**POLICY:** Behaviour Management Policy

Links to other policies: Equality, Diversity and Inclusion

Safeguarding and Prevent

Bullying and Harassment

Security Search Procedure

Managing Learner Disclosure Procedure

Attendance Procedure

1. **PURPOSE:** 
   1. To support learners in taking responsibility for his/her/their own actions and understand consequences in order to achieve and maintain acceptable standards of conduct and academic performance.
   2. To ensure that all learners and staff have the right to learn and work within a safe and respectful working environment.
   3. To safeguard learners and build their resilience against all forms of negative behaviour
   4. To promote British Values and respect and encourage the development of critical thinking, employability skills and work readiness with all learners.
   5. To enable the College and learner to make appropriate and timely interventions to rectify unsatisfactory conduct and behaviour
   6. To ensure consistent and fair treatment in relation to disciplinary action taken in response to allegations of unacceptable conduct or performance.
   7. To provide direction for staff, learners, parents and employers on the disciplinary procedure to be adopted when expected standards are not met and/or when gross misconduct occurs
2. **SCOPE:**
   1. This procedure applies to all learners of the college who are full time, part time, Apprentices and Higher Education learners of the College in the following instances:

* when on College premises – in and out of class
* when travelling to and from the College
* on a College organised trip, placement or event
* when behaviour outside of the College has a detrimental impact on others from the College e.g. cyber bullying
  1. Although this procedure is applicable to learners enrolled on Higher Education (HE) courses, it must be implemented in conjunction with any agreement with the appropriate validating / HE institution
  2. The College has set appropriate standards of behaviour and performance to allow the development employability skills through teaching, learning and assessment. Guidance on learner conduct and expectations is included in College documents which is explained to all learners during induction. This includes:
* The Deal
* Acceptable Use Procedure (relating to use of computers and College network)
* Information in course or module handbooks
* Digital Code of Conduct
  1. This procedure does not seek to replace standard classroom management. Staff should seek advice from the Head of Learning or Director as appropriate in relation to any queries about the implementation of this procedure.

1. **PRINCIPLES OF OPERATION:**
   1. The implementation of this procedure should take into account:

* Current legislation
* The role of parents/carers and employers
* The age and circumstances of the learner
  1. The College will always promote and recognise positive behaviours
* Good attendance – aim for 100%
* Be prepared to learn and grow
* Aim to be the best version of you
* Working together, achieving together
* Respecting yourself and others
* Never giving up; we’re here to help
* Take part in College community activities
  1. The behaviours that the College will always challenge are:
* Bullying and harassment
* Disrespect for other people
* Swearing and the use of offensive language
* Disrespect for our campus
* People without visible ID
* Smoking or vaping in non-smoking areas

