Code of Conduct for Tutors and Staff

Tutors and Staff at Medscience centre should at all times be mindful of the fact that they are working with young and vulnerable people. While the centre often encourages support of students beyond strictly academic areas, the points below should be taken into consideration in order for staff, tutors and students to be protected from wrongful allegations of misconduct.

Language

- Tutors and staff should not use discriminatory language of a racial, political or sexual nature other than if strictly necessary to illustrate an academic point.
- Bad or offensive language should not be used either when speaking with a student, parent or colleague or when marking work.
- The use of language which could be considered flirtatious should be avoided with students and used sensitively between staff and tutors so as not to cause offense or awkwardness

Boundaries

- It is incumbent on staff and tutors to sustain an appropriate professional distance between themselves and students, no matter what the age of the student.
- The centre has a duty of care towards all students no matter what their age and no student should ever feel that there has been an inappropriate breaking of appropriate boundaries.
- There should be no sexual relationship between a member of staff or tutor and a current student, no matter what the age of the student.

Physical contact

- In general, staff and tutors are advised to confine any physical contact to hands and forearms where reassurance is offered. In very rare cases where restraint may be required, a tutor or member of staff may feel it necessary to hold a student by the upper arm. Any other touching should not be initiated by a tutor or member of staff and tutors and staff should be vigilant that no allegations of inappropriate touching could be alleged.

Personal safety

- Meetings with students generally take place within the centre premises. Most classrooms have glass panels in the door and tutors are strongly advised not to obscure this glass with coats or other garments. It is in the tutor's interest for full visibility of the class to be possible from outside the room.
- Should a tutor feel uncomfortable with a student, the Director of Studies should be made aware and a new teaching room will be allocated where this may alleviate any risk of discomfort or wrongful allegation.
- Where a tutor or member of staff feels concerned about being alone with a student, it is advisable to leave the door open and for the tutor or member of staff to position themselves near to the door. The tutor or staff member should advise the Director of Studies, Principal or any other member of staff where they would like the room to be closely and regularly monitored.
- Tutors and staff are advised to be circumspect before arranging meetings with students outside of centre premises. They should have the student's safely and well-being in mind and choose a location which they believe to be safe. In addition, the tutor or staff member should be mindful not to meet a student in a location where false accusations of misconduct can be alleged. The student should be entirely happy to meet the staff member or tutor off-site and no pressure must be put on a student to meet off-site. Tutors and staff should be mindful that they may be seen to

be in a position of power and trust and that many students are vulnerable and may therefore feel obliged to agree to such a meeting without truly being happy to do so.

Communication

- Communication between tutors, staff and students should normally be face to face, by letter or by phone conversation within a strictly professional context.
- Given the informal ethos of the centre, at times SMS texts, instant messenger or social networking may be used as a means of contact. This should be with the student's consent and tutors and staff should be cautious that full consent for this kind of communication has been given and that the student does not feel under inappropriate pressure to engage in such communication. Staff and tutors should be mindful that these communications are at greater risk of misinterpretation and caution is urged at all times. Should a tutor or member of staff have any concerns that the communication has become inappropriate or open to misinterpretation, such means of communication should be discontinued.
- Tutors or staff who choose to use social networking sites must not misrepresent themselves. Such behaviour is likely to lead to disciplinary procedure.

Further guidance

- Where a member of staff or tutor seeks further guidance, this is readily available from the Director of Studies or Principal. Tutors or members of staff should never put themselves in a position where they could be at risk while awaiting such advice. If there is any perceived risk, any meeting or communication with the student should be postponed until such time as the advice can be offered.

Data Protection Act

Section 1 - Policy Statement

Medscience centre is committed to a policy of protecting the rights and privacy of individuals (includes students, staff and others) in accordance with the Data Protection Act. The Centre needs to process certain information about its staff, students and other individuals it has dealings with for administrative purposes (eg to recruit and pay staff, to administer programs of study, to record progress, to agree awards and to collect fees.)To comply with the law, information about individuals must be collected and used fairly, stored safely and securely and not disclosed to any third party unlawfully.

The policy applies to all staff and students of the Centre. Any breach of the Data Protection Act 1998 or the Centre's Data Protection Policy is considered to be an offence and in that event, Medscience centre disciplinary procedures will apply. As a matter of good practice, other agencies and individuals working with the Centre, and who have access to personal information, will be expected to have read and comply with this policy. It is expected that departments/sections who deal with external agencies will take responsibility for ensuring that such agencies sign a contract agreeing to abide by this policy.

Section 2 - Definitions (Data Protection Act 1998)

Personal Data	Data relating to a living individual who can be identified from that information or from that data and other information in possession of the data controller. Includes name, address, telephone number, id number. Also includes expression of opinion about the individual, and of the intentions of the data controller in respect of that individual.
Sensitive Data	Different from ordinary personal data (such as name, address, telephone) and relates to racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sex life, criminal convictions. Sensitive data are subject to much stricter conditions of processing.

