



Student Behaviour Management Procedure

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Approving Body: Executive Leadership Team	ELT contact: Executive of Curriculum, Quality and Student Journey
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*This procedure may need to be reviewed before the review date stated, to reflect changes in government and other agencies' advice, guidance and legislation

Revision Log

Date	Version No.	Brief detail of change
July 2025	1	New procedure replaces the Student Disciplinary Procedure

Contents

Introduction	4
Summary	4
Scope	4
Student Behaviour Management Procedure	6
Student Behaviour Management Status	7
Stage 1 - Caution	7
Stage 2 - General Misconduct	8
Stage 3 - Serious Misconduct	8
Stage 4 - Gross Misconduct	9
Suspension	9
Criminal Offences	10
Exclusions	10
Representation	10
Long Term Absence	10
Appeals	11
Retention of Records of Behaviour Management Actions	12
APPENDIX 1 - Behaviour Management Procedure Flowchart	13
APPENDIX 2 -Information for Students - Suspension from College	14
APPENDIX 3 - Student Behaviour Contract	15

Introduction

City College Plymouth (the 'College') is a leading provider of vocational, professional and technical training in the South West, that strives to provide a learning environment and organisational culture that impacts positively on the health, wellbeing and sustainability of our community, to enable all our students and staff to achieve their full potential.

The term 'College Community' includes all staff, governors, students, parents/carers, volunteers and visitors.

Our vision:

- The learning destination of choice.

Our core values:

- Respect
- Ownership
- Integrity

Summary

City College Plymouth aims to provide an environment where there are no barriers to student success and progression. If a student's behaviour prevents them and or others from feeling safe, secure, respected, and able to learn effectively, then this may result in behavioural management action. The purpose of this procedure is to ensure that all instances of student misconduct are dealt with fairly and consistently and provide a clear procedure to guide both staff and students.

Scope

This Procedure applies to students and apprentices and is used when there is a particular concern that a student has failed to meet the College Code of Conduct and behaviour expectations. This procedure applies to student absence, behaviour, safeguarding, and poor progress and/or effort, including misconduct that has taken place digitally or electronically.

All members of the College community share the responsibility to consistently and fairly uphold expectations for student behaviour and to address misconduct promptly. Behaviour management procedures must be applied fairly, reasonably, and with just cause. The rights of the individual student must be appropriately balanced with the interests and values of the College community.

The Student Behaviour Management Procedure must always be applied in accordance with the College Safeguarding Policies.

COLLEGE CODE OF CONDUCT



To ensure our College is a safe and supportive place which promotes and encourages learning and develops employability skills we kindly ask our students to follow these rules



College Expectations

When on the College site you are expected to:

- wear your College ID at all times
- follow staff instructions
- keep the college clean – use bins and tidy up after yourself
- stick to designated smoking/vaping areas
- never film or photograph others without their permission
- follow health & safety rules at all times
- use college equipment and spaces responsibly
- be part of the community – contribute positively
- follow classroom and industry standards – wear the correct uniform, PPE, and remove outerwear when required.



Learning Expectations

When in a learning environment you are expected to:

- be on time for all classes and college activities
- attend regularly – every session counts
- attend English and maths if timetabled
- submit your own work – no plagiarism or collusion
- meet deadlines for assignments and coursework
- be prepared – bring the right materials and be ready to learn
- use feedback to improve your work and performance
- engage positively with lessons, tasks, and group work
- ask for help when you need it – taking ownership of your learning.



Behaviour Expectations

As a College student you are expected to:

- treat everyone with respect
- be polite and courteous to staff and students
- respect college property – and the belongings of others
- act professionally
- keep our space inclusive – zero tolerance for bullying, harassment, or discrimination
- think before you post – use social media wisely
- know the consequences – poor conduct can lead to warnings, suspension, or exclusion
- only drink water in classrooms – no food or other drinks allowed
- dress appropriately for a learning and professional environment.

By signing this agreement, you acknowledge and agree to adhere to the College Code of Conduct throughout your course. Any breach of the above may result in action being taken in line with the Student Behaviour Management Procedure.

