



Behaviour Policy

Table of Contents

Introduction	3
Policy aims.....	3
Behaviour Code.....	3
Student code of conduct	3
Student code of conduct for online tuition	5
Attendance	5
Role of Parents and carers.....	5
Role of Tutors.....	6
Monitoring behaviour	6
Stage 1: Redirection & Reminder.....	7
Stage 2: Caution	7
Stage 3: Self-reflection and discussion.....	7
Continued inappropriate behaviour	8
Serious Breaches.....	8
Anti-bullying	8
Appeals.....	9
Monitoring.....	10
Appendix.....	11
Incident report form	11

Introduction

Excel Tutors refers to our company Excel Tuition Ltd. Excel Tutors is a trading name of Excel Tuition Ltd.

Excel Tutors recognises the importance of correct expectations and boundaries to ensure our students behave appropriately. We recognise that unacceptable behaviour to one person is not necessarily unacceptable behaviour to another which is why this policy is needed to provide a simple and practical code of conduct for students.

This policy applies to all students of Excel Tutors regardless of age, ability, gender, and method of lessons (online, in-person or group taught).

Policy aims

At Excel Tutors, we believe that good behaviour is the foundation for effective learning. We aim to empower and enable pupils to achieve their unique potential as independent learners through acknowledgement, encouragement, understanding, and personalised attention. This is only possible through good behaviour. This policy aims to:

- Create a culture of excellent behaviour
- Help students take control over their behaviour and be responsible for the consequences
- Build a community which values kindness, positivity, and respect for others
- Enhance the development of positive relationships between students and tutors
- Manage challenging behaviour in an assertive, non-confrontational way
- Ensure fairness and transparency
- Encourage consistency of response to both positive and inappropriate behaviour
- Raise students' self-esteem and achievement and enhance teaching and learning
- Create a happy and caring environment where everyone feels valued, respected, secure and free from all forms of anti-social behaviour.
- To prevent all forms of bullying among students by encouraging good behaviour and respect for others.

As a student you can expect:

- To be welcomed at every tuition session
- To be respected by the tutor and be treated fairly
- To feel safe and comfortable
- To be helped to learn and feel confident
- To be listened to and be supported

Behaviour Code

At Excel Tutors we expect students to be ready to learn and to be kind, respectful and safe. To ensure this, we ask students to agree to the following Behaviour Code.

Student code of conduct

- Be respectful to the tutor and follow instructions.
- Use appropriate and respectful language.

- Show consideration to others - listen to others and expect to be listened to.
- Treat others, their work and equipment with respect.
- Have positive behaviour.
- Attend every session where possible.
- Respect diversity and other people's choices.
- Students should not expose themselves in a way that could be deemed inappropriate.
- Students should bring relevant equipment where necessary.
- If the student's parent/carer is unable to be present during a lesson, then the student should not have the lesson.
- Excel Tutors will not tolerate any disrespect or abuse towards tutors this includes but is not limited to: no use of swearing, no nudity, and no explicit content, including suggestive use of emojis or GIFS.
- Students should not communicate with tutors outside of lessons. Any communication must be through a parent/carer.
- Students must be vigilant for any inappropriate behaviour or illegal activity by a tutor within a lesson and agree to report any dispute to a parent/carer, or Excel Tutors' DSL as soon as possible.
- Students should be on time for lessons.
- Students will only conduct tuition during the arranged lesson times which have been agreed upon with the student and parent/carer.
- Students will not use their phones during lessons unless it's for an emergency.
- Students must not exchange personal information, details, social media profiles or contact information with tutors at any point.
- Students should be clothed and dressed appropriately.
- Students must not misuse substances and must not be under the influence of alcohol or other substances.
- No lighters, cigarettes, alcohol or other tobacco products are allowed in the classroom.
- Zero tolerance for items being broken or thrown about.
- No food or drink is to be consumed within the classroom (unless it is water or is needed due to health reasons).
- No hoods or hats are permitted during lessons.
- Zero tolerance for conducting any of the serious breaches described later in this policy.
- Students must ask the tutor for permission if they need to leave the room.
- Students should be positively involved in their learning and progression.
- Students should be attentive and motivated to complete tasks.
- Students should attempt to achieve the best they can.
- Students should be self-aware and know how and when to ask for help.
- Students must take responsibility for their learning and be willing to make mistakes and move on.
- Students should be willing to try new things and 'take risks'.