Data Controller	Any person (or organisation) who makes decisions with regard to particular personal data, including decisions regarding the purposes for which personal data are processed and the way in which the personal data are processed.
Data Subject	Any living individual who is the subject of personal data held by an organisation.
Processing	Any operation related to organisation, retrieval, disclosure and deletion of data and includes: Obtaining and recording data Accessing, altering, adding to, merging, deleting data Retrieval, consultation or use of data Disclosure or otherwise making available of data.
Third Party	Any individual/organisation other than the data subject, the data controller (Centre) or its agents.
Relevant Filing System	Any paper filing system or other manual filing system which is structured so that information about an individual is readily accessible. Please note that this is the definition of "Relevant Filing System" in the Act. Personal data as defined, and covered, by the Act can be held in any format, electronic (including websites and emails), paper-based, photographic etc. from which the individual's information can be readily extracted.

Section 3 - Data Protection Principles

All processing of personal data must be done in accordance with the eight protection principles:

- **Personal data shall be processed fairly and lawfully.** Those responsible for processing personal data must make reasonable efforts to ensure that data subjects are informed of the identity of the data controller, the purpose(s) of the processing, any disclosures to third parties that are envisaged and an indication of the period for which the data will be kept.
- **Personal data shall be obtained for specific and lawful purposes and not processed in a manner incompatible with those purposes.** Data obtained for specified purposes must not be used for a purpose that differs from those.
- **Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is held.** Information, which is not strictly necessary for the purpose for which it is obtained, should not be collected. If data are given or obtained which is excessive for the purpose, they should be immediately deleted or destroyed.
- **Personal data shall be accurate and, where necessary, kept up to date.** Data, which are kept for a long time, must be reviewed and updated as necessary. No data should be kept unless it is reasonable to assume that they are accurate. It is the responsibility of individuals to ensure that data held by the Centre are accurate and up-to-date. Completion of an appropriate registration or application form etc will be taken as an indication that the data contained therein is accurate. Individuals should notify the Centre of any changes in circumstance to enable personal records to be updated accordingly. It is the responsibility of the centre to ensure that any notification regarding change of circumstances is noted and acted upon.
- **Personal data shall be kept only for as long as necessary.** (See section 10 on Retention and Disposal of Data)
- **Personal data shall be processed in accordance with the rights of data subjects.** (See section 5 on Data Subject Rights)
- **Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of data.** (See section 7 on Security of Data)
- **Personal data shall not be transferred to a country or a territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.** Data must not be transferred outside of the European Economic Area (EEA) (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Republic of Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal,

Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom) - without the explicit consent of the individual.

Section 4 - Responsibilities under the Data Protection Act

- The Centre as a body corporate is the data controller.
- The senior officer responsible for the Centre's compliance with the Data Protection Act is the Technical Manager.
- The Academic Management team and all those in managerial or supervisory roles are responsible for developing and encouraging good information handling practice within the Centre.
- Compliance with data protection legislation is the responsibility of all members of the centre who process personal information.
- Members of the centre are responsible for ensuring that any personal data supplied to the Centre are accurate and up-to-date.

Section 5 - Data Subject Rights

Data Subjects have the following rights regarding data processing and the data that are recorded about them:

- To make subject access requests regarding the nature of information held and to whom it has been disclosed.
- To prevent processing likely to cause damage or distress.
- To prevent processing for purposes of direct marketing.
- To be informed about mechanics of automated decision taking process that will significantly affect them.
- Not to have significant decisions that will affect them taken solely by automated process.
- To sue for compensation if they suffer damage by any contravention of the Act.
- To take action to rectify, block, erase or destroy inaccurate data.
- To request the Commissioner to assess whether any provision of the Act has been contravened.

Section 6 - Consent

Wherever possible, personal data or sensitive data should not be obtained, held, used or disclosed unless the individual has given consent. The centre understands "consent" to mean that the data subject has been fully informed of the intended processing and has signified their agreement, whilst being in a fit state of mind to do so and without pressure being exerted upon them. There must be some active communication between the parties such as signing a form and the individual must sign the form freely of their own accord. Consent cannot be inferred from non-response to a communication. For sensitive data, explicit written consent of data subjects must be obtained unless an alternative legitimate basis for processing exists.

In most instances consent to process personal and sensitive data is obtained routinely by the centre (eg when a student signs a registration form or when a new member of staff signs a contract of employment). Any centre forms (whether paper-based or web-based) that gather data on an individual should contain a statement explaining what the information is to be used for and to whom it may be disclosed. It is particularly important to obtain specific consent if an individual's data are to be published on the Internet as such data can be accessed from all over the globe. Therefore, not gaining consent could contravene the eighth data protection principle.

If an individual does not consent to certain types of processing (eg direct marketing), appropriate action must be taken to ensure that the processing does not take place.

Section 7 - Security of Data

All staff are responsible for ensuring that any personal data (on others) which they hold are kept securely and that they are not disclosed to any unauthorised third party (see Section 9 on Disclosure of Data for more

detail).

