



ELEVATE BEYOND LIMITED

Candidate Code of Conduct

Supporting Every Step Forward

DOCUMENT INFORMATION	
Date Issued	June 2026
Next Review	September 2026 (and annually thereafter, aligned to KCSiE update)
Applies to	All candidates registered with Elevate Beyond Limited
Contact	info@elevate-beyond.co.uk 01615248467
Company Number	17222138
DSL	Sulayman Cham — Founder and Director

This Code of Conduct must be read, signed, and returned to Elevate Beyond before any placement begins. It forms part of the Candidate Agreement and should be read alongside the Safeguarding and Child Protection Policy, Safer Recruitment Policy, and GDPR and Data Protection Policy.

A Word from Elevate Beyond

You have registered with Elevate Beyond because you work in one of the most demanding and important areas of education — SEMH, Alternative Provision and specialist SEND settings. The young people in the schools and provisions we serve are often at their most vulnerable. Many have experienced trauma, exclusion or harm. The work you do with them matters enormously.

Our founder, Sulayman Cham, spent nearly a decade as a frontline Social Worker across Manchester and Salford. He has worked directly with many of the same young people who sit in the classrooms and provisions where you will be placed. This agency was built on the understanding that the professionals who enter those settings through Elevate Beyond carry a responsibility that goes well beyond the hours of a placement.

This Code of Conduct is not a list of restrictions. It is a framework that protects you, protects the young people you work with and protects the integrity of the settings you enter. Every expectation in this document exists for a clear and specific reason.

By signing this document, you confirm that you have read, understood and agreed to every section. You also confirm that you will maintain these standards throughout every placement not only when you feel observed or supervised but in every interaction every day.

1. Safeguarding — Your First and Highest Responsibility

Safeguarding is not one part of your role during a placement with Elevate Beyond. It is the foundation of everything else. Every other standard in this document flows from the same principle. The welfare of the young people in your care comes first, always and without exception.

What this means in practice

- You must familiarise yourself with the safeguarding and child protection policy of every setting you are placed in on your first day.
- You must know the name of the Designated Safeguarding Lead (DSL) in the setting before you begin working with any young people.
- If you observe, overhear or are told anything that makes you concerned about the welfare of a young person, you must report it to the setting's DSL and to the Elevate Beyond DSL on the same day. Do not decide for yourself whether something is 'serious enough' to report. Report it and let the DSL make that assessment.
- You must not investigate safeguarding concerns yourself, question a young person about what they have disclosed or share your concerns with anyone other than the relevant DSL contacts.
- Where a young person makes a disclosure to you, respond calmly. Listen without interrupting or asking leading questions. Reassure them that you are there to help. Tell them that you will need to share what they have told you with someone who can help and do not promise confidentiality. Then report immediately.
- You must complete the required annual safeguarding training refresh as a condition of your continued registration with Elevate Beyond. You must confirm this in writing at each annual review.
- You must read and understand the current version of Keeping Children Safe in Education (KCSiE) and confirm in writing that you have done so. KCSiE is updated annually every September and you will be asked to re-confirm at each annual review.

Elevate Beyond's DSL: Sulayman Cham — info@elevate-beyond.co.uk — 01615248467. If a child is in immediate danger, call 999 first.

2. Professional Boundaries

Working in SEMH and AP settings requires a particular kind of relational skill. The young people in these provisions are often seeking consistent and trustworthy adult relationships that they may not have experienced elsewhere. This can make professional boundary management both more important and more complex than in mainstream education.

Relationships with young people

- Treat every young person with dignity, patience and respect regardless of their behaviour, background, or history. The young people in SEMH settings may be the most challenging you will ever work with. That is precisely why your professional conduct must be impeccable.
- You must not form personal relationships with young people outside of the professional context of the placement. This applies during the placement and continues after it has ended.

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- You must not give any young person your personal contact details including your personal phone number, personal email address, social media handles or messaging app usernames.
 - If a young person attempts to contact you through personal channels, you must not respond and must report this to the setting's DSL and to Elevate Beyond without delay.
 - If you believe a young person has developed an attachment to you that is becoming unhealthy or that could be misinterpreted, speak to a senior member of staff and to the Elevate Beyond DSL immediately. Do not manage this situation alone.
 - You must not accept gifts from young people or their families other than minor tokens of appreciation that are not of significant monetary value. If you are unsure, contact Elevate Beyond for guidance.

