



**STAFF HANDBOOK**



# CONTENTS

- 03** Welcome to NOVUS
- 03** This handbook
- 04** Our Vision
- 05** Our Ethos
- 06** Working with us
- 07** Professional image & dress code
- 07** Timekeeping
- 08** Absence
- 08** Planned unavailability
- 08** Cover
- 09** Wellbeing
- 10** Code of conduct



# WELCOME TO NOVUS

We pride ourselves on having specialists in each of our department teams (Sport, Music, Forest School) and everyone working at NOVUS is passionate about what they do, becoming role models to the children, and their enthusiasm translates into the quality of our programs and services.

We collaborate closely with schools and organisations, leveraging our extensive industry knowledge and solution-based ethos to make the running of educational institutions more impactful and stress-free. We understand the challenges faced by educators and administrators, and we're here to provide practical solutions that empower them to deliver the best education possible.

But our commitment to education doesn't stop at the school gates. We are deeply involved in each community we serve, working closely with families to incorporate our dynamic programs into the wider world. We believe that education should be a holistic experience that transcends the classroom and enriches the lives of children and their communities.

At NOVUS, we are more than just an education support provider; we are a catalyst for positive change in the world of learning. Join us on our journey to transform education and make a lasting impact on the lives of children and families everywhere!

**We have high expectations of you, as we believe in your potential for growth and development. Rest assured, we are fully dedicated to supporting your progress and ensuring that you thrive alongside us.**

---

## **THIS HANDBOOK**

Welcome to our company handbook, which serves as a testament to our commitment to creating a conducive work environment where you can collaborate effectively with others and foster the essential skills needed for your ongoing professional development.

In most circumstances, we strive to adhere to the policies and procedures outlined in this handbook. However, it's important to note that this document cannot foresee every possible situation or provide answers to every question that may arise during your time at NOVUS.

As our company evolves, we recognise the need for new policies to be established and existing ones to be updated. Therefore, NOVUS reserves the right to modify this handbook, along with other policies and benefits, as and when necessary. Please be assured that any such decisions will be made thoughtfully, taking into account the best interests of our employees. We will make every effort to communicate these changes promptly and effectively.

We encourage you to familiarise yourself with the content of this handbook and use it as a valuable resource throughout your tenure at NOVUS. Should you have any questions or require clarification on any aspect, please do not hesitate to reach out to the appropriate department or designated personnel.

**Once again, we are delighted to have you as part of our team, and we look forward to supporting your professional growth and success within our organisation.**

The background features a vibrant color gradient from pink at the top to blue at the bottom. It is decorated with large, thick, irregular geometric shapes in shades of blue, red, and pink. A pattern of small, semi-transparent dots in various colors is scattered across the entire background.

## ***OUR VISION***

Our vision is bold and ambitious:  
we aim to disrupt and  
revolutionise the education  
system to ensure maximum  
lasting impact for all children,  
families and communities we  
work with.

# OUR ETHOS

***We are ambitious in our goals for the right now and the future in leading the way in the South West, and the country.***

We are a fresh, exciting company with an inspirational team of professional specialists who are passionate about their various roles.

We believe in establishing lasting relationships with our partner schools, their staff, communities and children.

We purposefully commit to providing a personal and committed service, where each individual school's needs are fully understood by our team and delivered to the highest of standards.

We strive for excellence every day, monitoring sustained progression throughout the schools.

Our team encourage children of all abilities to explore different ideas and activities, allowing them the opportunities to try new things in safe and fun way.



# **WORKING WITH US**

***Integrity and respect towards everyone who contributes to our success is vital and deeply rooted in our company culture. We provide an inclusive workplace where everyone is valued and where we give equal opportunities when it comes to your growth and development.***

Our respect for you as an individual applies to every aspect of your time with us. Our ethical approach is firmly rooted in our values and we actively promote diversity and take a clear stand against harassment and any form of discrimination throughout our operations.

We encourage you to freely express any concerns you may have about your time with the company and to offer constructive suggestions or ideas for improving the business. If you have a concern about something affecting your career or a suggestion, your first step is normally to discuss the matter with your manager.

When you start working with us you will be told what your job title is and given an outline of what your job responsibilities will involve. You may, from time to time, be required to become involved in other areas of the daily business which are within your skills and competence. This is all part of the flexibility and teamwork you will find within NOVUS.



# PROFESSIONAL IMAGE & DRESS CODE

In order to maintain a consistent image across our various locations, we must implement certain guidelines to remain professional in our various roles across the company. You can personally help enhance our professional appearance by abiding by the following guidelines:

- Sports coaches are to wear the NOVUS uniform provided by the company when teaching in schools, including after school clubs and holiday camps.
  - Forest School & Music staff are to wear appropriate clothing for their sessions.
- 

## TIMEKEEPING

We rely on you to be prompt when reporting for work. It is your responsibility to be at your school at the scheduled time. For example, if you are scheduled to start work at 9:00am, this means that you should be ready to commence your lesson at 9:00am – not arriving at work at that time.

This includes:

- Arrive the school at least 15 minutes before the lesson starts.
- Sort out what school equipment you are going to use beforehand,
- Speaking to members of the team (if more than one of you in a school) to plan your area and check lesson plans.
- Check with teachers if there are any issues with any of the children that day.

