

Professional Conduct Standards

Introduction

This document is written for all adults working within the Primary Schools Music Festival (PSMF) including PSMF staff, Music Society Personnel, Concert Managers, Orchestra/Troupe/Host Personnel, Choir Teachers, HPIs, Supervising Teachers/Adults, Volunteers and Parents.

There are two distinct sections to this document. The first is about **working with students**, with an emphasis on teaching and learning which is consistent with TfEL language and best practice.

The second section relates to **groups of adults working together** and the behavioural norms that contribute to a **high- performing collaborative team**.

Related Documents

As well as this document, it is expected that all staff are familiar with our [Behaviour Guidance Code](#), [Complaint Management Policy](#), appropriate [Role Statements](#), [Public Sector – Code of Ethics](#), [Safeguarding children and young people policy](#), [Protective Practices for staff in their interactions with children and young people guidelines for staff working or volunteering](#) and the [South Australian Teaching for Effective Learning Framework Guide](#) (TfEL) as they inform our professional conduct and practice.

1. When working with students:

Safety and Wellbeing

- create and maintain supportive and safe learning environments
- ensure that all adults working with students have the appropriate child protection screening and training
- ensure that equipment and facilities meet safety standards and are age appropriate
- endeavour to ensure that you and your students enjoy their participation
- be reasonable in your demands on students' time, energy and enthusiasm.

Quality Teaching

- use systems and structures that ensure effective teaching and learning
- develop expert learners by fostering a deep understanding and mastery of complex skills
- emphasise that success is the result of effort, praise effort and teamwork of students, rather than talent
- model ideal behaviour with students
- personalise and connect learning to other areas of their lives.

Appropriate Communication

- be timely and use a professional manner
- be clear and respectful of others when giving reminders or instructions
- ensure selection criteria are transparent, and feedback provided if requested
- give constructive feedback in private, with time and support for changes to be made
- communicate with students in an age-appropriate manner.

2. When working with groups of adults:

To ensure our time together is positive and productive we commit to:

- beginning and ending our meetings on time (unless negotiated)
- staying fully engaged (this includes no/minimal use of devices during meetings)
- maintaining an 'open mind' – by actively listening and being thoughtful when responding and offering alternatives
- listening respectfully to each other
- contributing equally to the workload
- making decisions based on consensus
- fully supporting each other's efforts to improve outcomes.

3. Grievance Procedures:

The success of the PSMF depends on creating and maintaining productive working relationships.

Addressing and resolving grievances quickly ensures a harmonious and productive environment for all.

Should a grievance arise, it is recommended that it is raised with the person/s concerned in the first instance.

The Department for Education (department) promotes and values feedback and works to manage complaints to improve performance, systems and service delivery.

The Complaint management policy [Complaint management policy \(education.sa.gov.au\)](https://www.education.sa.gov.au/complaint-management-policy) aims to:

- ensure an open, accessible and transparent complaint management system
- ensure feedback, suggestions and complaints are managed effectively, fairly, confidentially and objectively
- inform and identify where service improvements can be made
- provide guidance on key principles and concepts of the complaint management system.

If you feel that the matter has not been satisfactorily resolved please raise the matter with the appropriate line manager, Manager PSMF or the President of the SAPPS Music Society.

Please also refer to Parent Complaint processes and the PSMF Behaviour Guidance Code located on the Festival of Music website.

Other associated documents:

Public Sector - Code of Ethics

Protective Practices for staff in their interactions with children and young people guidelines for staff working or volunteering

Safeguarding children and young people policy