

Managing Learner Behaviour Policy 2024 - 2025

MISSION STATEMENT

Central Training is an innovative and high quality-learning provider, committed to the continued improvements of learners and employee skills. We aim to:

- Provide learners with the best possible level of teaching, assessment, information, advice and guidance to enable them to progress well and achieve their learning goals through strong leadership and management
- Ensure that all learners and employees improve their English and Maths through rigorous training and curriculum development
- Responding to employer skills gaps and Government targets by offering a curriculum that meets the needs of industry and learners.
- To review the service that we provide to our learners and employers by continually encouraging an open and self-critical environment
- Encourage creativity and innovation from staff
- Promote lifelong learning with learners, staff, and employers

OUR VISION

We aim to be recognised as one of the leading Learning Providers in the UK for youth and adult education programmes by delivering a 'Good' service to our learners and employers and striving to continually improve our learners' progress and successes.

'BREAK THE BARRIERS – LIVE THE DREAM'

OUR VALUES

Teamwork

Support, listen and respect one another, whilst working together towards achieving company objectives and by making Central a fun and enjoyable place to work.

Safeguarding

Ensure that the health, safety and well-being of our learners and staff is at the heart of the company.

British Values

Rigorously promote and encourage learner and staff awareness of British Values, avoiding radicalisation of any kind and ensure an in-depth awareness of their rights relating to Equality and Opportunity.

Customer satisfaction

Uphold the highest integrity with openness and honesty at all times, by doing what we say we will, without compromising on quality whilst meeting customers' needs.

Business success

Employees that use initiative take ownership for the company, its customers and colleagues, have the passion, and drive to achieve effective results.

Personal development

We value learning and take responsibility to gain the required development in meeting our learners' needs. Therefore, personal development, feedback, coaching and mentoring are core principles at Central.

Policy Statement

The behaviour of the vast majority of Central Training Group and its partners (CTG) learners is exemplary, they are responsible and considerate. To address those who are not, CTG applies its Managing Learner Behaviour Policy that is primarily designed to support individuals to develop the skills they need to be successful in life and the workplace. CTG encourages an environment that promotes mutual respect and tolerance to:

- Enable learners to learn
- Allow tutors to teach
- Keep those at CTG safe.

Where necessary, the Policy enables CTG to take the actions needed to safeguard other learners, employees and clients/visitors via the associated academic and disciplinary procedures.

Aims

To encourage learners to behave in a way that enables them to progress, achieve and become good employees, CTG will

- Have a relentless focus on positive behaviour that will enable learning to take place in a safe, orderly and enjoyable environment.
- Will be explicit about its expectations regarding behaviour and apply this policy fairly and consistently taking into account individual circumstances.
- ensure tutors and mentors will endeavour to support learners to develop the skills and attitudes they need to manage their behaviour independently and effectively
- work with parents, carers, employers, and other relevant individuals/agencies to maximise the support learners need to develop self-supporting skills
- promote self-esteem, self-awareness, resilience and rights and responsibilities.
- CTG will regard its relationship with learners as private and confidential and only share information about behavioural matters with others on a need-to-know basis.

Learner Code of Conduct

CTG is committed to providing the best possible learning experience for all learners at CTG, setting clear, high and consistent standards of behaviour. These standards are based on the values and ethos of CTG to ensure that:

- Learner and employees are able to work in a purposeful, orderly and supportive environment.
- The health, security and safety of everybody within CTG is given the highest priority
- Inconsiderate behaviour does not other learners' chances of success.

CTG Expectations of Learners

- Learners are expected to attend lessons and engage with their learning positively
- Learners are expected to meet the dress code requirements (hairdressing) when attending CTG
- When required, learners are expected to wear masks provided
- Learners are expected to behave in a manner that is socially and professionally responsible.

Examples of Behaviour that may prompt sanctions include, but are not limited to:

- Poor punctuality
- Poor attendance
- Untimely submission of work
- Disruption to the learning of others
- Offensive language
- Sending of offensive or sexual images by phones or emails
- Retaining images of a sexual nature
- Harassment of learners or members of CTG staff
- Smoking within CTG centres
- Failure to follow reasonable instructions
- Litter dropping
- Using mobile devices inappropriately during lessons
- Vandalism and damage
- Threatening behaviour

- Bullying and harassment including sexual harassment
- Being under the influence of, or in the possession of, drugs or alcohol.
- Bringing CTG into disrepute
- Misuse of technology
- Breach of CTG health, safety and security
- Plagiarism or exam irregularities
- Violence or causing harm to others
- Theft
- Possession of offensive weapons

Any of the above actions will result in the CTG Disciplinary Procedures being invoked. Any incident that is above Stage 1 of the Disciplinary Procedures will involve suspension from CTG whilst the matter is investigated in line with the procedures.

