

G1.1 Student behaviour incident policy

All students and accompanying parents or children have to abide by the Bucksmore Home Tuition code of conduct. It is Bucksmore Home Tuition's responsibility to ensure the code of conduct has been informed to students, parents and booking agents prior to the course commencing and they agree to abide by the code of conduct. All participants, their parents and booking agents must also be clear about the consequences of any breaches of the Bucksmore Home Tuition Code of Conduct.

The Bucksmore Home Tuition Code of Conduct is included in the Student Orientation Guide sent with the Course Confirmation email and also the Enrolment Document email and is available on the homelingua.com website.

Bucksmore Home Tuition defines behavioural misconduct as any breach or infraction of the rules and regulations defined in the Bucksmore Home Tuition Code of Conduct. It can also include any house rules the teacher has set, which must be informed to the student during orientation.

Bucksmore Home Tuition reserves the right (without refund of fees) to remove any student from a course in the case of criminal offence or persistent antisocial or unacceptable behaviour. Bucksmore Home Tuition will not be liable for any resulting costs in the case of expulsion.

Behavioural misconduct will be reported by the teacher or member of the teacher's family to Bucksmore Head office who will then help and support the teacher.

G1.1.1 Recording of behavioural incidents

All incidents must be reported to the Bucksmore Head Office. A written report can be sent by email, info@bucksmore.com, including details of the incident(s), date(s), time(s) and any actions the teacher has taken.

Where the reporting of an incident takes place by telephone or in-person, the Bucksmore Home Tuition member of staff will write notes of the conversation and add these to the student's record in Salesforce.

All reports will be stored confidentially in Salesforce.

G1.1.2 Behavioural incidents stages

Initial and minor behavioural incidents will be managed by the student's teacher. Serious breaches or subsequent incidents will be managed by the Academic Manager. The below stages should be followed sequentially, except for serious or gross misconduct incidents.

Stage	Procedure	Reporting	Follow on Action
1 – Minor behavioural incident or issue	<p>Informal discussion Managed by the teacher with the student / accompanying participant.</p> <p>Should be handled at the time of the incident and the student reminded about the code of conduct and given the opportunity to reflect</p> <p>It is important to note that the minor behavioural issue may be related to home sickness or initial settling in difficulties. This should be closely monitored and if appropriate additional welfare support provided</p>	Teacher should make a written log of the incident, in case there is a future occurrence	Teacher monitors
2 – First breach	<p>Verbal warning – Teacher gives a formal verbal warning to the student and informs Bucksmore Head Office</p> <p>A member of the Bucksmore team will speak to the student and also inform parents / guardian / booking agent</p> <p>The code of conduct is reviewed with student and parents / guardian / booking agent and explains subsequent steps should there be any more behavioural incidents</p>	Teacher makes written log and informs Bucksmore Head Office	Bucksmore actively monitors situation with teacher
3 – Second breach	<p>Written warning – Bucksmore Head Office will issue a written warning to the student which will be sent to the parents / guardian / booking agent</p> <p>Sanctions against the student may be applied such as exclusion from family activities</p>	Teacher provides written incident report and Bucksmore Head Office will add action points / notes and then add to student's record in Salesforce	If reoccurs, move to stage 4

<p>4 – Third breach</p>	<p>Behaviour meeting – A member of Bucksmore Head Office will meet all parties, where practicable.</p> <p>A final written warning issued to the student which will be sent to the parents / guardian / booking agent</p>	<p>Record meeting notes and any action points. Added to student’s record in Salesforce</p>	<p>If reoccurs, move to stage 5 / May be requested to leave the course</p>
<p>5 – Serious incident</p>	<p>Serious incident meeting – A member of Bucksmore Head Office will meet all parties</p> <p>Written report will be issued with notes, action plan and/or sanctions sent to the parents / guardian / booking agent</p> <p>In the case of the student being requested to leave the course, Bucksmore will issue a written official notification and parents / student asked to make travel arrangements</p>	<p>Meeting notes will be recorded along with and any action points. Added to student’s record in Salesforce</p>	<p>May be requested to leave the course</p>
<p>6 – Serious second incident</p>	<p>Bucksmore will issue a written official notification that student is required to leave the course</p> <p>Parents / student / booking agent asked to make travel arrangements</p>	<p>Meeting notes will be recorded along with and any action points. Added to student’s record in Salesforce</p>	<p>Required to leave the course</p>
<p>7– Gross misconduct or criminal offence</p>	<p>Serious incident meeting – A member of Bucksmore Head Office will meet all parties and if applicable local authorities</p> <p>Bucksmore will issue a written official notification that student is required to leave the course</p> <p>Parents / student / booking agent asked to make travel arrangements</p>	<p>Meeting notes will be recorded along with and any action points. Added to student’s record in Salesforce</p>	<p>Required to leave the course and/or reported to local authorities</p>

G1.1.3 Behavioural incident reports

For Stage 2 / First breach the teacher writes report / log of the incident and the verbal warning given including what behavioural corrections or changes the student must make and if applicable, possible sanctions imposed if their behaviour does not improve.

The teacher should explain clearly to the student why their behaviour is not acceptable and allow the student the opportunity to explain their actions. The teacher should explain the consequences of any further breaches of the Bucksmore Home Tuition Code of Conduct and try to get the student to verbally acknowledge that they will improve their behaviour.

For Stages 3 – 7 a staff member of Bucksmore Head Office must complete the behaviour incident form. This will contain the teacher's written log of the incident(s), action points, any sanctions imposed as well as the student / parents / guardian / booking agents input.

A copy of the behaviour incident report will be sent to the teacher, student, parents, guardian, booking agent as appropriate for the student's age and the situation.

G1.1.4 Gross misconduct, criminal offence or repeated serious incident

Bucksmore Home Tuition may take the following action(s) depending on the nature of the incident(s) and the situation:

- Inform the student they have to leave the teacher's house. Where the safety and welfare of the teacher or the teacher's family is assured the following will happen. Student, parents, guardian, booking agent as appropriate for the student's age informed they have 48 hours to leave the teacher's house. Relevant parties must inform Bucksmore Home Tuition of the progress in making transport arrangements. Where appropriate Bucksmore Home Tuition offer support in assisting with local transport arrangements.
- Report the incident to the police / local authority where the incident involves a criminal offence. In this instance, Bucksmore Home Tuition will follow the advice and regulations of the police / local authority.
- Remove the student from the teacher's house immediately if the teacher or the teacher's family are in danger or there is a strong concern about their safety or welfare. In this instance adult students (18+) will be asked to leave immediately and informed to make arrangements transport arrangements or stay at a hotel. Where appropriate Bucksmore Home Tuition will offer help in finding a hotel. For young learner students, the parents will be asked to find an immediate flight home. If there are no flights that day, a flight must be purchased for the following day. In this instance the student will be removed from the teacher's house and taken to the nearest Bucksmore Summer centre if during the summer or if outside of that period or alternative temporary accommodation that meets Safeguarding, welfare and regulatory rules and standards. This may be with an experienced Bucksmore Home Tuition teacher who will be fully briefed about the situation and head office support provided throughout the time the student is there.