1. **Recognising and Rewarding Positive Behaviours**
   1. Positive behaviours will be reinforced throughout the induction period through a range of activities, events and tutorials.
   2. Learner of the month put forward from all learning areas
   3. Incentives and prizes will be promoted within each learning area. This is the responsibility of the Heads of Learning
2. **Key Guidance to Implementing the Disciplinary Procedure** 
   1. The College recognises that further to the restrictions put in place as a result of the Covid 19 pandemic, the distinct lack of engagement with education for first year learners combined with challenging individual circumstances of a varying nature, learner’s may need additional support and intervention in order to settle them into college life, understand and follow the expected standards of behaviour. It is therefore the responsibility of personal tutors/progress coaches, subject leads, Heads of Learning and Directors of Curriculum to ensure that root causes of negative behaviour is identified and appropriate support put in place as soon as possible.
   2. The intention of this procedure is to ensure consistent and appropriate intervention at all levels and to support learners in taking responsibility for their behaviour to help prevent petty incidents escalating into issues of poor conduct and/or unsafe behaviours.
   3. Heads of Learning will have behaviour as a standard agenda item in all team meetings to review cases of concern and be aware of learners who may be ‘at risk’ in order to make further intervention where appropriate or provide additional support and guidance to staff
   4. All members of staff have a responsibility and authority to take immediate action to maintain discipline and high standards in the common areas of the College. Any learner behaving in a manner that could lead to a breach of standards should be warned that their behaviour is inappropriate and where appropriate, that disciplinary action could follow.
   5. The timescales of this procedure can be expedited within the first 6 weeks of the academic year at the discretion of the Directors of Curriculum. In this instance, the learner will have a right to appeal to an Assistant Principal.
   6. The College has an obligation to ensure a fair hearing for learners. Learners will be given copies of the documents outlined in 2.3 during induction.
   7. Disciplinary action will only be taken against a learner when the circumstances of any issues have been investigated, unless the matter has serious safeguarding implications and/orthe learner or others are at risk of harm in which case a learner may be suspended pending an investigation.
   8. At every stage, the learner has the right to state his/her/their case and be accompanied by an appropriate person for example, parent or family member, legal guardian. If the learner does not have an appropriate person, a mentor must support the learner in the hearing.
   9. The learner has the right to appeal against any disciplinary penalty. See appeals section 11.
   10. If a learner fails, without good reason, to attend a disciplinary meeting which he/she/them/they have been instructed to attend, the meeting can take place and a decision can be made in his/her/them/their absence.
   11. At all stages, the process and outcomes of this procedure will be documented on ProMonitor. This is the responsibility of the staff member chairing each meeting.
   12. At all stages of this process, parents must be informed of the disciplinary taking place and the outcomes. At stages 2 and 3, parents must be invited to attend the disciplinary meeting.
   13. Disciplinary warnings will normally expire after 2 years.
   14. A review of disciplinaries and exclusions will take place during the Equality, Diversity and Induction Committee on a half termly basis and these will be reported on by the Directors of Curriculum.
   15. Reports will be presented and scrutinised by the Executive Board and the Governing Body on a half termly basis with recommendations for actions to be taken to support staff and learners in promoting a positive learning environment
3. **Learner groups requiring additional support and / processes**
   1. There are additional processes in place for **under 16 learners** on school links, electively home educated (EHE) under 16s which have a legal basis as well as **Looked After Learners**. In these instances, the personal tutor/progress coach must contact the Looked After Learner Co-ordinator, Kerry Parry to inform her of the situation.
   2. Special consideration will be given to learners whose behaviour maybe the consequence of **learning difficulty or disability or in special circumstances** resulting in behavioural issues such as a bereavement.
   3. Learners with additional support needs can include those who have English as a second language, literacy needs; learning difficulties/disabilities, mental health or other medical conditions which may impact on behaviour). In these instances the Head of Learning must ensure that:
      * At every stage of the disciplinary process all staff must be aware of the needs of any learner requiring additional support in order to understand this process, which relies on written and verbal communication and formal interviews.
      * Where this applies, the process must be adapted and advice sought from the Additional Learning Support team where required to ensure fair and equitable treatment for all learners. Where a learner has an Education, Health and Care Plan, the Head of Inclusion, or the Learning Support Co-ordinator should, where possible be invited to attend meetings.
        1. This may include:
4. Adapting the language in any written communication
5. Providing any written communication in alternative forms or languages
6. Providing additional advice to ensure that the learner understands every stage of the process
7. Consideration of outcome in view of learner needs and support
8. **DEFINITIONS:**
   1. **Misconduct**
   2. Misconduct is defined as being behaviour or conduct that falls below the standards expected for work readiness and employability including attendance, punctuality, progress, mind-set and behaviours, which may also impact on achievement and progression.
   3. These include:

* A learner breaches College guidance on learner conduct or College regulations including Covid 19 safety measures
* A learner breaches agreed standards including Health and Safety
* A learner fails to follow reasonable instructions from a member of staff.
* A learner cheats, plagiarises or copies the work of other learners
* A learner breaches assessment/examination regulations
* A learners’ behaviour is disruptive
* A learner damages, deliberately or by negligence, College property
* A learner interferes with College software or data without authorisation
* A learner breaches College guidance on use of the internet
* A learner is drunk or under the influence of alcohol or an illegal drug, including Legal Highs, on College premises
* A learner assaults or uses violence towards another person
* A learners’ behaviour is racially or sexually offensive
* A learner commits a dishonest act such as theft of property
  1. This is not an exhaustive list and can include misconduct whilst taking part in College arranged external events, trips and visits.