Student code of conduct for online tuition

In addition to the above code of conduct, students must also adhere to the following if being tutored online:

- Students should keep their video stream 'on' for the duration of their sessions unless the parent/carer has requested otherwise.
- Students must not take any screenshots of sessions unless this has been previously agreed upon and is essential to support their learning.
- Students will attend online tuition in an appropriate, quiet setting, which is not distracting and does not expose inappropriate information/images.
- Students hold an administrative responsibility to join the call on time and ensure that they have a stable internet connection for it.
- Students will not record video, still images or audio of any tuition lessons.
- Students will not send links to websites or share content with tutors that are irrelevant to the educational content of the lesson.
- Students consent to the monitoring of all online sessions by Excel Tutors staff either live during the tutorial or afterwards, in a systematic random review of safeguarding procedures or quality assurance. Any monitoring of online sessions must be signed off by the DSL.

Attendance

- Attendance in all lessons is the key to fully receiving the benefits of tuition.
- All students are required to attend all lessons which have been agreed upon and scheduled.
- If a student is absent, they must contact their tutor to discuss and go over any work missed. The tutor will guide the student on what they need to catch up on.
- Lesson attendance will always be monitored and persistent absence without valid reasons will be investigated appropriately.
- Students will be supported to improve their attendance and address barriers that may be impacting them attending tuition sessions.

Role of Parents and carers

Parents and carers play a key part in ensuring their children behave appropriately. Parents and carers must act as good role models for their children. Parents and carers have a responsibility to:

- Be aware, understand and adhere to the relevant Excel Tutors policies and procedures.
- Ensure their child understands and values the meaning of good behaviour.
- Support Excel Tutors' rules and decisions.
- Explain the behaviour Policy to their child and make sure they understand it.
- Identify behaviours which could indicate that their child is at risk of harm including online and seek help and support from Excel Tutors or other agencies.
- Parents must also be vigilant for any inappropriate behaviour or illegal activity by a tutor within a lesson and agree to report any dispute or incident with Excel Tutors' DSL as soon as possible.

- Work with the tutor to maintain a positive partnership.
- Contact the tutor 24 hours in advance if they need to cancel a session.
- Contact the tutor to inform them if the student is going to be late for a session.
- Be responsible for the welfare of the student and ensure suitable clothing is worn including anyone in the household.
- Provide assistance and reminders to children to join their lessons on time where necessary.
- Be present at the start of tuition and for the duration of the session or ensure a named responsible adult is available.
- Talk to their children about safeguarding issues.

Role of Tutors

We believe that when learners feel they are valued then they respect adults and accept their authority. In addition to the Tutor Code of Conduct, tutors should:

- Praise individuals openly in front of others where behaviour merits and deserves it.
- Enable their students to self-regulate.
- Develop working relationships with all students.
- Make students aware of what is good behaviour.
- Plan good quality, interactive teaching and learning and constantly assess whether students are engaged and learning.
- Relentlessly work to build mutual trust and partnerships with students even when trust is broken, time is wasted, and promises are not kept.
- Refuse to give up on any student.
- Demonstrate unconditional care, compassion, and commitment to enable students to progress and achieve.
- Ask about them and give them your attention.
- Help them dream of what they might be able to do.
- Challenge them and show them how to respond.
- Smile.
- Make the behaviour unacceptable, not the student. Making the behaviour wrong allows the behaviour to change. Do not link poor behaviour to the student's personality. Linking good behaviour to a student's identity builds self-esteem.
- Model the good behaviour they want to see. Be good listeners and respond to problems accordingly. Be calm and calmly resolve conflict.
- Stay calm when dealing with unacceptable behaviour
- Only use physical intervention as a last resort when a child is endangering him/herself or others and at all times it must be the minimal force necessary to prevent injury to another person. This follows Excel Tutors' Safeguarding and Child Protection Policy.