One-to-one situations

- Wherever possible, avoid being alone with a young person in a closed or secluded space. Where one-to-one work is required by the placement, ensure that it takes place in a visible location with an open door or a glass panel.
- If you must speak to a young person alone for any reason, tell a colleague where you are, ensure you can be seen or heard and keep the interaction brief and purposeful.
- Many Elevate Beyond placements involve one-to-one tutoring or mentoring work. In these contexts, the expectation of transparency is higher, not lower. Ensure the setting's DSL and your line manager in the provision are aware of where and when one-to-one sessions take place.

3. Physical Contact

Working in SEMH settings sometimes involves young people who seek physical reassurance, who may be in physical danger or who require support with personal care. This section sets out Elevate Beyond's clear expectations for any physical contact during a placement.

- Physical contact with a young person should only occur where it is necessary, proportionate and appropriate to the situation. It must always be in response to the young person's genuine needs and not your own.
 - Contact should be of limited duration and should take into account the young person's age, developmental stage, gender, cultural background and individual preferences. What is appropriate for a five-year-old is not appropriate for a fifteen-year-old.
 - You must never touch a young person in any way that could be considered indecent, intimidating or inappropriate. Horseplay, tickling and physical games that involve sustained body contact are not acceptable under any circumstances.
 - Where physical intervention is necessary to prevent a young person from harming themselves or others, use the minimum force required and follow the restraint policy of the host setting. Any physical intervention must be reported to the setting's DSL and to Elevate Beyond on the same day. You must complete an incident record.
 - Where a young person requires personal care or intimate support (for example, toileting assistance), ensure a second appropriate adult is aware and in the vicinity. Under no circumstances should intimate care take place without another adult's knowledge.
 - If a young person says 'no' or shows discomfort in response to any form of physical contact however minor, that response must be respected immediately.
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4. Professional Conduct in the Setting

As a candidate placed by Elevate Beyond, you represent both yourself and this agency. The impression you create in a setting affects not only your own prospects but Elevate Beyond's ability to place future candidates and to maintain the relationships we are building across Greater Manchester.

Attendance and punctuality

- Arrive at your placement setting no later than 15 minutes before the start of the school day unless a different time has been agreed with Elevate Beyond in advance. In SEMH and AP settings, the transition into the school day is often the most important part of the day, your presence and consistency at the start of the day matters.
- If you are unable to attend a confirmed placement for any reason, contact Elevate Beyond before 7:00am on the morning of the placement. Do not contact the school directly, let Elevate Beyond manage the communication.
- If you need to cancel a placement the day before, contact Elevate Beyond before 3:00pm to allow time to arrange a replacement.
- Repeated absences, short-notice cancellations or failure to notify Elevate Beyond within the required timeframe may result in reduced placement opportunities or suspension from the register.

Dress and appearance

- Dress professionally and appropriately for the setting and the role. On your first day at a new setting, present on the side of formality and adapt from there once you understand the culture of the provision.
- Clothing should be practical, safe for the activities you will be involved in and in keeping with the expectations of an education professional. Ask Elevate Beyond if you are unsure what is appropriate for a particular setting.

Mobile phones and personal devices

- Mobile phones must not be used in any area where young people are present. This is an absolute requirement and applies regardless of whether the phone is being used for personal or professional purposes.
- Mobile phones may only be used in staff areas where no young people are present. Even then, keep personal use to a minimum during the working day.
- You must not take photographs or video recordings of any young person at any time. If a setting asks you to capture content for educational purposes, this must only be done using the setting's own approved devices and in accordance with their media consent policy.
- Smart watches and other wearable devices capable of recording images or audio must not be worn in areas where young people are present.

5. Social Media and Online Conduct

Social media presents specific and serious risks in an educational context. Elevate Beyond's expectations in this area apply 24 hours a day, not only during working hours.

- You must not connect with any young person on any social media platform, messaging application or online communication channel during or after a placement. This applies even if the young person initiates contact.

- You must not post, share or comment on any content that could identify a young person you have worked with, the setting you have been placed in or any colleague or family member connected to the placement.
- Do not post photographs, videos or any other content taken in or around a placement setting without the explicit written permission of the setting's Headteacher or Head of Centre.
- Be mindful that content posted in your personal capacity can have professional consequences. Content that is derogatory, discriminatory or incompatible with the values of someone working with vulnerable young people may result in suspension or removal from the Elevate Beyond register.
- If you become aware that a young person is attempting to contact you or locate you online, report this to the setting's DSL and to Elevate Beyond without delay.

The young people in SEMH and AP settings are often digitally active and may search for staff online. Your digital footprint is part of your professional identity. Manage it accordingly.