Student Name:

Student Number:

Student Signature:

Date:

Course Code:

THE **LEARNING DESTINATION OF CHOICE**

Student Behaviour Management Procedure

Students will be provided with a Code of Conduct Agreement at the start of their course to confirm they understand their obligations and responsibilities in accordance with the Code of Conduct.

The starting point for Behaviour Management action will depend on the seriousness of the situation; staff should exercise professional judgement to determine the most appropriate stage of action. Examples of behaviour likely to cause action can be found below and are not exhaustive. It is expected that the majority of issues relating to behaviour, attendance, and academic performance will be resolved at Stage 1 and/or Stage 2 of the procedure.

Informal Stage 1 - Caution	Formal Stage 2 - General Misconduct	Formal - Stage 3 Serious Misconduct	Formal - Stage 4 Gross Misconduct
Persistent low-level infringements where a student repeatedly fails to respond to verbal warnings.	Misconduct judged too serious for a Caution or has not met Behaviour Contract targets	Misconduct with clear and deliberate intent to cause disruption or repeated offences	Misconduct which causes harm or risk to harm to others, or repeated misconduct offences
Examples of behaviour (not-exhaustive) <ul style="list-style-type: none"> ● Attendance/Punctuality concerns ● Littering on premises ● Minor failure to follow reasonable instructions by staff ● Minor infringement of regulations ● Missing an assignment deadline ● Smoking in non-smoking area ● Failure to attend English and Maths ● Failure to wear College lanyard ● Disruption of class activities (including use of phone) 	Examples of behaviour (not-exhaustive) <ul style="list-style-type: none"> ● Persistent disruption of class activities ● Failure to follow reasonable instructions of staff ● Failure to meet set targets ● Persistent failure to attend English and Maths sessions ● Infringement of College policies/procedures ● Poor attendance ● Use of foul, abusive or discriminatory language ● Breach of health & safety requirements ● Persistent failure to wear College Lanyard ● Persistent failure to complete work ● Failure to adhere to any Behavioural Contract issued as a Caution 	Examples of behaviour (not-exhaustive) <ul style="list-style-type: none"> ● Behaviour or illegal act that may damage the College reputation ● Breach of College policies/procedures ● Intentional breach of Health & Safety ● Bullying/intimidation/verbal abuse ● Cheating or plagiarism ● Repeated failure to follow reasonable instructions of staff ● Failure to meet Stage 2 targets ● Offensive/discriminatory /abusive behaviour ● Repeated failure to submit work ● Repeated poor attendance ● Repeated failure to attend English & Maths ● Vandalism ● Misuse of College IT systems including internet and email usage 	Examples (not-exhaustive) <ul style="list-style-type: none"> ● Physical assault / threat of violence ● Sexual harassment ● Discriminatory behaviour and language ● Hate crimes ● Bullying (including online) ● Possession, use or sale of weapons or illegal / non-prescribed drugs on or near College premises ● Attending College under the influence of alcohol, illegal or non-prescribed substances ● Acts of dishonesty - theft ● Arson, vandalism or damage to College equipment or unauthorised interference with software or data ● Serious Prevent concerns ● Accessing, downloading or redistributing offensive/illegal material ● Illegal act impacting College reputation ● Repeated failure to meet targets in previous stages ● Serious breach of College procedures/policies

Student Behaviour Management Status

If a student has declared a disability or learning difficulty, staff should seek further advice from the Learning Support team to determine whether there are any issues associated with a person's disability or difficulty that may be creating barriers to learning, so that reasonable adjustments can be made.

Any student who has been issued a warning in line with the Student Behaviour Management procedure will hold a caution or warning status. This will be made clear to the student using the appropriate communication tools relevant to the individual student. All stages will be recorded on ProMonitor. Where a student is under the age of 18, a record of the caution/warning may be sent to the student's parent/guardian, where appropriate, in line with the Learning Agreement between the College and the Student. We will also consider student needs and the level of family support required to determine whether letters are sent to parents of students with a SEND/EHCP up to the age of 24. If the student is an apprentice / being sponsored by an employer, the Tutor must notify the Employer.