1. **Gross Misconduct**
   1. Any particularly serious cases of misconduct will be treated by the College as gross misconduct, such as:
      * Carrying an offensive weapon including a knife or bladed/pointed article, knuckle duster, hammer, baton or pepper spray or any other article carried with intent to harm themselves, others or property
      * Bullying or harassment
      * Racial or sexual abuse
      * Fighting
      * Verbal abuse towards another learner or member of staff
      * Conduct which could threaten the health and safety of other
      * Criminal activity
      * Supply of illegal substances
      * Deliberate damage to college property
      * Bringing any prohibited item onto college premises
   2. Repeated misconduct may also be treated as gross misconduct
   3. If a learner is involved in committing an act of gross misconduct, the staff member involved will log the incident on ProMonitor and inform the central admin team. A meeting will take place with the learner, appropriate staff, parents and the relevant Director to review the situation. The outcome of a gross misconduct meeting can be: no further action, final written warning with agreed actions, transfer to another course or exclusion. Parents to be informed of outcome if they are not present during the meeting.
2. **Criminal Offence**
   1. Where a member of staff believes the learner may have committed a criminal offence, the member of staff should notify the Safeguarding Team. The Head of Learning may suspend the learner pending the outcome of any Police enquiries and record the incident on ProMonitor. Advice should be sought from the Director of Student Services.
3. **Procedure Details:**
   1. In class inappropriate behaviour and conduct should be dealt with by the class tutor. It is the responsibility of the class tutor to clearly outline expectations and to agree a group contract with each group from the very first session.
   2. Within the first 6 weeks of term, all learners must demonstrate commitment to their course as outlined in ‘The Deal’. Failure to do so may require this procedure to be expedited with an immediate referral to the Head of Learning to issue a warning that the learner’s place is at College is at risk and parents will be in informed. If poor attendance or unacceptable behaviour continues, further referral to a relevant Director will result in immediate withdrawal of the College place.
   3. From week 7 onwards, out of class inappropriate behaviour and conduct should be logged on ProMonitor and reported to the Head of Learning during team meetings. The disciplinary procedure should be applied and followed
   4. Cases of misconduct and misbehaviour should be initially managed by the appropriate member of staff involved. Misconduct and/or inappropriate classroom behaviour should be managed by class tutors. Tutors should apply a range of strategies to support a learner to improve and address any ongoing issues and must consistently praise and acknowledge positive behaviours and the rewards system for the learning area.
   5. There are 3 formal Stages of Disciplinary Meetings plus a Gross Misconduct stage:

**Acts of Gross Misconduct** trigger meeting with relevant Director – potential exclusion. Refer to admin.

Parents to be invited

Record Outcome on Promonitor

All staff to record behaviour (positive and negative) on ProMonitor

**Stage 1**

First Stage Warning - Class tutor/Progress Coach (Supportive Meeting)

Parents to be informed by tutor providing the warning of issues and standards required and support put in place

Record agreed actions on ProMonitor

**Stage 2**

Head of Learning (Formal Meeting)

Behaviour Contract to be put in place.

Parents to be invited and informed of outcome

Behaviour contract completed and uploaded onto Promonitor

**Stage 3**

Formal meeting/exclusion with relevant Director.

Parents to be invited.

Review conduct and performance against targets

Record outcome on Promonitor

Any exclusion to be approved by a member of the Principalship

1. **Suspension**
   1. A suspension can occur when there is reason to believe that a learner has committed an act of gross misconduct. The learner can be suspended from the College by a Head of Learning or the Director of Student Services
   2. Suspension should only be used as a last resort if there is a potential risk to themselves or others. It is considered a neutral act to allow time for an investigation to take place, and/or preparation for a disciplinary hearing
   3. During the period of a suspension, work must be provided by the tutor(s) and the learner may (with written permission from the appropriate Director) be admitted to the College:

* For meetings/interviews
* To submit coursework to meet deadlines
* To take examinations
* To use the learning resource centres
  1. A learner may be suspended for up to 48 hours according to the learner’s timetable, this includes face to face or remote/online learning sessions. Examples of offences for suspension may include:
* Violent, dangerous or intimidating conduct
* Violation of the College’s rules and procedures concerning health and safety
* Sexual, racial or other harassment of another learner or member of staff
* Abusive behaviour towards another learner or member of staff
* Theft or unauthorised possession of any property or facilities belonging to a learner, the college, or any employee of the College
* Damage deliberately carried out to College property
* Persistent refusal to carry out reasonable instructions from a member of staff or to comply with College rules
* Use of or dealing in illegal drugs or new psychotic substances
* The learner is under investigation for a criminal offence which may adversely affect the College’s reputation
* A College investigation is taking place into an alleged offence
  1. If a suspension is related to Safeguarding, this must be discussed with the Safeguarding Team to review and agree the most appropriate course of action.
  2. A suspension can be extended up to 7 days with authorisation from a Director of Curriculum.
  3. **14-16 year olds or Looked after Learners** can only be suspended with direct authorisation from the Head of Inclusion.
  4. A suspended learner must leave College premises immediately. In the case of pre-16 learners and vulnerable adults, the College will give the learner opportunity to arrange transport home or provide the learner with the cost of the fare home where necessary. In all instances, staff must check that a learner can get home safely following a suspension.
  5. A suspended learner will be advised that he/she/they are excluded from the College during the period of suspension and that any attempt to enter the college during this period will be regarded as a serious breach of discipline and will be escalated the disciplinary stage to the next level. ID badges must be retained by the College until a return meeting has taken place and the outcome agreed.
  6. The parents/carer and employer (if the learner is an Apprentice) will be informed of the suspension as soon as is practical by the Personal Tutor/Progress Coach or Head of Learning by phone.
  7. The suspension will be confirmed in writing within 2 days of its occurrence together with the written notice of the disciplinary hearing. The standard template letter LDP3 will be used and will include:
  + The nature of the misconduct
  + The learner’s entitlement to be accompanied by a friend, learner representative or relative during a return disciplinary meeting
  1. A copy of the letter will be sent to parents/carers and employer if an Apprentice and the disciplinary procedure will be followed.
  2. A learner has the right of appeal against the outcome of a disciplinary meeting following a suspension, in the line with the Appeals Procedure; see section 11.
  3. When a learner returns to College after suspension, consideration should be given to a personalised learning and assessment programme to enable the learner to complete their qualification and catch up with any missed learning.

1. **Cooling off**
   1. Where an incident requires immediate ‘cooling off’, the learner who has committed the act of misconduct may be asked to leave the premises or to move to a specific place within the College up to a maximum of a day.
   2. ‘Cooling off’ may be used as a disciplinary sanction for a specific day/session for up to a maximum of 1 week and will always be followed by a formal action plan and contract.
2. **Exclusions**
   1. A learner may be excluded if:

* The learner fails to comply with a final formal stage warning
* Despite having been given previous warnings as the result of either unacceptable behaviour or unsatisfactory performance, the learner commits a further disciplinary offence or performance continues to be unsatisfactory
* The learner commits an offence which is so serious that permanent exclusion from College is the most appropriate course of action. Examples of such offences are listed in section 7 although this list is not exhaustive.
  1. Potential exclusions concerning **14-16 learner and Looked After Learners** must be discussed and authorised by the Head of Inclusion.
  2. The learner will be informed of the date, time and place of a disciplinary meeting/hearing and of the case against him/her. If the learner requests extra time to prepare his/her/their case, the hearing may be postponed for a period not longer than 5 working days. The College will endeavour to accommodate special requests e.g. religious festivals.
  3. A 16-18 learner may be accompanied by a parent/carer or other appropriate person such as a mentor but not a person active in legal or other related professional work, unless the College otherwise agrees. An Adult learner may be accompanied by a friend. A 14-16 learner may be accompanied by other appropriate agencies.
  4. Learners may discuss disciplinary charges brought against them with the Health and Wellbeing team.
  5. The learner will be informed in writing of the outcome of the disciplinary meeting under the Appeals Procedure
  6. In the event of exclusion, the final decision will require approval by a member of the Principalship.
  7. Outcomes are shared with other parties such as parents/carers, agencies or employers as appropriate.
  8. If the outcome is exclusion the College will notify the relevant Department of the Local Authority (where appropriate) and the careers team
  9. A note of suspended or exclusion of learners will be maintained by College Management Information Services on the College information system.