6. Confidentiality

The young people in SEMH and AP settings often have complex and sensitive personal histories. Information about those histories whether shared formally or overheard informally is confidential and must be treated as such.

- Do not discuss information about a young person with anyone who does not have a legitimate professional need to know it. This includes friends, family members and fellow candidates placed in other settings.
- Do not use information about a young person to embarrass, intimidate or manipulate them. Never share a young person's personal or family history with other young people.
- Do not share any information about the internal workings of a placement setting, its staff, its procedures or the young people it serves on social media, in public conversations or in any other forum.
- If information you receive during a placement gives rise to a safeguarding concern, confidentiality does not apply. The safety of a young person overrides any obligation of privacy. Report it to the DSL.
- All data you access in a placement setting whether about young people, families, or staff is subject to UK GDPR. Do not copy, retain or share this data beyond what your role requires.

7. Equality, Diversity, and Inclusion

Elevate Beyond is an equal opportunities employer and agency. We place candidates in settings that serve some of the most diverse communities in Greater Manchester. The young people you will work with come from a wide range of cultural, linguistic, religious and socioeconomic backgrounds.

- Treat every young person, colleague, and family member with equal dignity and respect, regardless of their race, ethnicity, nationality, gender, disability, sexual orientation, religion or socioeconomic background.
- Be aware that SEMH settings often serve communities where English is not the first language, where cultural practices may differ from your own and where family circumstances may be complex. Approach every situation with curiosity and respect rather than assumption.
- Challenge discriminatory language or behaviour whether from young people, colleagues or others in the setting and report it to the setting's senior leadership team.

- Elevate Beyond will not place any candidate who is found to have engaged in discriminatory conduct. Any finding of discrimination will result in immediate removal from the register and may be referred to the relevant regulatory body.

8. Transport and Lone Working

- Do not transport a young person in your personal vehicle without the explicit written permission of the setting's Headteacher and the young person's parent or carer. If permission is given, ensure a second adult is present.
- If your placement involves off-site activities or community-based work, ensure that risk assessments are in place and that the setting's senior leadership team are aware of the activity, the young people involved and your planned route and return time.
- If you are ever placed in a situation where you feel unsafe or where professional boundaries are at risk of being breached during transport or at any other time remove yourself from the situation and contact Elevate Beyond immediately.

9. Reporting Concerns About Other Adults

Working in SEMH and AP settings means you will sometimes observe other adults, colleagues, support staff or contractors in situations that may give you cause for concern. You have a professional obligation to act on those concerns.

- If you observe conduct by another adult in the setting that concerns you whether it relates to the welfare of a young person, to professional boundaries or to the general culture of the provision, report it to the setting's DSL.
- If the concern relates to the DSL themselves, report it to the Headteacher or Head of Centre, and to Elevate Beyond simultaneously.
- If you believe a concern has not been appropriately addressed by the setting's leadership, contact Elevate Beyond directly. You can also contact the NSPCC Whistleblowing Helpline on 0800 028 0285.
- Raising a concern in good faith will never result in any adverse consequence for your registration with Elevate Beyond. Failing to raise a concern when one exists may.

10. Keeping Elevate Beyond Informed

Your registration with Elevate Beyond depends on the accuracy and currency of the information we hold about you. You have an ongoing obligation to keep us informed of any change in your personal or professional circumstances that may affect your suitability to work in SEMH and AP settings.

- Notify Elevate Beyond immediately if you are charged with, cautioned for or convicted of any offence regardless of whether it relates directly to your work with young people.
- Notify Elevate Beyond immediately if you become the subject of a safeguarding allegation or concern in any professional or voluntary setting.
- Notify Elevate Beyond if you change your name, address or contact details.
- Notify Elevate Beyond if your right to work in the UK changes or expires.

- Notify Elevate Beyond if any information on your DBS certificate changes including cautions, charges or convictions received after registration.
- Notify Elevate Beyond if your health changes in a way that may affect your ability to fulfil the demands of a placement.
- Update Elevate Beyond of your availability regularly. If your availability changes at short notice, contact us as soon as possible so we do not confirm placements you cannot fulfil.

Failure to disclose any of the above information is a serious breach of your obligations to Elevate Beyond and may result in immediate suspension from placement and referral to the relevant regulatory or statutory bodies.

11. Breaches of This Code

Elevate Beyond takes breaches of this Code of Conduct seriously. The nature of our work which is placing professionals with vulnerable young people means that a breach can have consequences that extend far beyond the individual and the agency.

