

## **NYTC Staff and Tutor Expectations**

**Reviewed 01/08/19**

This document is intended to ensure that all NYTC staff members understand their responsibilities towards our commitment to creating a safe, enjoyable and creative learning environment. In accepting employment or a contract with NYTC, you are agreeing to these behaviour expectations and the requirements of our Child Safety Policy.

As an NYTC employee or contractor, I agree to;

- Familiarise myself with the role description for the position I am undertaking, the appropriate reporting parameters and the time commitment required
- Acknowledge and respect the individuality of each cast member
- Respect a child or young person's personal space
- Be a role model in my actions and contribute to an environment of trust and inspiration
- Be mindful and supportive of any issues that may affect a young person's participation
- Respect and support NYTC's diversity in culture, religion, race, sexual orientation and levels of ability
- Promote a safe environment, where no child or young person receives favouritism, inappropriate physical contact, or is the victim of bullying in any way
- Use appropriate language at all times and be a leader in the non-tolerance of offensive language or behaviour, bringing repeated instances of offensive language or behaviour to the attention of an NYTC staff member
- Be a positive advocate for NYTC when speaking about the organisation and its activities in all communications
- Fully understand, support and role model NYTC's Health and Safety policies and procedures and understand my responsibilities in the event of an emergency
- Understand the NYTC accident and lost child procedures and follow accordingly
- Implement NYTC's risk mitigation policy of avoiding two people being alone together
- Always seek permission of the child/young person (other than in an emergency situation) where physical contact is required to meet the objectives of the role
- Listen to and respect our customer groups, including cast, parents, volunteers
- Present a united front in communication with customers, cast and their families
- Demonstrate equality and transparency, providing equal opportunities for all participants
- Clearly communicate behavioural guidelines, expectations and disciplinary consequences to children, young people and their primary care-givers
- Manage poor behaviour of a child or young person appropriately and individually, in line with NYTC behaviour guidelines; seeking guidance as required, and communicating outcomes to NYTC leadership and primary caregivers as necessary
- Contribute to team decisions in celebrating and acknowledging talent and effort

- Encourage and promote appropriate communication, responding to cast communications only when received via the NYTC email address – [info@nytc.co.nz](mailto:info@nytc.co.nz)
- Respond promptly to communication and enquiries when deemed to be my area of responsibility
- Present myself appropriately online, especially to customers, cast members and their families, ensuring appropriate maintenance of privacy and security settings

### **Behaviour Expectations During Rehearsals**

- Contribute to the creation of a safe, fun and supportive environment for positive learning and performance
- Encourage cast to contribute their ideas and suggestions to promote their involvement in the programme
- Provide appropriate encouragement, support and acknowledgement of effort
- Use appropriate language (physical and verbal)
- Offer constructive feedback to help learning, using appropriate tone and demeanour
- Manage poor behaviour appropriately, in accordance with NYTC guidelines, delivering agreed consequences as agreed with colleagues
- Role model punctuality, arriving at least 15 minutes prior to any rehearsal
- Food to be consumed outside the rehearsal room
- Be seen as actively engaged while in the rehearsal, taking breaks when appropriate to maintain levels of energy and engagement
- Role model tidiness and organisation
- Dress appropriately for the role - NYTC staff apparel will be provided
- Be mindful of appropriate times and venues for conversations ensuring non-disruption of rehearsals