Before progressing the student to any Stage of the Student Behaviour Management Procedure, the following must have been completed:

- **Verbal Warnings and expected behaviour explained with the understanding that further misconduct will result in consequences.**
- **If a student has an EHCP/SEND, discussions with the Learning Support team**
- **If the student is under 18, discussions with parents/carers (if a SEND student, consideration will take place up to age 24)**
- **If the student is an apprentice / sponsored by an employer, the employer must be updated on concerns.**
- **If a student has a disability, a risk assessment must have been completed, in line with the College Health & Safety procedures, to ensure all risks have been met. For clarification or advice, contact the health and safety manager**
- **All concerns/issues should be recorded on the ProMonitor Contact Log**

You can find the Student Behaviour Management procedure flowchart in Appendix 1. At each stage, Learning Support will be informed about EHCP/SEND students. There are 4 stages of the Student Behavioural Management procedure, and they are as follows:

Stage 1 - Caution

This is the first stage in the procedure. It is not expected that tutors will issue a caution for minor classroom management issues, but they will be issued for persistent low-level misconduct as identified in the caution categories.

A 1:1 ad hoc discussion must be held with the student and tutor. The expected behaviour and College Code of Conduct values should be clearly explained. A Stage 1 letter must be requested using the Warning Letter Request Google form, and a signed Behaviour Contract must be sent to adminhub@cityplym.ac.uk, with clear improvement goals and review dates. Admin Hub will send

out the Stage 1 letter with a copy of the signed Behaviour Contract. The Behaviour Management procedure should be outlined, making it clear that further misconduct or failure to meet targets will result in escalation of formal behaviour management action. Admin Hub will upload the Behaviour Contract and stage 1 letter to ProMonitor in the meetings section.

Stage 2 - General Misconduct

In cases judged too serious for informal action, or where misconduct persists, despite verbal warnings or a Stage 1 Caution letter, Stage 2 of the procedure will be invoked.

A 1:1 ad hoc meeting must be held with the student and tutor. The expected behaviour and College Code of Conduct values should be clearly explained. A Stage 2 letter must be requested using the Warning Letter Request Google form, and a signed Behaviour Contract must be uploaded, with clear improvement goals and review dates. Admin Hub will send out the Stage 2 letter with a copy of the signed Behaviour Contract. The behaviour management procedure should be outlined, making it clear that further misconduct or failure to meet targets will result in escalation of formal behavioural management action. Admin Hub will upload the Behaviour Contract and stage 2 letter to ProMonitor in the meetings section.

Stage 3 - Serious Misconduct

In cases of more serious, multiple, or repeated misconduct, or where improvement targets have not been met in a timely manner, Stage 3 of the procedure will be invoked.

The member of staff witnessing the incident, or to whom the incident has been reported, should inform the tutor, who will discuss with the Programme Manager (PM) for further investigation.

Where serious misconduct has occurred, the PM should raise a Stage 3 meeting request, for the PM to chair the meeting with the student/parent, giving at least 7 term-time days' notice. Learning Support is to be invited for students with SEND. Admin Hub will make arrangements for the meeting to take place.

During and following the meeting, the following actions could be invoked:

- Stage 3: Formal warning letter to go ahead, including a behaviour contract issued.
- Or a student receives a Stage 2 formal warning if misconduct is deemed to be of a lower level after investigation and has not received a Stage 2 before.
- Or if the matter constitutes gross misconduct, the matter will be escalated to Stage 4.

At the Stage 3 Warning meeting, the student must be reminded of expected behaviour and the College Code of Conduct values. The PM should complete a Student Behaviour Contract, and hand it to the notetaker to upload it to ProMonitor, with clear improvement goals and review dates. The Student Behaviour Management procedure must be explained, making clear that further misconduct or failure to meet targets will lead to formal escalation.

Stage 4 - Gross Misconduct

In cases where a student has a number of prior misconduct infringements, or the infringement is so serious, it may be appropriate to invoke a Stage 4 hearing. Any particular serious cases of misconduct, multiple or repeated misconduct offences, may be treated by the College as Gross Misconduct.

