

05

STUDENT WELFARE & BEHAVIOUR

Behaviour and Conduct Policy

High expectations, applied calmly and consistently — in the classroom and on Zoom.



POLICY OWNER

Director

APPLIES TO

All students, in person and online

THE ONE RULE TO REMEMBER

Every step is recorded. Serious incidents go straight to the Director.

1. What we expect

Students arrive on time and prepared, listen when others are speaking, try their best, and treat everyone with respect. The Classroom Code (Policy 7) sets out the day-to-day rules. Good work and effort are recognised through praise, merit stickers, certificates and positive messages home.

2. Stepped response

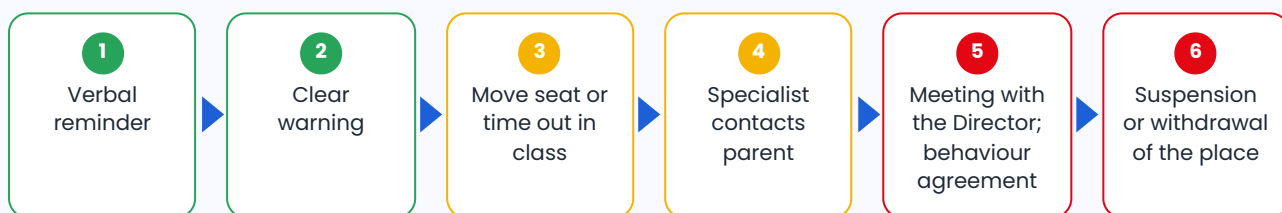


Figure 8 — The behaviour ladder. Steps are not always sequential; specialists use judgement.

Straight to the Director: violence or threats; bullying or discriminatory language; damage to property; leaving the centre without permission; recording or photographing others; inappropriate behaviour online (e.g. sharing Zoom links, offensive chat).

3. Respect for our staff

We expect every student **and every parent** to treat our specialists and Office team with respect and courtesy at all times — at the centre, online, by phone, email or message. Abusive, threatening or discriminatory behaviour towards staff is not tolerated and may lead to the family's place being withdrawn.

4. Care of equipment and property

Students look after all equipment and property belonging to or used by the centre, in person and online. Where damage is caused deliberately or carelessly, the cost of repair or replacement is the responsibility of the student's parent or guardian.

5. Online behaviour

Students join with their real name, keep cameras on and microphones muted unless asked, and use the chat only for the lesson. A specialist may move a student to the waiting room if behaviour disrupts the class, and will tell the parent the same day.

6. Withdrawal of a place

A place may be withdrawn for repeated disruptive behaviour, persistent failure to complete homework (Policy 7), or failure to follow our safeguarding and conduct policies. It is a last resort, decided by the Director after a meeting with the parent. The fee position follows the Fees, Payments and Cancellations Policy (Policy 16). Where behaviour may indicate a safeguarding concern, the DSL is informed before any sanction is applied.

7. Physical intervention

Staff never use physical force except the minimum necessary to prevent a child harming themselves or others. Any such incident is recorded and reported to parents and the Director the same day.