Depending on the nature and severity of a breach, the following actions may be taken:

- Immediate removal from a placement.
- Suspension from the Elevate Beyond register pending investigation.
- Permanent removal from the Elevate Beyond register.
- Referral to the Local Authority Designated Officer (LADO).
- Referral to the Disclosure and Barring Service.
- Referral to the Teaching Regulation Agency (where the candidate holds QTS or QTLS).
- Referral to Social Work England or another professional regulatory body where applicable.
- Referral to the police where a criminal matter may have occurred.

Elevate Beyond will co-operate fully with any statutory investigation arising from a concern about a candidate's conduct. We will not seek to manage or limit any investigation in order to protect the agency's commercial interests.

12. Our Commitment to You

This Code of Conduct sets out what Elevate Beyond expects from you. It is right that you also know what you can expect from us.

- We will always be honest with you about your placement status and about any concerns that arise.
- We will communicate clearly and promptly about placement opportunities, cancellations and changes.
- We will pay you accurately and on time through your chosen umbrella company arrangement or our recommended umbrella company.
- We will treat you as a skilled professional, not a commodity. The roles we place you in will be appropriate to your experience and skills.
- We will never place you in a setting without first confirming that you are comfortable with the nature of the provision and the young people you will be working with.

- If a safeguarding concern or allegation arises in connection with you, we will manage the process fairly, in accordance with statutory guidance and with your right to respond to any allegation.
- We will support you if you raise a concern about the conduct of another adult in a placement setting.
- We will keep your personal data secure and handle it in accordance with our GDPR and Data Protection Policy.

Elevate Beyond Contact Details

Sulayman Cham — Founder, Director and DSL

Phone: 01615248467

Email: info@elevate-beyond.co.uk

Website: www.elevate-beyond.co.uk

For urgent safeguarding matters outside business hours:

Bolton

Children's Front Door: 01204 331 500 (press option 2, Monday to Friday)

Out of hours / Emergency Duty Team: 01204 337 777

Bury

Child Safeguarding MASH Team: 0161 253 5678 (office hours)

Out of hours: 0161 253 6606

Manchester City

Children's referral: 0161 234 5001

Out of hours: 0161 234 5001 (24-hour line)

Oldham

MASH: 0161 770 7777 (Monday to Friday, 9am–5pm)

Out of hours Emergency Duty Team: 0161 770 6936

Email: child.mash@oldham.gov.uk

Rochdale

Children's referral: 0300 303 0440

Out of hours: 0300 303 8875

Salford

The Bridge (children's referrals): 0161 603 4500

Email: worriedaboutachild@salford.gov.uk

Out of hours: 0161 794 8888

Stockport

MASSH (Multi-Agency Safeguarding and Support Hub): 0161 217 6028

Out of hours Emergency Duty Team: 0161 718 2118

Tameside

Children's referrals: 0161 342 4101

Out of hours: 0161 342 2222

Trafford

Children's First Response: 0161 912 5125 (office hours)

Out of hours: 0161 912 2020

Wigan

Children First Partnership Hub: 01942 828 300 (Monday to Friday, 8.45am–5pm)

Out of hours: 01942 828 777

Police emergency: 999

Police non-emergency: 101

NSPCC helpline: 0808 800 5000

NSPCC whistleblowing: 0800 028 0285

DBS enquiries: 03000 200 190

Candidate Declaration

By signing below, you confirm the following:

- I have read this Code of Conduct in full and I understand every section.
- I agree to comply with all of the standards and expectations set out in this document throughout every placement made through Elevate Beyond Limited.
- I understand that this Code of Conduct forms part of my Candidate Agreement with Elevate Beyond Limited.
- I have read and understood the current version of Keeping Children Safe in Education (KCSiE 2025).
- I have read Elevate Beyond's Safeguarding and Child Protection Policy, Safer Recruitment Policy, and GDPR and Data Protection Policy.
- I understand that any breach of this Code of Conduct may result in my removal from the Elevate Beyond register and referral to relevant statutory or regulatory bodies.
- I commit to notifying Elevate Beyond immediately of any change in my personal or professional circumstances that may affect my suitability to be placed in SEMH, AP, or specialist SEND settings.

Candidate Signature

Full Name (print):

Signature:

Date:

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Role Type:

DBS Certificate Number:

For Elevate Beyond — DSL Sign-Off

Received and verified by:

Signature:

Date:

—

Date added to Single Central Record:

A signed copy of this document must be retained on the candidate's file and recorded on the Single Central Record before any placement begins. A copy will be provided to the candidate at the point of signing.

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