See full Academic and Disciplinary procedures for process, outcomes and appeals.

Related Documents

Learner Academic and Disciplinary Procedures
Learner Attendance Policy
Policy against Harassment
Learner Code of Conduct
Online Safety Policy

Appendix 1: Learner Attendance

Aim

The aim of this policy is to help and support all learners to take responsibility for their own attendance and punctuality.

Objectives

- To outline CTG's expectations for attendance and punctuality.
- To define the minimum levels of attendance and punctuality.
- State the sanctions that may be invoked as a result of unacceptable attendance and/or punctuality.
- CTG aims to support all learners during their time on their learning programme and will endeavour to ensure they achieve their objectives through good attendance, by offering interesting and dynamic training on an individual basis.

Introduction

Central Training Group and its partners (CTG) recognise the difficulties that some learners face relating to attending their learning sessions at CTG and/or their work placement. CTG is committed to supporting all learners in overcoming any barriers they may have which prevent them from attending learning sessions and reaching or exceeding their potential.

During the information, advice and guidance process all applicants are clearly informed of the requirements for attendance and the effect non-attendance will have on achieving their objectives. CTG Learner Handbooks reinforce the requirement for good attendance and timekeeping.

Learner Responsibilities

- Learners are expected to attend and be on time to all lessons /workshops /enrichment activities and any other timetabled activity which is part of their programme of study.
- Learners must notify CTG of their absence before 9am on the first day of absence.
- Learners must understand that if their attendance or punctuality drops below 80%, they will be subject to the Learner Disciplinary Procedures
- Learners must give an explanation to the Tutor if they arrive late for a lesson

Teaching Staff Responsibilities

- All teaching staff are required to start and finish classes on time.
- Registers must be taken at the start of all sessions, including recording any lateness accurately. Register late marks are noted if learners arrive over 5 minutes late. If over 30 minutes late a 'late-absent' record is noted.
- Learners who are habitually late must be spoken to and repeated lateness will result in instigating the Learner Disciplinary Procedures.
- All staff have a responsibility to manage lateness and non-attendance at their own sessions.
- All staff must make arrangements to support learners returning to college after a period of absence.
- If learners do not attend on a particular day, they will be phoned by their tutor or another CTG staff member to find out the reason for the non-attendance. This will be recorded and followed up on the learner's return by either the tutor or the Centre Manager if a particular pattern has emerged.
- Mentoring will be offered if there are specific reasons which need to be addressed and staff will be flexible in how any issues are dealt with. If necessary, referral agencies may be invited to try to resolve specific issues, where this is deemed to be appropriate.
- Attendance will be discussed during regular learner progress reviews to establish whether there are any issues that need addressing.

- All employers will be informed of any absences or persistent lateness of their Apprentice at College by tutors or a member of the college team
- Tutors will follow protocol consistently for all learners.
- Tutors will enforce the requirement of attendance and punctuality in respect of employment skills and work readiness.
- Tutors are issued with monthly attendance records of all of their learners and tutors should implement the Academic and Disciplinary procedures as a result of poor attendance records.
- Tutors will contact parents of learners aged between 16 and 18 years old and discuss their son/daughter's attendance/timekeeping.

It is acknowledged that learners will need to take time off occasionally and a list of reasons for authorised absence have been produced, but records are still collated and monitored on these absences to ensure that they do not affect the learner's chance of achievement. Managers will be aware of other reasons why learners cannot attend and will use their discretion, dependant on individual needs and exceptional circumstances.

All employers are informed of any absences of their Apprentice at College. Employers are strongly encouraged to ensure that they do not ask Apprentices to work in the workplace on their college day. During busy holiday periods the employer is given some leniency, but this is not to be encouraged on a regular basis.

All learners and employers are reminded regularly, at the time of enrolment and at reviews throughout the learning programme, that achievement of the learning programme is not based just on ability but also on regular attendance at college or being available in the workplace when the CTG tutor visits.

