



ERRTG Behaviour and Attendance Policy

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Introduction

This policy aims to state our ethos and the behaviours we expect from staff and students. We will also cover admissions and attendance within this policy as we see this as part of a key ingredient to behaviour management as well as preparing our students for the rigours of the workplace. It should further be read in conjunction with our Equality and Diversity Policy, Safeguarding Policy and Anti-Bullying Policy.

We want our staff and students to have a respectful, secure environment in which to teach and learn. We expect our students to follow our Health and Safety rules as we have an active warehouse environment which could be dangerous.

We realise that all behaviour is a form of communication and that through behaviour, all staff and students are trying to communicate; they might just not always speak the same language.

Attendance:

At Eastern Region Roof Training Group (ERRTG) we expect at least a 95% attendance rate from our students. As with anyone, we appreciate that people get sick or have extenuating circumstances from time to time. We monitor our student's attendance carefully and speak to the individual in the first instance of suspected problems.

For our apprentices, attendance is expected every week on the scheduled day from 9am to 4pm. If students are going to be late or are unable to attend, they should inform us by telephone or using the group watsapp on the designated ERRTG work phone. If a student is not in attendance by 10am we will report their absence to the employer by phone call or e-mail. We will be giving the reason that the apprentice has given to us so the employer can update their records accordingly and to liaise about any

worrisome patterns which may emerge. Contacting the employer where no contact has been made by the apprentice will be prioritised as we have a duty of care to the students wellbeing

For our paid courses, please see our Terms & Conditions and Cancellations as this is a different part of the business from our young students.

Admissions:

When recruiting apprentices, we work with employers to find suitable candidates. We ask every company who is putting an apprentice onto an apprenticeship to fill out a registration form which details information from the student and the company. All apprentices must be a PAYE employee in order to enrol on an apprenticeship.

We may request a disclosure of unspent criminal convictions for those attending commercial courses; please see our criminal convictions policy in conjunction with this policy. Otherwise, as long as the individual or company is able and willing to pay course fees and meets any specific requirements or pre-requisites, they are welcome on the course.

Quality Behaviours for Staff:

1. Be ready, respectful, safe.
2. Model positive behaviour and build relationships
3. Plan lessons which engage, challenge, and meet the needs of all students
4. Ensure praise outweighs anything negative by at least 5:1 ratio
5. Meet and greet at the door
6. Be calm and give 'take-up-time' before going through the steps. Prevent before sanctions.
7. Follow up every time, retain ownership and engaging in reflective dialogue with students.
8. Never ignore or walk past students who are behaving badly.
9. Challenge the behaviours of the student, not the student themselves.

General Behaviour:

We employ a student-centred approach which focuses on everyone achieving the best that they can. Everyone has the right to learn, but no-one has the right to disrupt the learning of other students. We aim to install a sense of personal responsibility into our students for their own actions while ensuring that the student understands it is their behaviour which is at fault, not themselves as a person. We obey our duty to protect students and staff from discrimination and we wish to work in partnership with the employer or other multi agencies, to give consistency in our approach and use common strategies to manage behaviour.

Classroom Behaviour:

ERRTG wants all students to succeed and to feel as though they have accomplished something worthwhile. We expect students to participate fully in classes and do as the teacher asks them.

The Rules for our students are set in combination with the students, however there are 3 main rules we follow:

1. Listen to others when they are speaking
2. Let the teacher know if you want to leave to room or add something to the discussion
3. Listen to and follow instructions from all staff

Practical Behaviour:

Most courses involve practical work. (Plumbing, Bricks, Carpentry, Roofing). This involves the use of tools and materials which may be hazardous. As an employer or trainer, ERRTG ensure that all students have the correct PPE for the activities and that they are fully briefed under the HASAWA 1974 as well as risk assessments that we have and our ERRTG H&S Policy. In return, ERRTG demands that student listen to the safety briefing and follow the regulations as there is no room for compromise. All students must wear high vis and PPE in our yard and they must follow the pedestrian walkway in our warehouse. If the student chooses not to comply with any aspect of our health and safety procedures, they are not able to participate. This is mandatory.

