



BEHAVIOUR MANAGEMENT POLICY

JANUARY 2023

Version	1
Original Policy issued:	January 2023
Reviewed:	January 2023
Next review date:	January 2025
Review cycle:	Every 2 years
Name originator/author:	Paul Brimecome – Quality Assurance Manager
Contact details:	paul.brimecome@richmondandwandsworth.gov.uk T: 020 8871 7639 M: 07989 223060
Target Audience	All

Content

Section	Page
Mission Statement	3
Introduction	3
Scope	4
Role of Wandsworth Council Lifelong Learning	4
- Role of all staff	
- Role of Managers	
- Role of WCLL Head of Service	
Support Structure and Procedures. Back-on-Track log	5
Appeals Procedure	6
RESPECT	7

Behaviour Management Policy

1 | Mission Statement

“All Wandsworth residents will have access to a wide range of high-quality learning opportunities in a safe learning environment. Provision will be demand-led, flexible and held at times and in places designed to meet the needs of learners, employers and the local community. The Lifelong Learning team aims to improve the quality-of-life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community”

2 | Introduction

Through the implementation of our Behaviour Management Policy, we are working to ensure all our learners/Apprentices achieve their goals while attending a Wandsworth Council Lifelong Learning (WCLL) course. This policy addresses any issues that may arise during their course, promotes positive attitudes towards learning and aims to ensure individual success by creating a cohesive support system. The policy indicates the procedures and support available when a learner/Apprentice needs encouragement to make progress on their chosen course. We will manage our learners'/Apprentices' behaviour in a way that means WCLL can achieve and maintain the high standards which are essential to providing outstanding training. We will foster a culture based on mutual respect, trust and honesty in which learning can thrive for all. The procedures apply to all learners/Apprentices enrolled on any course delivered by WCLL or one of our subcontractors. This procedure should be followed if concerns are raised for a learner/Apprentice by any member of staff and could include any of the following factors:

- Poor attendance
- Illness or mental health difficulties
- Behaviour
- Non-completion of work required as part of the course.
- Other factors in line with WCLL Learner Code of Conduct and Online Learner Code of Conduct

This is a three-step process, and each stage of the process is designed to be supportive of the learner/Apprentice and their personal goals. Learners/Apprentices will usually start on support stage 1 and, if necessary, progress to support stage 2. Depending on the learners'/Apprentices' needs, barriers or behaviour they may be entered onto any support stage and do not need to start at stage 1. Learners/Apprentices who are involved with any incident of gross misconduct will be seen by the WCLL Head of Service. This is equivalent to support stage 3.

3 | Scope

The policy applies to all learners/Apprentices enrolled on a course with Wandsworth Council Lifelong Learning or who are participating in any learning-related activity and covers both academic and non-academic misconduct. This policy also relates to age 14-16 provision.

4 | Role of Wandsworth Council Lifelong Learning

WCLL aims to foster a culture of RESPECT, self-awareness, and personal responsibility among all our learners/Apprentices. In this context it is important that all learners/Apprentices take an active part in the process and appropriate steps to manage their own health and wellbeing to fulfil their learning and social potential.

Role of Staff

All staff have a role to play in learner/Apprentice behaviour, in that any staff member can and should challenge anyone they see acting in a manner that contravenes the WCLL Code of Conduct or Online Code of Conduct.

The member of staff will request that the learner/Apprentice cease the behaviour that is causing the problem and, if necessary, ask the learner/Apprentice to leave the immediate area/building. If required, call on the Duty Manager to assist with the incident.

If, having challenged a learner/Apprentice, the staff member considers that further action is required, the learner's/Apprentice's name and course should be ascertained, and the matter referred to the relevant WCLL Manager, with full details of the incident sent by e-mail.

Role of the Manager

In the case of a breach of the WCLL code of conduct, a referral from a member of staff, persistent repetition of minor acts (where previous warnings have failed to improve the learner's/Apprentice's behaviour), poor attendance, or actions against the WCLL Code of Conduct or Online Code of Conduct, a more formal procedure will be implemented. The manager will investigate the inappropriate behaviour and, if applicable, will arrange a one-to-one with the learner/Apprentice to discuss their behaviour and offer the support required to get them back on track. An action plan or verbal warning may be implemented if required with a minimum of a two-week deadline.