1. **APPEAL PROCEDURE**
   1. **Appeal against formal warning**
      * 1. A learner has the right to appeal against any disciplinary decision of a formal hearing.
        2. This must be notified in writing to the Head of Learning within 5 working days and include the grounds for appeal.
        3. The appeal will be considered by a relevant Director.
        4. An appeal interview will be arranged to take place within 10 working days of the appeal being lodged.
        5. The learner will be given 5 days’ notice of the time, place and process. A copy of this procedure will be enclosed with the letter. The learner has the right to be accompanied by a friend or parent/carer where appropriate
        6. Appeals for 14-16s must be made through the relevant local secondary school or local authority via the Head of Inclusion.
2. **Appeal against an exclusion**
   1. If the appeal is against an exclusion, the learner must write to the Deputy Principal, within 5 working days of notification of the exclusion.
   2. An appeal hearing will take place within 10 working days of receipt of the request. The learner will be informed in writing of the date, time and place of the appeal hearing and the reasons for his/her/their exclusion. The learner will be given a copy of the Learner Disciplinary Procedure. If the learner requests extra time to prepare his/her/their case, the hearing may be postponed for a period not longer than 5 working days. The College will endeavour to accommodate special requests e.g. religious festivals.
   3. The learner has the right to be accompanied by a friend or parent/carer where appropriate but not by a person active in legal or other related professional work unless the College otherwise agrees.
   4. An appeal against an exclusion will be heard by the Deputy Principal
   5. The relevant Director will explain the reason for the exclusion during the hearing. The learner will then have opportunity to present his/her/their case and any supporting evidence and to challenge the reasons for his/her/their exclusion.
   6. The learner will be informed in writing of the outcome of the appeal hearing within 5 working days. Copy of the letter will also be sent to parents/carers for 14-19s and employer if the learner is an apprentice.
   7. A note of suspended or exclusion of learners will be maintained by College Management Information Services on the College information system.
   8. If exclusion is confirmed the College will notify the relevant Department of the Local Authority (where appropriate).
3. **Re-enrolment of an excluded Learner**
   1. If a learner wishes to re-enrol at the College in future, he/she/they must make an application to the Deputy Principal in writing. The Deputy Principal will consider the circumstances and any evidence presented and if appropriate, will ask the relevant Head of Learning to consider allowing the learner back to College for a probationary period of one term or four months, whichever is shorter. After attending for the probationary period without further incident, the exclusion will be considered to have ended. Otherwise, the exclusion will be confirmed and no further re-enrolment will be allowed. The Deputy Principal’s decision shall be final.
4. **ASSOCIATED DOCUMENTS: available from the College intranet:**
   1. LDP1: Invitation to disciplinary meeting
   2. LDP2: Disciplinary meeting outcome
   3. LDP3: Suspension confirmation and return meeting details

**Appendix 1 -**

**BEHAVIOUR AGREEMENT**

|  |  |
| --- | --- |
| Learner Name |  |
| Course detail |  |
| Date agreement made |  |

The college wants all learners to do well, but this requires good attendance, punctuality and good levels of behaviour. There were some issues with you meeting these requirements previously. We need a commitment from you to agree to meet the expectations of the college has with all our learners. This agreement is between you and the Head of Learning. We will also send a copy home if you are under 19.

By signing this document, you are agreeing to the expectations below:

**In order to continue/move onto the above programme of study, we expect you to meet the following conditions:**

* Attend all my timetabled sessions
* Turn up on time for all my timetabled sessions
* Use the absence line where absence or lateness is unavoidable
* To behave appropriately at all times when on College premises and not to affect, disrupt of interfere with the training of any other student attending the College
* Abide by the College rules

Consequences if expectations are not met:

|  |  |
| --- | --- |
| Learner signature |  |
| College signature |  |
| Review date |  |
| Review Comments |  |