Restraint:

If a student became aggressive or if students started to fight, then the teacher would remove the other students from the classroom to protect them as the first measure. The fighting students would be left in the room. If it were necessary, 999 would be called to deal with the situation. We maintain the right to use reasonable force in emergency situations as per the law or in the event of grave danger.

Recording Incidents:

If an incident of concerning behaviour occurs, in the case of our apprentices or adult students, we will contact the employer about any instance which gives us cause for concern. This information will be recorded on our cause for concern log and will be held for the duration of the course attended, after course achievement and certification we will destroy the record. This record will be separate to the learner's course file and information will only be shared with concerned parties.

Rewards:

As stated, ERRTG expects a mature level of behaviour from each of our students. We praise our students and encourage their sense of achievement. We treat our students respectfully and allow them such liberties as making themselves a hot drink from our vending machine and to play pool or table tennis on our mezzanine area.

Our apprentices have the chance to compete in national competitions and to be recognised during National Apprenticeship Week when various awards are given out for talent and effort.

For our paying customers and students, we expect that the satisfaction of course completion will be enough.

Sanctions:

If we are concerned about the behaviour of an apprentice/trainee, we will have a conversation with the apprentice to see if there is anything we can do to support. If this is unsuccessful we will also discuss the issue raised with the employer, either by phone or email. This contact may be made outside of the timetabled progress reviews, or we may schedule an additional progress review to address specific concerns. If it is a behaviour which impacts work as well, we will work with the employer to try and resolve issues where we can. All parties will contribute to an action plan to implement support measures.

Behaviour that is deemed a risk to Health and Safety, safeguarding of individual students or the group or is aggressive or offensive in nature, will be addressed immediately by the Tutor. This may result in the student being asked to leave the session to talk to another member of staff about their conduct, after which they may return to the class.

Should the behaviour or actions be of greater concern, students may be asked to leave the training site and this sanction will be at the discretion of the Company Director or his designated Deputy, should he be absent. This sanction may be a temporary measure until the situation can be fully investigated or could result in placement on the course being withdrawn.

Staff and Learner Social Media Conduct. (See in conjunction with Staff Code of Conduct and Safeguarding Policy)

Learners should not be contacted by staff on their personal phones or using their personal e mail address. All communications should be via designated technology owned and used by ERRTG/ERRTG.

Equally, learners may not, under any circumstances, contact, like, share or follow staff on social media, nor make contact via personal e mail.

The process for sanctions will be:

- First infringement. The Vocational Lead and Tutor will meet with the learner and outline the rules again, request a behaviour contract be signed and set a timeframe in which the learner must not infringe the rules again. This will also be supported by an official verbal warning and notification to the employer.
- Second Infringement. The Vocational Lead and Office Manager will meet with the learner. The learner will have the Tutor as advocate. The learner will receive an official written warning about their behaviour and contact will be made with the employer, outlining the concerning behaviour and the actions taken so far.
- Third Infringement. The Company Director and Vocational Lead will meet with the learner, who will have their Tutor as advocate in the meeting. At this meeting the learner will be given a final warning outlining gross misconduct due to bullying and/or harassment and they will be asked to leave the course. Their employer will be informed and also advised of the right to appeal the decision.

An Apprentice or Trainee may be able to continue attending while the appeal process takes place, but this will be dependant on the seriousness of the breach of rules and entirely at the discretion of the Company Director. The decision for the learner to continue studies or be withdrawn, will be made by the Senior Management Team in conjunction with the ESFA Account Manager and/or the wider governance team, where appropriate, taking into account the information from an investigation.

If it comes to light that any adult learner has unspent convictions relating to minors or is subject to a sexual harm prevention order, we reserve the right to cancel their place on a course with immediate effect. Please see our Criminal Conviction Policy for further information on this.