Role of the Head of Service

The Head of Service will become involved if there is an appeal against a warning, an incident of Gross Misconduct takes place, or they are requested to chair the Support Stage 3 meeting. The Head of Service will make a decision based on evidence presented as to whether the learner/Apprentice is able to continue on their WCLL course or be asked to leave.

5 | Support Structure and Procedures

This diagram is designed to help all staff and learners/Apprentices to understand the process and the support that will be in place as part of the procedure.

<p>Support Stage 1</p>	<p>Any staff member to address inappropriate behaviour. (Informal verbal support/ Guidance)</p>	<ul style="list-style-type: none"> • Learners/Apprentices acting in a manner against the WCLL code of conduct or Online Code of Conduct. • Persistent poor attendance • Inappropriate behaviour towards other learners/Apprentices and/or staff • Learners/Apprentices disrupting the learning of others • Learner/Apprentice refusing to complete the required work. • Learner/Apprentice refusing to act on a reasonable request from staff
<p>Support Stage 2</p>	<p>Manager (Formal recorded action plan or warning)</p>	<ul style="list-style-type: none"> • Persistent repetition against the WCLL Code of Conduct or Online Code of Conduct • Persistent poor attendance • Behaviour believed to be serious misconduct
<p>Support Stage 3</p>	<p>Head of Service (Formal meeting)</p>	<ul style="list-style-type: none"> • Appeal against a support stage 1 or 2 meeting or judgement • Incident perceived to be Gross Misconduct • Exclusion for WCLL course
<p>Back-on-Track Log</p>	<p>Member of WCLL staff</p>	<ul style="list-style-type: none"> • List down the learner's/Apprentice's name and date of incident • List down the behaviour or actions that have led to support meeting • Record what has been agreed with the learner/Apprentice • Record and formal warnings given • Record what support stage the learner/ Apprentice is at.

Note: This log is to be completed after every support Meeting

6 | Appeals Procedure

A learner/Apprentice may appeal against any support stage decision made against them by a WCLL staff member. Appeals will normally only be considered on the following grounds:

- Where evidence is produced to demonstrate that there was a material administrative error in conducting the support procedures or that it was not conducted in accordance with the published procedure.
- That evidence is produced to demonstrate that some other material irregularity has occurred.
- That new evidence available that could materially affect the decisions made, was not available at the time of the decision

An appeal letter will be required to detail the grounds for the appeal under one or more of the headings listed above. Appeals should be submitted to the Head of Service within 10 working days of the date on which the support stage was carried out.

The Head of Service, or their nominee, will review all documentation and witness statements and may consult with relevant parties as appropriate, including the learner/Apprentice and each member staff involved.

The decision of the Head of Service will be final, and the learner/Apprentice will have no further right of appeal within the WCLL.

The Head of Service will arrange for the learner/Apprentice to be informed of the outcome of the appeal in writing as soon as possible and normally within 5 working days of the appeal being received.

7 | RESPECT

Give Respect, Gain Respect		Wandsworth Lifelong Learning 
R	RESPONSIBLE	<ul style="list-style-type: none">• Be Independent• Make appropriate decisions• Take responsibility for your actions• Be your best self
E	EQUALITY	<ul style="list-style-type: none">• Be Inclusive and kind• Show appreciation for others
S	SAFE	<ul style="list-style-type: none">• Take responsibility for the safety of yourself and others, in and around the environment
P	PROFESSIONALISM	<ul style="list-style-type: none">• Be on time• Demonstrate a can-do attitude
E	EFFORT	<ul style="list-style-type: none">• Solve problems• Get involved• Be determined• Aim high
C	CONSIDERATION	<ul style="list-style-type: none">• Share ideas• Show understanding• Be proud of your environment• Value others' contributions
T	TRUST	<ul style="list-style-type: none">• Be honest• Work together• Seek help and support from others