**Appendix 2 - Table of Breaches, Stages and Sanctions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stage** | **Breach** | **Possible outcomes** | **Actions** |
| **Pre-Stage (all staff)** | **Low level disruption**   * Any low level disruption should be recorded on Promonitor by staff and monitored by the personal tutor * When there are 3 disruption notes the personal tutor will escalate to stage 1 of the disciplinary procedure | * Verbal warning to learners that if there are 3 disruption notes they will progress to stage 1 | * All staff to log on Promonitor * Tutorial meeting with the learners * Recorded on Promonitor * Discussed as agenda item in team meetings |
| **Stage 1**  **(Personal Tutors or Progress Coach)** | **Low level disruption (formal)**   * Formal meeting not required * Tutorial meeting to enter learner formally on to stage 1 | * Timebound SMART actions * Report card issued if appropriate * Support arranged if required * Learner to be informed that if improvements to their behaviour are not evident within the agree time period and set targets not achieved then the it will result in being escalated to the Head of Learning for a Stage 2 | * If a learner is being referred to a mentor, the personal tutor must add a new comment on ProMonitor and select ‘Mentor referral’ as comment type with details of the reasons for referral. * The Personal Tutor is to log the disciplinary on Promonitor as a learner meeting and record the disciplinary warning and outcome on ProMonitor * The Personal Tutor to arrange a follow up meeting with the learner to review their behaviour and inform parents/carers of situation and outcome. * Class tutors must record positive and negative behaviours in relation to that learner for the period of monitoring as a minimum. * Parents to be informed |
| **Stage 2 (Head of Learning)** | **Serious behaviour or performance management issues**   * Formal meeting to take place within 1 week of the breach * Parents invited to formal meeting * Further time-bound SMART actions set * Breach of action plan results in progression to Stage 3 | * No further action * Further monitoring period with support for the learner * Time bound SMART actions * Behaviour contract signed * Referral to Stage 3 * Transfer to another College provision | * Via the admin team, the Head of Learning will arrange a meeting with the learner and invite parents/carers. * Behaviour Support Officers to be invited to the meeting if appropriate along with any other staff relative to the situation to discuss specific issues. * The Head of Learning will review the issues as recorded on ProMonitor with the learner, enforce a learner contract for an agreed timeframe (usually 2-4 weeks but could be less if appropriate to the situation) and refer to mentor if appropriate. * If mentors are required to support an action on the contract, the Head of Learning will record the comment under ‘mentor referral’ with details of requirements. * However, if the Head of Learning reviews the information and finds that there is no case to answer for, then the ‘No further action’ box in the disciplinary meeting on ProMonitor must be ticked to reflect this. * The agreed actions must be shared with all staff working with the learner who must take responsibility for ensuring any actions are enforced and an accurate record of comments in relation to the contract (positive and negative) is recorded on ProMonitor. * The Head of Learning will arrange a review meeting with the learner when the contract date expires to agree next steps. * The Head of Learning must send a letter confirming the outcome to the learner and parents must also be informed. |
| **Stage 3 (Director)** | **Serious behaviour or repeated performance issues**   * Formal meeting to take place within 1 week of breach * Parents to be invited to formal meeting | * No further action * Further monitoring period with support for the learner if appropriate and by exception * Time bound SMART actions if further monitoring agreed * Behaviour contract signed * Final Written warning * Transfer to another College provision * Exclusion | * Where a final written warning has been issued or a further monitoring period has been agreed, the Head of Learning will agree a follow up meeting to review progress with the learner against agreed actions on the behaviour contract. The follow up meeting can result in transfer to another course, no further action or exclusion. * During a Stage 3 meeting, The Head of Learning will present the issues as recorded on ProMonitor and against the learner contract to the relevant Director who will make a decision on the outcome. The learner will also have an opportunity to present their case. If the relevant Director needs to consider information presented or as part of the meeting other mitigating factors are presented, the Director can close the meeting and confirm the decision at a later date. This decision must be made and communicated within 48 hours. * If the relevant Director reviews the information and finds that there is no case to answer for, then the ‘No further action’ box in the disciplinary meeting on ProMonitor must be ticked to reflect this. * Any agreed actions must be shared with all staff working with the learner and where a learner is being transferred, this must be communicated to the mentor who will manage the transferral process with the receiving department. Where a learner is excluded, the Director will process a withdrawal request form and inform the Careers team. * The relevant Director must send a letter confirming the outcome to the learner and parents must also be informed. |
| **Gross Misconduct (Director)** | **Serious behaviour relating to a specific incident identified in Section 5** | * No further Action * Behaviour contract signed with time-bound actions up to 1 month, which if breached results in immediate exclusion * Final Written warning * Transfer to another College provision * Exclusion * Hearing should take place within 2 weeks of breach | * Details of the incident to be recorded on Promonitor * Learner may be suspended pending hearing * Request for Gross Misconduct meeting to be sent to faculty admin to arrange * Evidence to be collated and presented to curriculum admin within 5 days * Meetings heard by relevant Director * Parents to be invited with other staff as appropriate and Head of Learning * Outcome of hearing and/or action plan to be communicated to parents * All actions recorded on Promonitor * Appeals to the Deputy Principal for Apprentices |