Monitoring behaviour

Behaviour that is not in line with the Behaviour Code will be subject to consequences depending on the severity and persistence of the inappropriate behaviour. Consequences will be applied consistently and rigorously with the expectation that the student's behaviour will improve/change.

Stage 1: Redirection & Reminder

- In the first instance, if a student has inappropriate behaviour, tutors will gently encourage and redirect them to have the correct behaviour.
- Tutors will remind students of the Behaviour Code and repeat this to them as appropriate.
- Conversations should be delivered privately where possible to ensure the student feels comfortable and to prevent them from being embarrassed or shamed.
- Tutors should try to keep things at this stage, so no further escalation is needed.
- Tutors will aim to nudge students in the right direction.
- Records will not be kept at this stage as this is an informal resolution.

Stage 2: Caution

- If inappropriate behaviour continues, then students will be cautioned.
- This will be a clear verbal caution to the student. Tutors will make the student aware of the inappropriate behaviour and outline the consequences if they continue with this behaviour.
- This caution will be recorded in the lesson report and will clearly describe the behaviour displayed.
- Tutors should try to keep things at this stage in the hope that no further escalation is needed.

Stage 3: Self-reflection and discussion

- If the student continues with the inappropriate behaviour after the caution, then they will be given a chance to self-reflect away from others.
- Students will be asked to think about their actions.
- After self-reflection, they will discuss with the tutor and the tutor will give them a final opportunity to engage.
- Tutors will remain positive and will encourage students to act positively and appropriately.
- The discussion should take place as soon as possible after the incident or before the next lesson.
- This should be a non-confrontational conversation regarding the behaviour.
- The tutor should offer examples of good behaviour the student has displayed they wish to see more of.
- The tutor must be prepared to listen and take action on feedback from the student.
- At this stage, the inappropriate behaviour displayed will be recorded in the incident report form (see appendix). Tutors will report facts and not opinions.
- The student and parent/carer will also receive a written warning. The written warning will contain the following:
 - The reason for the warning
 - Will be told that this is the third step of the disciplinary procedure
 - The action or improvement which is required of the student
 - The timescale for implementing any such action
 - The consequences for the student of not implementing the required action
 - When the warning will cease to have an effect, subject to satisfactory conduct

- The right of appeal

Continued inappropriate behaviour

- If the student continues to demonstrate inappropriate behaviour after stage 3, then the student will be asked to leave the lesson.
- If the student is under 16, the parent should be contacted and asked to collect the student.
- If the student is over 16, the parent will be informed that the student has been excluded via telephone/email.
- After the incident, the DSL will be notified immediately, and the tutor will record the behaviour using the incident report form and pass this on to the DSL.
- The DSL will decide on the next steps and will liaise with support services as appropriate.

Serious Breaches

Most behaviour is managed with the tutor; however, several more serious behaviours may lead to a fixed or permanent exclusion. This includes, but is not limited to:

- Inappropriate use of language including that posted online
- Endangering other students
- Verbal abuse of staff, other adults, or students
- Possession or being under the influence of alcohol/drugs
- Damaging property
- Bullying, including cyber-cullying
- Sexual misconduct
- Theft
- Making a malicious allegation against a member of staff or a student
- Bringing Excel Tutors into disrepute
- Persistent minor breaches of the Excel Tutors' Behaviour Code
- Assaults or fighting
- Discriminatory conduct based on the Equality Act 2010, including actions that are sexist, homophobic, racist or based on religion/belief
- Possession of offensive weapons

Anti-bullying

- Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable. Bullying can be short-term or continuous over long periods.
- Excel Tutors is committed to providing an environment free from all forms of bullying. Excel Tutors takes bullying and its impact seriously and we have a zero-tolerance approach to any form of bullying.
- We expect outstanding behaviour from our students that is in line with our Behaviour Policy, and we will respond seriously to any behaviour that falls below these expectations.
- Tutors will be vigilant about bullying behaviours and will report any concerns in line with the Safeguarding and Child Protection Policy.