If a learner has not attended college for four continuous weeks and has not informed CTG of the reason for the absence, the learner will be automatically withdrawn from the learning programme and withdrawal notification will be sent to the learner.

All non-attendance is actioned, tracked, followed up and recorded. Related Documents:

Learner Academic and Disciplinary Procedures
 Learner Handbooks
 Mentoring Guidelines

Appendix 2: Drug and Alcohol Abuse Procedure

Introduction

A drug is a substance which, when taken, has the effect of altering the way we feel, see, think or act. For the purpose of this Policy Statement relating to Central Training Group and its partners (CTG) Learners, drugs are regarded in three categories:

- Drugs covered by the Misuse of Drugs Act 1971.
- Other substances, including alcohol and tobacco.
- Medicine and prescribed drugs.

General Principles

While CTG has a general interest in the well-being of its learners, what they do in their private lives is generally outside the scope of this policy unless it affects their work, interferes with the legitimate activities of other members of CTG or risks their safety or that of others, or brings CTG into disrepute.

CTG is committed to promoting the health and well-being of its learners and will ensure that any learners with alcohol or substance dependency problems have the opportunity to obtain support and are treated sensitively. CTG wishes to ensure that the health, safety and welfare of its learners are not jeopardized through misuse of alcohol or substances in college. The Health and Safety at Work Act 1974 stipulates that employers have a duty to ensure the health, safety and welfare of employees and others who may be affected by work activities, including learners and visitors, as far as is reasonably practicable.

Although CTG is primarily responsible for Learners only when they are on CTG premises, CTG does not condone either the misuse of drugs and alcohol or the illegal supply of such substances. The Misuse of Drugs Act 1971 makes it an offence for anyone who occupies, or is involved in the management of premises, to knowingly allow the production or supply of controlled drugs or illegal substances on their premises.

Learners must be fit to learn and behave appropriately while learning with CTG. Therefore, any actions outside CTG must not interfere with, or detract from, the ability of the Learner to attend CTG and participate in academic activities, or in the quality of their academic performance. Indicators that should alert staff to a potential problem include:

- A sudden and rapid decline in attendance, performance or punctuality.
- Deteriorating relationships with other learners and staff.
- Being unnecessarily secretive about actions and activities.
- Borrowing or stealing money from college staff and/or learners.
- Decline in the quality of work.
- Change in outlook, increased mood swings, temperamental outbursts.
- Decline in personal appearance, hygiene or alertness.

Irrespective of whether these indicators result from drugs or alcohol (or other causes, e.g., medical conditions, sickness, diabetes); they should be managed directly and consistently through CTG's normal formal and informal disciplinary procedures. In appropriate circumstances, CTG will arrange for support for the Learner, using the Early Help Assessment tool, from specialist agencies.

Staff are only responsible for the observable behaviour of Learners while at CTG. Therefore, where there is reasonable belief/suspicion from a Learner's behaviour that he/she is under the influence of alcohol or illegal drugs during CTG activities, they will be sent home immediately and may be subject to disciplinary action for gross misconduct. In the case of learners under 18 their parents/guardians will be informed immediately without exception.

Disciplinary procedures will generally be as for other acts of gross misconduct (see Learner Disciplinary Procedures and Code of Conduct) but, in addition, the following points should be observed:

- In all cases of suspected drugs or alcohol abuse, the relevant Programme Manager (or member of the Board of Directors, if the Programme Manager is not available) and the Safeguarding Officer must be consulted prior to taking action, i.e., sending a Learner home.
- The Mentoring Team should be notified.
- Where the Learner is under 18, the parents/guardians must be informed immediately, unless there is good reason for the parents not to be contacted, but this must be documented.
- Every effort should be made to ensure the Learner does not drive home.
- Where drugs are involved, the Learner will always be suspended pending an investigation, with immediate effect. Where Learners are under the influence of alcohol, the relevant Programme Manager should exercise the disciplinary procedures and sanctions as appropriate to the circumstances.

CTG reserves the right to investigate the contents of learners' bags etc. if they have reason to believe that illegal drugs have been brought onto the premises for sale to other learners. Refusal to comply with a request to show the contents of bags etc. will usually be taken to indicate that the learners is in possession of illegal drugs, and they will be suspended from CTG immediately and parents/carers of those under 19 will be informed. If there is reasonable suspicion that a learner is in possession of Class A or Class B drugs for sale to other learners, then the police will be called and asked if they wish to search the learner(s).