The member of staff witnessing the incident, or to whom the incident has been reported, should inform the CLDO. Where it is alleged that gross misconduct has occurred, the CLDO will notify the Executive Leadership Team and DSL (Designated Safeguarding Lead) if suspension is appropriate.

The investigation into the allegation will be conducted by the CLDO and in accordance with our Safeguarding policies. The investigation will include interviewing and taking statements from witnesses and other people involved. Following investigation and, where feasible, within fifteen (15) working days, the student will receive written notification from the Admin Hub to attend in person via post and email, a Behaviour Management Stage 4 hearing. Learning Support will be invited for students with SEND.

Stage 4 Hearing - The hearing will be heard by a designated CLDO. The Programme Manager or CLDO will present their investigation findings at the hearing. The Behaviour Management meeting for gross misconduct will be heard by a CLDO.

As a result of the stage 4 hearing, the CLDO will decide on one of the following outcomes:

- That no disciplinary sanction would be appropriate.
- To issue a formal final written warning.
- To exclude the student for a period of time, from 3 months to up to 5 years.

If a student fails to attend a Stage 3 or Stage 4 meeting/hearing, the Chair of the meeting can continue with the meeting.

Suspension

Where the safety/well-being of the student or others on the premises is deemed to be at risk, the CLDO/ELT should consult the DSL. Once authorisation has been granted by the DSL (or in the absence of the DSL a member of ELT can authorise), the student should be suspended pending the Stage 4 meeting. A Behaviour Management Stage 4 meeting for gross misconduct will always take place once a student has been suspended.

Any student under investigation by the Police will be reviewed on an individual case to ensure our compliance of duty of care to staff and students is adhered to. The College procedure must not in any way prejudice a Police investigation.

The following staff are authorised to suspend students:

- Executive Leadership Team
- Designated Safeguarding Lead

A student must be given written notification of any suspension and clearly state the reason for it. If the student is under the age of 18, their parent or carer must be informed by phone immediately, unless there are compelling reasons not to. The student's welfare must always be considered. We will also consider student needs and the level of family support needed to establish if letters are sent to parents of students with a SEND/EHCP. For apprentices or employer-sponsored students, the CLDO must promptly notify the Employer and the Apprenticeship & Employer Solutions Team.

Criminal Offences

If a student is suspected of committing a criminal offence, the College may refer the matter to the Police. For serious incidents, behaviour management action may be deferred, and the student may be suspended pending the outcome of police enquiries or charges, if the College is informed.

Exclusions

Exclusion is a possible outcome following a stage 4 meeting. No exclusion shall be longer than 5 years; during any exclusion period, no excluded student may return to College without prior approval from the College Designated Safeguarding Lead (DSL) or a member of the Executive Leadership Team (ELT).

For Students who have a maintained EHCP, the College will work with the relevant local Authority to review the EHC plan and amend it as appropriate to ensure that the young person continues to receive education or training.

The College acknowledges that individual circumstances may change. A student subject to a notice of exclusion (excluding current in-year exclusions) may submit a written appeal to the Executive Leadership Team, via adminhub@cityplym.ac.uk, requesting early lifting of the exclusion. The appeal must include the proposed start date of a new programme and outline the reasons for the request, including how previous issues have been addressed or will be managed. ELT will consider the appeal and aim to provide a written outcome within 15 working days of receipt of the letter. The decision of the Executive is final.

Representation

Students have the right to be accompanied by a friend, student representative or family member of their choice for Stage 3 Meetings or Stage 4 meetings held under this procedure. The College does not allow students to be accompanied by a lawyer or professional expert in law in their professional capacity.

