

Code of Conduct for Support Staff

College expects all support staff to conform to the standards of professionalism. Support staffs who demonstrate behavior that does not comply with the minimal standards of professionalism may be subject to the range of disciplinary actions by the administrative authority.

Professional Conduct of Support Staff is assessed in relation to,

- i) Job performance
- ii) Workplace conduct
- iii) Relationship with students
- iv) Relationship with faculty, colleagues, administrative staffs, and the general public

College expects that support staff will

- i) Familiarize themselves with college policies that are relevant to their responsibilities.
- ii) Adhere to those policies to the best of their ability.
- iii) Assist and encourage others to adhere to the faculties (for example, directing a student to the appropriate channels).
- iv) Draw any kind of problem to the attention of the appropriate authority.
- v) Not to use abusive or obscene language.
- vi) Not to make remarks or engage in behaviors that might reasonably be constructed as a violation of Human Rights code.
- vii) Not to be engaged in behavior or remarks that could reasonably be interpreted as threatening and will intervene if they witness such behavior.
- viii) Not to be disrespectful of others or intolerant of orders.
- ix) Not to promote their personal religious, political, social or business agendas.
- x) To refrain from using work-time to promote personal, religious, political, social or business agendas.
- xi) All staff must apply professional and ethical standards while in their activities.
- xii) They must use computing and communication facilities and services only for the purposes for which they are authorized.
- xiii) Technologies must not be used to access, use or distribute obscene, vulgar materials which might be perceived by others as harassment or intimidation.
- xiv) They should maintain a supportive environment for working and learning.
- xv) Provide the Head of the Office with appropriate notice of requests for leave.
- xvi) Demonstrate a concern for the appropriate use and maintenance of all equipment and stationaries provided by the college for various use.
- xvii) Ensure that college services such as photocopying and postage are used only for college purposes.
- xviii) Support staff will demonstrate courtesy, respect, patience and willingness to help in all their interaction with students, teachers, guardians, administrative personalities, general public in any context.

- xix) Strive actively to avoid conflict between themselves and any student.
- xx) In the event of conflict initiated by a student, the employee will maintain an open, non-confrontational attitude and attempt to resolve the problem at hand; otherwise they should seek guidance from administrative staff.

SSM