If, as a result of these searches, what appear to be illegal drugs or drug paraphernalia are found, the Centre Manager will confiscate them and arrange storage until the Police have been contacted and confirmation and collection arranged.

Aims of the Policy

The main aims of this policy are to:

- Reduce the harm that illegal drugs cause to members of CTG and to society.
- Prevent learners becoming problematic drug users.
- Ensure that learners who may develop drug problems are identified early and receive support before the problems escalate.
- Encourage learners to seek advice and help if they have any drug or alcohol related issues.
- Ensure that no learner is on a CTG site/employer workplace under the influence of alcohol or illegal drugs.
- Keep illegal drugs off of CTG sites.

Drugs Covered by the Misuse of Drugs Act 1971

Although subject to change, the main illegal drugs in common usage by young people are Heroin and other opiates (including Crack), Cocaine, Ecstasy, Amphetamines and other stimulants, LSD and other hallucinogens, Cannabis and related substances (cannabinoids).

CTG's position relating to all such substances is that:

- Staff should, where appropriate (i.e., the Recruitment team during induction and any teaching staff at opportune moments throughout the year):
 - Emphasise the illegality of use or possession of drugs and the consequences of being identified by either Police or members of CTG, using, dealing in or being in possession, both in law and in relation to CTG rules (see (b) below).
 - Warn against the danger of drug use and the likelihood of dependency and other

harmful consequences, e.g., contracting Aids (HIV Positive), arising from casual use.

- Actively discourage involvement in drug use and provide support against peer pressure.
- the following activities constitute an act of gross misconduct and will be dealt with, as appropriate, by CTG's disciplinary procedures:
 - Reasonable suspicion of use, possession or dealing in illegal drugs, on CTG premises.
 - Where confirmed evidence exists of legal action by the Police for use or possession of illegal drugs, whether on or off CTG premises; CTG will consider disciplinary sanctions as appropriate to the circumstances.
 - CTG, by express authorisation of the Board of Directors, will always involve the Police if there is reasonable suspicion that criminal activities relating to drugs are taking place in CTG or its environment.

Other Substances

Alcohol and Tobacco

CTG policy is that the private use of these substances is a matter for individuals to decide. However, staff should promote healthy lifestyle to Learners and emphasise that:

- Both alcohol (possession or consumption) and tobacco (consumption) are prohibited on CTG premises and during CTG activities off-site.
- Social use of alcohol must not impact upon the Learners' fitness to learn, e.g., lunchtime drinking, hangovers etc.

Anabolic Steroids

Anabolic Steroids are prescription only medicines and can only be acquired from a chemist with a doctor's prescription. They are not controlled by the Misuse of Drugs Act. It is an offence to supply them but not illegal to possess them for personal use. Staff should discourage use and emphasise the potential danger to health.

Solvents (and other substances)

Possession, or even misuse, of solvents (and some other recently developed mood changing substances) is not illegal. However, staff should emphasise the serious danger to health of misuse of such substances and be aware that outward signs of being under the influence may be the same as for illegal drugs.

Police Policy Regarding Underage Drinking

1. The local Police are most concerned about several aspects of under-age drinking and have asked all educational establishments to emphasise the following points to Learners:
There are two significant criminal offences by those under 18:
 - Purchasing alcohol in licensed premises (including off-licenses).
 - Consuming alcohol in licensed premises, whether or not they bought it themselves.
2. The Police are increasing observation in pubs, clubs and off-licenses, usually in plain clothes, and challenging young people to produce evidence of age more frequently.
3. Many of the young people (under 18) involved in late night, violent incidents have been found to have been drinking.
4. Where an offence is found to have been committed, the Police will take serious action,

including prosecution in Court, and will always inform the parents.

5. Licensees have been advised to accept only passports and Portman "Proof of Age" cards as evidence of being over the age of 18.
6. The Police are increasingly challenging young people drinking in the streets and, if aged under 18, will warn them and report the incident to their parents.

Medicines and Prescribed Drugs

Personal tutors should ask Learners to inform them when they are taking any prescribed drugs to avoid misunderstandings and enable appropriate support should difficulties arise and emphasise that Learners must disclose this information when undertaking an educational visit.

