



Holden Knight Recruitment Ltd

Behaviour Policy - Learners

Human Resources v1.2

Review Date: November 2027



Behaviour Policy - Learners

1. Introduction

- 1.1 Holden Knight Recruitment recognises the importance of sharing guidance on expectations of appropriate behaviour and conduct of Tutors and learners in tuition sessions to encourage and support positive learning environments.
- 1.2 The expectations outlined in this document reflect the behaviours and conduct expected of learners attending tuition sessions. This document also offers guidance for parents and carers in preparing and supporting learners attending tuition sessions.

2. Our Approach to Managing Behaviour

- 2.1 At Holden Knight we provide a service that engages children and young people in Education where Education in a school setting is either not possible or needs augmenting. As such, we operate a flexible, individualised behaviour policy that clearly sets out the expectations we have of our learners, and appropriate restorative approaches should these expectations not be met.
- 2.2 We work collaboratively in line with existing school policy where the young person is attached to a mainstream school. We believe that a structured individual behaviour support approach is the best approach for our learners, in line with the bespoke nature of the provision that we offer.
- 2.3 We are mindful that many of the young people that we work with are not in school for reasons linked to behaviour and SEN, and as such, adopt a flexible approach to the application of this within our own setting, allowing time for reflection and restorative work.
- 2.4 Good behaviour forms the basis of high quality education and is essential for effective learning. We, therefore, ensure that the children and young people that we work with feel secure, and know where they can seek support should they need it. As staff, we help provide this security and knowledge, and as parents and guardians we ask you to do the same. We have a collective responsibility to ensure that we maintain the wellbeing of the young people we work with. All we ask in return is that you, as a student, treat the people you interact with respectfully.
- 2.5 During the course of our lessons we encourage the use of all forms of technology safely. It is the responsibility of all staff to reinforce this message. This is to ensure that you are not at risk from external influences whilst undertaking education with us.
- 2.6 All tutors will apply the policy with consistency – and will receive training in order that they can do this. All members of staff take responsibility for the behaviour and safety of learners, and the management team are kept informed through progress sheets and communication with tutors.
- 2.7 We will communicate with parents in the event of serious or persistent breaches of our expectations. We have a duty to ensure our tutors have a happy and safe working environment.
- 2.8 We take the approach of using restorative justice rather than punitive sanctions for our learners. A restorative approach focuses on mediation and agreement rather than punishment. As many of our learners are with us because of the complexity of their needs, this first step to addressing behaviours of concern is vital to maintain the trusting relationships that we build.

3. Expectations of Learners

- 3.1 Learners must attend all sessions on time, if problems arise which might affect on time attendance, these should be shared with a parent/carer or responsible adult at least 24 hours before the session is booked. The parent/carer, responsible adult or stakeholder with responsibility for the needs of the learners should advise the Tuition Team who will make alternative arrangement to change the start time of the session or re-schedule the session.
- 3.2 Learners must be encouraged to be give honest feedback to Tutors about how they feel they are progressing and about session content, pace and delivery. If a learner is attending an online session, the camera must be used during the session to encourage engagement. However, if a learner is uncomfortable with using the camera during a tuition session, a parent/carer, responsible adult or stakeholder with responsibility for the needs of the learner must advise the Tuition Team prior to a session starting.
- 3.3 Learners must use appropriate language at all times. Discriminatory language, offensive comments/language, derogatory comments/language and/or abusive language towards others is not acceptable.
- 3.4 Learners may not share any inappropriate content. This includes photos, images, videos and links. Inappropriate content is considered to be anything that may cause harm, stress, upset or offence to anyone and/or involves illegal activities.
- 3.5 Learners must wear appropriate clothing during the session and must not wear any clothing with offensive language or symbols. Learners must not have physical contact with another learner or appropriate adult or Tutor during the session.
- 3.6 Learners must not be under the influence of alcohol, drugs or other substances that may affect behaviour (online or in person). Learners must not act in a discriminatory way towards other learners, Tutors or appropriate adults on the grounds of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation. The values, customs and religious/spiritual beliefs of each person in the session must be respected.
- 3.7 In the event that a learner is not adhering to appropriate behaviour and conduct expectations during a tuition session, Tutors must make the learner aware, referring back to the behaviour and conduct expectations. Should inappropriate learner behaviour or conduct continue, the Tutor must pause the session and seek additional support or guidance from the responsible adult in the session and/or advise the Holden Knight Tuition Team. If inappropriate learner behaviour or conduct continues, the Tutor must stop the session and seek guidance on next steps from the responsible adult in the session and/or the Holden Knight Tuition Team.
- 3.8 We may decide to pause the tuition programme and seek advice and guidance from stakeholders with responsibility for the learners needs to advise; a programme of tuition has been paused due to non-compliance to the behaviour and conduct guidelines and seek to understand if and/or when a learner will be available to attend future scheduled tuition sessions and if any changes need to be made to scheduling or content of the tuition session to encourage improved behaviour, conduct and learner attendance.

4. Severe/Dangerous Behaviours

- 4.1 There are however some things that we have to take a firmer approach to, for example, violent or threatening behaviour, or being under the influence of controlled substances. We will endeavour to support the learner, but we are here to provide an opportunity to continue education and have a duty to ensure that our staff feel safe.

- 4.2 If we believe that a learner is under the influence or in possession of any controlled substance, we can:
- Terminate the lesson unless we believe that there is a greater risk of harm to you if we do so.
 - If we believe that you may be in the possession of anything that is defined as a weapon, we have a right to withdraw from the session to make additional referral to the management team or to the police.
 - If we believe that the risk is too great, we will ensure that we complete a risk assessment to enable us to continue providing education, however, this may mean that we have to take measures such as meeting/arranging sessions in public places.

5. Behaviour guidance for Parent/Carers

- 5.1 Advise the Holden Knight Tuition Team, Tutor, stakeholder with responsibilities for the needs of a learner or school of any significant changes in circumstance prior to the tuition session taking place that may impact a learner's engagement.
- 5.2 Ensure the learner in your care is aware of the appropriate behaviour and conduct expectations before attending a tuition session. Ensure there is always a responsible adult, parent or carer available throughout the full session, if this is not possible please discuss this with the Holden Knight Tuition Team before a session begins.
- 5.3 Provide an appropriate space where tuition can take place away from distractions from other people, pets and objects. Learners must wear appropriate clothing during the session and must not wear any clothing with offensive language or symbols. Please ensure a learner in your care has the appropriate refreshments prior to or during a tuition session.
- 5.4 If you have any concerns about a learner's behaviour or conduct during a session please contact the Holden Knight Tuition Team, school or stakeholders with responsibilities for the needs of the learner. In the event that a learner is not adhering to appropriate behaviour and conduct expectations during a tuition session, Tutors must make the learner aware, referring back to the behaviour and conduct expectations.