Long Term Absence

If a student does not attend the College for two consecutive teaching weeks (full-time course) or three consecutive teaching weeks (part-time course), and does not notify the College of the reason(s), the tutor should request an assumed withdrawal letter. This notifies the student that the CLDO would recommend that their enrolment is cancelled unless either the student attends within

five (5) working days from the date of the letter or gives a satisfactory explanation of their absence. If the student does not attend or give reasons for their absence within five (5) working days, then the CLDO will terminate the student's enrolment. Once the student's enrolment has ended, a confirmation of withdrawal letter will be sent to the student. In such cases, the College is required to comply with funding regulations and will report the change in status to the relevant funding body. This may result in the withdrawal or reassessment of any financial support the student was receiving. For students with SEND/EHCP, Learning Support will make contact after being informed by the tutor. For students who have a maintained EHCP, the College will then work with the relevant local Authority to review the EHC plan and amend it as appropriate to ensure that the young person continues to receive education or training.

Appeals

All students have the right to appeal any formal warning made against them, including termination of enrolment, which they feel is unfair, provided they can demonstrate:

- Where it is alleged that the student was not given fair treatment or that the hearing was not conducted in accordance with the Student Behaviour Management Procedure.
- Where the penalty is alleged to be disproportionate to the misconduct charge that has been upheld against the student.
- Where new evidence comes to light that was, for justifiable reasons, not able to be considered by the disciplinary authority.

Appeals under this Procedure, must be submitted in writing within ten (10) working days from the date of the sanction letter. Appeals should be sent to: adminhub@cityplym.ac.uk. An appeal is not a full rehearing of the original case. Instead, it is a review of how the decision to apply a sanction was reached. As such, new documentary evidence or witnesses will typically not be considered unless they provide fresh information that was not available during the original hearing.

The Appeal Authority must have at least five working days to review new evidence relevant to the appeal, before the appeal hearing. New evidence includes providing the names of any witnesses and copies of any relevant documents. The Appeal Authority will decide whether or not to accept and consider this additional evidence.

Appeals should be heard by and held in the following manner:

Stage of Procedure	Appeal Authority	Type of Hearing
Stage 1	PM	On Paper
Stage 2	PM	On Paper
Stage 3	CLDO	In Person
Stage 4	ELT	In Person

The Admin Hub will make arrangements for any in-person appeal meetings to take place. Depending on the complexity of an appeal, the College will endeavour to ensure that a decision is conveyed to the student in writing within a reasonable timescale and no more than thirty (30) working days from receipt of the letter outlining the student's grounds for appeal.

Retention of Records of Behaviour Management Actions

Formal warnings for informal cautions or formal warnings under the Student Behaviour Management Procedure remain in force for the remainder of the academic year in which the offence occurred, and are recorded on the student's academic file. Formal warnings for gross misconduct remain in force for 36 months and are recorded on the student's academic file, subject to the exclusion policies outlined above. When an investigation into an allegation has resulted in no action should be taken, the record of this investigation will remain on the student's electronic file but will not be taken into account in any way in future behaviour management matters. Admin Hub to record outcomes on the appropriate tracking systems.