Use and possession of such drugs, other than under a prescription, is illegal under the Misuse of Drugs Act 1971, e.g., tranquillisers and barbiturates.

Definitions:

Substance Misuse – drinking alcohol, taking drugs or a substance (either legal or illegal), either intermittently or continuously, such that it adversely interferes with an individual's health, work or study performance or conduct, or affects the work performance and/or safety of themselves and others.

Drugs – This term includes prescription medicines where the prescription medicines have not been prescribed for the person possessing or using them and/or such prescription medicines which are not taken in accordance with a physician's direction; includes any substance (other than alcohol) either legal or illegal that produces physical, mental, emotional or behavioral changes in the user.

Controlled Substance – includes all chemical substances or drugs listed in any controlled substances acts or regulations applicable under the Law.

Related Documents:

Safeguarding Policy
Standard Code of Practice for Mentors
Tutors' Handbook
Academic and Disciplinary Procedures
Learner Code of Conduct

Annex A – Useful Organisations

ADFAM offers information to families of drug and alcohol users, and the website has a database of local family support services.

Tel: 020 3817 9410 Email: admin@adfam.org.uk

Website: www.adfam.org.uk

Alcohol Change UK works to reduce the incidence and costs of alcohol-related harm and to increase the range and quality of services available to people with alcohol-related problems.

Tel: 020 3907 8480 Email: contact@alcoholchange.org.uk

Website: www.alcoholchange.org.uk

ASH (Action on Smoking and Health) – A campaigning public health charity aiming to reduce the health problems caused by tobacco.

Tel: 0207 404 0242 Email: enquiries@ash.org.uk

Website: www.ash.org.uk

Children's Legal Centre operates a free and confidential legal advice and information service covering all aspects of law and policy affecting children and young people.

Email: info@coramclc.org.uk

Website: www.childrenslegalcentre.com

Children's Rights Alliance for England – A charity working to improve the lives and status of all children in England through the fullest Implementation of the UN Convention on the Rights of the Child.

Email: info@crae.org.uk

Website: www.crae.org.uk

Drinkaware – An independent charity that promotes responsible drinking through innovative ways to challenge the national drinking culture, helping reduce alcohol misuse and minimise alcohol related harm.

Tel: 0207 766 9900 Email: contact@drinkaware.co.uk

Website: www.drinkaware.co.uk

Drinkline – A free and confidential helpline for anyone who is concerned about their own or someone else's drinking.

Tel: 0300 123 1110 (lines open weekdays: 9am-8pm, weekends: 11am-4pm)

Drug Education Forum – This website contains a number of useful papers and briefing sheets for use by practitioners.

Website: www.drugeducationforum.com

FRANK is the national drugs awareness campaign aiming to raise awareness amongst young people of the risks of illegal drugs, and to provide information and advice. It also provides support to parents/carers, helping to give them the skills and confidence to communicate with their children about drugs.

24 Hour Helpline: 0300 123 6600

Website: www.talktofrank.com

National Children's Bureau promotes the interests and well-being of all children and young people across every aspect of their lives.

Tel: 0207 843 6000

Email: enquiries@ncb.org.uk

Website: www.ncb.org.uk

Family Lives – A charity offering support and information to anyone parenting a child or teenager. It runs a free-phone helpline and courses for parents, and develops innovative projects.

Tel: 0800 800 2222

Website: www.familylives.org.uk

Re-Solv (Society for the Prevention of Solvent and Volatile Substance Abuse)

A national charity providing information for teachers, other professionals, parents and young people.

Tel: 0178 581 0762

Email: c4r@re-solv.org

Website: www.re-solv.org

Smokefree – NHS Smoking Helpline

Website: www.smokefree.nhs.uk

Stars National Initiative offers support for anyone working with children, young people and families affected by parental drug and alcohol misuse.

Website: www.addiction-ssa.org/knowledge-hub/stars-national-initiative

We Are With You – previously called Addaction. Provides free, confidential support to people in England, at their local services or online

Website: www.wearewithyou.org.uk

Youth Offending Teams – Local Youth Offending Teams are multi-agency teams and are the responsibility of the local authority, who have a statutory duty to prevent offending by young people under the age of 18.

Website: www.gov.uk/youth-offending-team