All personal data should be accessible only to those who need to use it. You should form a judgment based upon the sensitivity and value of the information in question, but always consider keeping personal data:

- In a lockable room with controlled access, or
- In a locked drawer or filing cabinet, or
- If computerised, password protected, or
- Kept on disks (such as USB flash drives) which are themselves kept securely.

Care should be taken to ensure that PCs and terminals are not visible except to authorised staff and that computer passwords are kept confidential. PC screens should not be left unattended without password protected screen-savers and manual records should not be left where they can be accessed by unauthorised personnel.

Care must be taken to ensure that appropriate security measures are in place for the deletion or disposal of personal data. Manual records should be shredded or disposed of as "confidential waste". Hard drives of redundant PCs should be wiped clean before disposal.

This policy also applies to staff and students who process personal data "off-site". Off-site processing presents a potentially greater risk of loss, theft or damage to personal data. Staff and students should take particular care when processing personal data at home or in other locations outside of the centre buildings.

Section 8 - Rights of Access to Data

Members of the centre have the right to access any personal data which are held by the centre in electronic format and manual records which form part of a relevant filing system. This includes the right to inspect confidential personal references received by the Centre about that person.

Section 9 - Disclosure of Data

The Centre must ensure that personal data are not disclosed to unauthorised third parties which includes family members, friends, government bodies, and in certain circumstances, the Police. All staff and students should exercise caution when asked to disclose personal data held on another individual to a third party. For instance, it would usually be deemed appropriate to disclose a colleague's work contact details in response to an enquiry regarding a particular function for which they are responsible. However, it would not usually be appropriate to disclose a colleague's work details to someone who wished to contact them regarding a non-work related matter. The important thing to bear in mind is whether or not disclosure of the information is relevant to, and necessary for, the conduct of centre business. Best practice, however, would be to take the contact details of the person making the enquiry and pass them onto the member of the centre concerned.

The Act permits certain disclosures without consent so long as the information is requested for one or more of the following purposes:

- To safeguard national security*
- Prevention or detection of crime including the apprehension or prosecution of offenders*
- Assessment or collection of tax duty*
- Discharge of regulatory functions (includes health, safety and welfare of persons at work)*
- To prevent serious harm to a third party
- To protect the vital interests of the individual, this refers to life and death situations.

*** Requests must be supported by the appropriate paperwork.**

When members of staff receive enquiries as to whether a named individual is a member of the centre, the enquirer should be asked why the information is required. If consent for disclosure has not been given and the reason is not one detailed above (i.e. consent not required), the member of staff should decline to comment. Even confirming whether or not an individual is a member of the Centre may constitute an unauthorised disclosure.

Unless consent has been obtained from the data subject, information should not be disclosed over the telephone. Instead, the enquirer should be asked to provide documentary evidence to support their request. Ideally a statement from the data subject consenting to disclosure to the third party should accompany the request.

Section 10 - Retention and Disposal of Data

The centre discourages the retention of personal data for longer than they are required. Considerable amounts of data are collected on current staff and students. However, once a member of staff or student has left the institution, it will not be necessary to retain all the information held on them. Some data will be kept for longer periods than others.

Students

In general, electronic student records containing information about individual students are kept indefinitely and information would typically include name and address on entry and completion, programs taken, examination results, awards obtained.

Staff

In general, electronic staff records containing information about individual members of staff are kept indefinitely and information would typically include name and address, positions held, leaving salary. Other information relating to individual members of staff will be kept by the Personnel Department for 6 years from the end of employment. Information relating to Income Tax, Statutory Maternity Pay etc will be retained for the statutory time period (between 3 and 6 years).

Information relating to unsuccessful applicants in connection with recruitment to a post must be kept for 12 months from the interview date. Personnel may keep a record of names of individuals that have applied for, be short-listed, or interviewed, for posts indefinitely. This is to aid management of the recruitment process.

Disposal of Records

Personal data must be disposed of in a way that protects the rights and privacy of data subjects (eg, shredding, disposal as confidential waste, secure electronic deletion).

Section 11 - Direct Marketing

Any department or section that uses personal data for direct marketing purposes must inform data subjects of this at the time of collection of the data. Individuals must be provided with the opportunity to object to the use of their data for direct marketing purposes (eg an opt-out box on a form).

Section 12 - Use of CCTV

For reasons of personal security and to protect centre premises and the property of staff and students, a close circuit television camera is in operation at the main entrance to the centre building. The presence of this camera may not be obvious. This policy determines that personal data obtained during monitoring will be processed as follows:

- Any monitoring will be carried out only by a limited number of specified staff.
- The recordings will be accessed only by the Academic Management Team, Technical Manager and Receptionist.
- Personal data obtained during monitoring will be destroyed as soon as possible after any investigation is complete.
- Staff involved in monitoring will maintain confidentiality in respect of personal data.