and our **Terms and Conditions**. Please read this carefully and return a signed copy to us. Violation of our code of conduct and terms and conditions could result in immediate termination of any existing contracts placed through us, as well as dismissal from the SENNIES network.

## An Introductory Agency:

SENNIES is an introductory agency, that means we identify potentially suitable candidates for our clients, carry out thorough screening and interviews, and then send your details to the client. As an introductory agency, we will never be your employer, but we will always be on-hand to advise you and your new employer on employment matters.

## Our Expectations:

- You will endeavour to be clear and upfront regarding your availability and ability to commit to a job/trial/interview.
- You will provide SENNIES with accurate information including necessary documents and feedback, and respond to correspondence from both SENNIES and parents in a timely manner.
- You will represent SENNIES in a professional manner at all times, both prior to obtaining a job and when working for a SENNIES family.
- You will endeavour to keep us informed of any changes to your job or contract; for example if your hours are increased or a temporary role is extended.
- You understand that you are responsible for arranging any reimbursements for expenses accrued whilst working with a SENNIES family such as; travel expenses, per diems, activity costs etc. with the family directly.

In return - we promise to always be available to help you with any concerns or issues you may face when working on behalf of SENNIES. We are here to ensure both our families and our Sennies are happy, comfortable and safe.

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## Code of conduct

### Professionalism

1. Be a positive role model, modelling appropriate behaviour and language.
2. Do not discuss inappropriate topics in the presence of children.
3. Use appropriate language in the presence of children.
4. Maintain a clean and tidy yet comfortable appearance at all times.
5. Never smoke or drink alcohol during working hours or in the presence of children.
6. Endeavour to arrive early and always on time for your scheduled start time. Continued lateness could be grounds for dismissal.
7. Whilst you may form a close and personal bond with your SENNIES family(s) - it is important to always maintain a professional working relationship. Please be mindful about what you share with your employers and avoid spending your working hours engaged in chat and personal discussion with family members / other staff members instead of fulfilling your role as a Sennie.



## Relationship with the child

8. Ensure that children's individual needs/routine are met.
9. Ensure that children's social and emotional needs are met.
10. Maintain a safe environment for children at all times taking particular care when out in the community.
11. Respect the rights of children, and treat them with dignity.
12. Respect children's personal space, but give comfort and show affection where appropriate and possible .
13. Interact with children in a positive, encouraging manner.
14. Encourage children to express themselves, and respond respectfully and supportively.
15. Provide experiences that assist in the overall development of the child, including experiences that promote the development of self-reliance and self-esteem.
16. Incorporate the children's interests when planning activities and outings.
17. Utilise everyday experiences as learning experiences (e.g.: discuss colours when buying vegetables, or identifying different types of motor vehicles when on a car trip).
18. Help children to develop awareness of their belonging to a community and build independence where possible.
19. Use positive behaviour guidance techniques (e.g: praising and encouraging appropriate behaviour).
20. Never physically discipline a child, handle a child roughly, or speak to a child in an aggressive or humiliating manner.
21. Where child abuse is suspected, take appropriate steps to inform the relevant authorities for the protection of the children.
22. Maintain confidentiality in regards to children's personal or medical circumstances.

## Relationship with the Families

23. Be respectful and courteous in interactions with your employer(s), including their extended family and/or household members.
24. Respect and work within the cultural values and beliefs of families.
25. Strive to develop an open, respectful and communicative relationship with families.
26. Support the relationships of the children and their families, and support families in their roles raising their children.
27. Work collaboratively with families to provide quality care for their children, communicating throughout the day where appropriate.
28. Report any accident or injury to the family as soon as practicably possible.
29. Take care with the family's possessions and property, and report any accidental damage to the family as soon as practicably possible.
30. When responding to, or raising concerns with families, do so in a respectful and diplomatic manner with an aim to come to a resolution that all parties are comfortable with.
31. Refrain from sharing photographs of, or details about children on social media without the written consent of the family.
32. Maintain confidentiality and respect the families' right to privacy at all times.
33. Your primary role is childcare. You are not expected to complete heavy household chores unless otherwise stated in your contract. However light household tidying up (toys, dishes, swapping over laundry, etc) is appreciated by every family when your care commitments or schedule allow it. Cleaning up after the children and yourself is a must where possible.

Sennies who do not abide by the SENNIES Code of Conduct will face disciplinary action, including possible removal from SENNIES. The Code of Conduct is for your protection.

## Cancellation Policy:

Should you accept and agree to undertake work or a trial via a verbal or written arrangement with a SENNIES family, which is then confirmed with us/ we are informed about here at SENNIES, you are expected to honour your commitment to the family. Failure to attend or cancellation of work with less than 48 hours notice could result in payment being withheld and/or you being liable for any loss of earnings to SENNIES.

Should a Sennie who has entered a verbal or written contract with a SENNIES family have their agreed work or employment cancelled without proper notice, the Sennie will be entitled to compensation for loss of earnings by the family.

## COVID-19 Policy:

Since the worldwide pandemic relating to the Novel Coronavirus, SENNIES requires all registered Sennies to ensure they are following guidelines, as set out and stipulated by the UK Government, when undertaking any work that has been organised/ introduced by us. By signing this form, you agree to inform SENNIES and any employer of any reason why you may not be able to work, due to COVID-19 or suspected illness as soon as possible.

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By ticking the following boxes, I understand that I agree to adhere to the terms and conditions as set out by SENNIES Ltd.

- I agree to adhere to the SENNIES Code of conduct and the SENNIES [Terms and conditions](#).
- I consent to SENNIES storing my submitted information so they can respond to my enquiry and send me relevant jobs/information.
- I consent to SENNIES sharing my personal details, identification and other relevant documents with potential employees/clients with whom I am seeking employment.

Full name:

Date:

If you have any questions, please contact us at:

[info@sennies.co.uk](mailto:info@sennies.co.uk)