You will be considered to be late if you are not at your school at the scheduled time to set up your lesson and meet the team.

If you are running late for work please contact your Team Leader as soon as possible to let them know. You are also expected to inform the school directly of your ETA so they can plan accordingly.

Failure to follow the above will result in hourly pay being deducted from your invoices. Persistent lateness will result in a meeting with management and loss of hours.

---

## ABSENCE

If you are going to be absent, you must call and notify a manager at least two hours before the start of your day. Only you should call in to report your absence (with the exception of severe illness/accident where you are unable to communicate). You should maintain regular contact during a period of absence.

Order to call:

1. Aaron (General Manager)
2. Your Schools Team Leader (If a Team Leader please call Aaron)
3. Alex Starkie (Owner)

## **PLANNED UNAVAILABILITY**

You are entitled as self-employed individuals to take time off, but please be considerate of the business and knock-on effect it will have on those around you, in particular the team, the schools and the children in your classes.

Please contact Aaron Fowler to inform him of any planned unavailability with as much notice as possible.

Reliability is one of the key aspects to your success and progression with NOVUS, so availability will be taken into account at all times.

---

## **COVER**

If your lesson/class is to be covered for whatever reason you are encouraged to write a handover. This should be sent to the person covering you via the team WhatsApp group, or email, as well as to the management. This includes:

- Name of class and teacher
- Timings of lessons
- Lesson content and objectives
- Recap of previous learning
- Any particular needs of class i.e -behaviour, SEND, First Aid
- What space to be used i.e - playground/gym
- What equipment is needed





# **WELLBEING**

We value every single member of our team equally and want you to feel safe, healthy and happy at work, giving you the opportunity to stay and develop with us for a long time. As individuals, we all have a responsibility to ensure we take steps to look after both our physical and mental health. We also expect you to apply a duty of care in looking out for each other by contributing to a sustainable, positive work environment and offering support when you deem it suitable.

If you are experiencing problems which may be impacting on your wellbeing at work, we encourage you to use our open door policy and confide in members of the management team.



# CODE OF CONDUCT

## DUTY OF CARE:

- It is our duty to keep children safe and to protect them from sexual, emotional and physical harm
- Children have the right to be treated with respect and dignity
- As trusted adults, we have to take steps to ensure the safety and well-being of children
- We aim to develop respectful and caring relationships, demonstrating integrity, maturity and good judgement
- Employers also have a duty of care towards their employees

## CONFIDENTIALITY:

Adults should listen to and support children, but never promise to keep information secret

## MAKING A PROFESSIONAL JUDGEMENT:

Everyone is expected to make judgements about their behaviour to secure the best interests and welfare of the children. However, if you feel you are unsure or concerned with a situation please follow up with the management team.

## COMMUNICATION WITH CHILDREN *(including use of technology):*

- Keep all communication with children within professional boundaries – do not respond to any personal information from children
- Do not give personal contact details to children (email, mobile phone, blogs, personal websites e.g. Facebook, Instagram etc.) – ensure privacy settings so children are unable to contact

## PHYSICAL CONTACT:

- Be aware that even well-intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described
- Never touch a child in a way which may be considered indecent
- Where possible encourage children to undertake 'self-care' tasks independently
- When physical contact is made with a child, it should be in response to their needs at the time, of limited duration, and appropriate to their age, stage of development, gender, ethnicity and background
- If an adult believes that their actions could be misinterpreted, or if an action is observed by another as being inappropriate, the incident and circumstances should be reported to Simon
- When a child seeks or initiates inappropriate physical contact, handle sensitively and consider the child's needs. **Seek advice from management or Alex.**

## **BEHAVIOUR MANAGEMENT:**

- ALL children have a right to be treated with respect and dignity, even those in circumstances where they display difficult / challenging behaviour
- The use of sarcasm, demeaning or insensitive comments towards children is not acceptable in any situation
- All sanctions / rewards should be in line with school's Behaviour policy
- Use of physical intervention can only be justified in exceptional circumstances and must be used as a last resort

## **USE OF CONTROL AND PHYSICAL INTERVENTION:**

- Use physical interventions with children with extreme behaviours only if it is necessary to prevent personal injury to the child or others, or serious damage to property
- We aim to maintain the safety and dignity of all concerned
- Physical intervention should be proportional to the behaviour of the individual, and the nature of harm they may cause – use only the minimum necessary force
- Physical intervention should never be a form of punishment
- Individual care plans should be drawn up in consultation with parents / carers and the child, setting out the strategies and techniques to be used. Risk assessments should be carried out. In all cases where physical intervention is employed, the incident and actions should be documented and reported (include written and signed accounts of all involved – parents to be informed).

## **ONE TO ONE SITUATIONS:**

- Children are more vulnerable to harm, adults more vulnerable to allegations
- Reasonable and sensible precautions should be taken – try to ensure you are always visible

**NEW IDEAS  
FRESH PERSPECTIVES  
EXTRAORDINARY EXPERIENCES**

---

**KEEP YOURSELF UPDATED WITH THE  
COMPANY VIA THE ONLINE PORTAL.**

*LINK*



**0117 259 1230  
info@novuseducation.co.uk**

**@ in f**

**www.novuseducation.co.uk**