- Students should be aware of what bullying is and the different types of bullying. This includes:
 - Emotional - being unfriendly, excluding, tormenting (e.g. hiding books, threatening).
 - Social – lying and spreading rumours, negative facial or physical gestures, menacing or contemptuous looks. Playing nasty jokes to embarrass and humiliate. Encouraging others to socially exclude someone. Damaging someone’s social reputation or social acceptance.
 - Physical - hitting, kicking, tripping, pinching, pushing, damaging property or any use of violence.
 - Direct or indirect Verbal - name-calling, insults, teasing, intimidation, homophobic or racist remarks, or verbal abuse.
 - Cyberbullying - Intentional and repeated harm inflicted through the use of computers, phones, and other electronic devices. This includes:
 - Abusive or hurtful texts, emails or posts, images or videos.
 - Deliberately excluding others online.
 - Nasty gossip or rumours.
 - Imitating others online or using their log-in.
- Students must remember that there are offline consequences to online behaviour.

If a child feels that they are being bullied, then there are several procedures that they are encouraged to follow: (not hierarchical)

- Tell a friend
- Tell your School Council rep or Anti-Bullying Team
- Tell a teacher, tutor or adult whom they trust
- Tell a parent/carer whom they trust
- Ring Childline and follow the advice given - 0800 1111
 - <https://www.childline.org.uk/get-support/contacting-childline/>

Parents are encouraged to:

- Report bullying incidents to the DSL or other relevant school officer
- Attend any subsequent meetings to discuss the problem
- Parents should not attempt to sort the problem out by themselves by speaking to those whom they think may be behaving inappropriately towards their child or by speaking to their parents.
- Parents should not encourage their child to be ‘a bully’ back.

Appeals

- There shall be no right of appeal against a verbal caution although the Excel Tutors Complaints Policy and Procedure applies if students feel they have been wrongly treated.
- Any student who is dissatisfied with a disciplinary decision may appeal against that decision.

- Appeals should be in writing, setting out the reasons for the appeal, and should be delivered within 14 days of the disciplinary decision they are appealing against.
- The student and parent may then be invited to an appeal meeting, which will normally take place within a further 7 days after the appeal has been received.
- The appeal meeting may take place after the disciplinary decision has taken effect.
- If the appeal is upheld the disciplinary sanction will be revoked without any detriment to the student.

Monitoring

We monitor and review the effectiveness of our Behaviour Policy to ensure that this continuously improves and that any new learnings are carried through into our organisation.

This policy and procedure will be reviewed annually, or in the following circumstances:

- Changes in legislation and/or government guidance.
- As required by the Department for Education.
- As a result of any other significant change or event.
- If any new learnings are found that will better student outcomes.

Appendix
Incident report form

Incident Report Form

This information is highly sensitive and confidential and must be passed in the strictest confidence to the DSL. Please answer as much as possible

Childs personal details	
Child's Name	
Date of birth	
Male / Female	

Details of the incident being reported	
Date of Incident	
Time of Incident	
Place of incident	
Was anyone else present? If so, write their contact details here. (Name, phone, email)	
Description of incident and who was involved:	
How did you respond to the concern?	

Follow up action(s) to be taken:

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Additional information

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Date of writing	
Time of writing	
Print name	
Signature	
Signature of witness(es) if present:	

FOR DSL:

Print name DSL	
Position	
Signature	

Please email the above form to the DSL, Sumayyah Ali at info@exceltutors.org.uk

DSL contact detail

Position	Role	Name	Contact information
The Designated safeguarding Lead (DSL)	Centre Supervisor	Sumayyah Ali	info@exceltutors.org.uk
The Deputy Designated Safeguarding Lead (DDSL)	Deputy Centre Manager	Stephen Montford	maths@exceltutors.org.uk

End of Form