APPENDIX 1 - Behaviour Management Procedure Flowchart

Level	Process for Behaviour Management (please ensure verbal communication has been recorded before using this process)	Staff Responsible
Informal Stage 1 Caution	Caution - Tutor to speak to students regarding issuing Caution & Behavioural Contract. Phone parent if student is under 18. Tutor to action Stage 1 letter via Google form and send Behaviour Contract to adminhub@cityplym.ac.uk.	Tutor
	<div style="text-align: center;">↓</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Review & monitor Behavioural Contract.</div> <div style="width: 45%; border: 1px solid black; padding: 5px;">Student to be commended if criteria is met. Stage 2 may be issued if the student regresses.</div> </div>	
Stage 2 Formal Warning	↓	Tutor
	<div style="text-align: center;">↓</div> <div style="text-align: center;">General Misconduct or breach of Behavioural Contract</div> <div style="text-align: center;">↓</div> <div style="text-align: center;">Tutor to discuss with the student regarding issuing a Formal Warning & Behaviour Contract. Phone parent if student under 18. Tutor PM to request Stage 2 Formal Warning letter via Google form and send Behaviour Contract to adminhub@cityplym.ac.uk.</div> <div style="text-align: center;">↓</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Review and monitor Behavioural Contract.</div> <div style="width: 45%; border: 1px solid black; padding: 5px;">Student to be commended if criteria is met. Stage 3 may be issued if the student regresses</div> </div>	
Stage 3 Final Formal Warning	↓	PM (inc Learning Support if a SEND student)
	<div style="text-align: center;">↓</div> <div style="text-align: center;">First Serious Misconduct or continued Misconduct</div> <div style="text-align: center;">↓</div> <div style="text-align: center;">PM to request Stage 3 meeting via Google form. Following the meeting final formal warning will be issued along with the Behavioural Contract uploaded to ProMonitor.</div> <div style="text-align: center;">↓</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Review and monitor Behavioural Contract.</div> <div style="width: 45%; border: 1px solid black; padding: 5px;">Student to be commended if criteria is met. Stage 4 may be issued if the student regresses</div> </div>	
Stage 4 CLDO Hearing	↓	CLDO (inc Learning Support if a SEND student)
	<div style="text-align: center;">↓</div> <div style="text-align: center;">First instance of Gross Misconduct or continued Misconduct (If suspension required, approval required by DSL/ELT)</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">CLDO to action Stage 4 meeting via Google Warning Request form. If suspension is required CLDO to liaise with ELT immediately.</div> <div style="width: 45%; border: 1px solid black; padding: 5px;">Hearing outcome may be formal final warning or no case to answer or Withdrawal / Exclusion</div> </div>	
Appeal		ELT

APPENDIX 2 -Information for Students - Suspension from College

If a staff member is suspending you from your studies, they must explain clearly to you the reasons for the suspension and check that you understand. While suspended, you should not come into College or the College grounds until you have been invited into the College for your Stage 4 Student Hearing meeting. We will normally keep your College ID badge here until we agree that you may return to College.

Students are normally suspended from College for one or more of the following reasons:

- to give you some time to reflect on what has happened
- to allow time for a College investigation to take place
- to keep you and/or others safe
- to allow time for a hearing meeting to be arranged where required
- if the Police are involved, to allow them time to deal with the case.

Suspension from College is not a punishment or an indication of any judgement being made about you or your behaviour.

We will only contact your parent(s) or carer if you are aged under 18, in order to ensure your safeguarding requirements have been met. We will also consider student needs and the level of family support needed for students with a SEND/EHCP. If you are worried about this, please mention this to the member of staff who is suspending you before you leave, so that the Safeguarding Team can support your concerns.

What happens next:

- You will receive written notification of your suspension and the reason for it, along with the College's Student Behaviour Management Procedure, either via email or through the post, whichever option you prefer.
- Your suspension should not exceed 15 working days (term-time), where you will be invited in for a Stage 4 hearing meeting. In some circumstances, it may be necessary to extend the suspension, and you will be notified if this is the case.
- Your tutor will contact you to make arrangements for you to keep up with your College work whilst you are suspended, including what online resources you can access, where authorised.
- If your suspension results in a Stage 4 hearing you will receive notice and papers at least 2 working days before the hearing is scheduled.
- You may wish to bring a parent, carer or friend along with you to the hearing for support.

APPENDIX 3 - Student Behaviour Contract

Student Name			
Student Number		Course Code	
Staff Name		Academy	
Employer		Stage	1 2 3 4

Please discuss all the Code of Conduct requirements below and tick the area(s) of improvement that are required:

- Full attendance and punctuality to all lessons on your main study programme.
- Full attendance at English and/or Maths lessons, where timetabled.
- Appropriate/professional attitude and behaviour (in line with College Code of Conduct)
- Full uniform/PPE at all times (in line with course requirements)
- Participation in all course activities
- Assignments submitted by the set deadline
- Student lanyard to be worn and visible at all times whilst at College.

<p>Details of targets/dates discussed</p>

<p>What support do you feel is necessary to ensure you are able to meet the behaviour contract and College expectations? (Student ownership)</p>
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Your progress will be monitored weekly by your tutor (name) _____ Until _____

Any breaches to the above conditions will result in further action being taken in line with the Student Behaviour Management Procedure.

Student Signature: _____ Date: _____

Staff Signature: _____ Date: _____

