

BEHAVIOUR & CODE OF CONDUCT POLICY

Bury Tuition Centre

Part of North West Education Hub Ltd

1. Policy Statement

Bury Tuition Centre is committed to providing a safe, respectful, inclusive and focused learning environment in which every student has the opportunity to learn and make progress.

Positive behaviour, mutual respect and clear expectations are essential to effective tuition. Students have the right to feel safe and supported, and tutors have the right to teach without unreasonable disruption.

This policy sets out the standards of behaviour expected from students, the responsibilities of parents/guardians and the steps the Centre may take where behaviour falls below expectations. Safeguarding concerns are managed separately in accordance with the Centre's safeguarding procedures and overseen by the Designated Safeguarding Lead (DSL).

2. Aims

- Create a safe, structured, welcoming and inclusive environment for students and staff.
- Set clear and consistent expectations for behaviour and conduct.
- Promote respect, responsibility, self-discipline and positive attitudes to learning.
- Address inappropriate behaviour promptly, fairly and proportionately.
- Work constructively with parents/guardians where support or intervention is required.
- Protect the learning, safety and wellbeing of all students and staff.

3. Student Code of Conduct

Students attending Bury Tuition Centre are expected to:

- Arrive approximately 5 minutes before their scheduled lesson and be ready to learn.
- Attend regularly and engage appropriately throughout the session.
- Understand that if they arrive late, their lesson will still finish at the scheduled time and cannot be extended beyond their allocated slot.
- Bring any equipment or materials requested by the tutor.
- Complete agreed homework or independent work to the best of their ability.
- Listen to and follow reasonable instructions from tutors and Centre staff.
- Speak respectfully to staff, other students and visitors.
- Respect other people's personal space, property and right to learn.
- Treat Centre premises, equipment and learning resources with care.
- Remain in designated areas and follow Centre procedures relating to safety, arrival and collection.



Students must not:

- Disrupt lessons or deliberately prevent others from learning.
- Use abusive, threatening, discriminatory, offensive or inappropriate language or gestures.
- Engage in bullying, harassment, intimidation or discrimination, including behaviour taking place online that affects a member of the Centre community.
- Use mobile phones, smart watches or other devices in a way that disrupts learning, compromises privacy or is contrary to a tutor's instructions.
- Record, photograph or film students or staff without appropriate permission.
- Damage, misuse or remove Centre property or another person's belongings.
- Bring prohibited, dangerous or inappropriate items onto the premises.
- Behave in a way that places themselves or another person at risk.

4. Mobile Phones & Personal Devices

Personal devices should not interfere with tuition. Students may be asked to keep phones and other devices switched off or stored away during lessons unless a tutor has specifically authorised their use for learning, accessibility or an agreed welfare reason.

Unauthorised photography, video or audio recording is not permitted. Repeated misuse of a device may result in the parent/guardian being contacted and further action being taken under this policy.

5. Parent / Guardian Responsibilities

Parents/guardians play an important role in supporting positive behaviour. They are expected to:

- Support the Centre's behaviour expectations and encourage their child to engage positively with tuition.
- Ensure their child attends regularly, arrives on time and is prepared for lessons.
- Understand that lateness does not extend the student's scheduled lesson time.
- Work in partnership with Centre staff where behaviour or welfare concerns arise.
- Inform the Centre of relevant circumstances, additional needs or changes that may affect their child's behaviour, learning or wellbeing.
- Treat staff, tutors, students and other families with courtesy and respect.
- Raise concerns through the appropriate Centre channels rather than confronting another student or family directly on the premises.

6. Promoting Positive Behaviour

The Centre aims to prevent behaviour concerns by establishing clear expectations and positive relationships. Positive behaviour may be encouraged through:

- Recognition and praise for effort, progress, achievement and positive conduct.
- Clear, age-appropriate instructions and boundaries.
- Constructive feedback and communication with parents/guardians.
- Encouraging responsibility, independence and self-motivation.
- Reasonable support and adjustments where a student has additional needs that affect behaviour or communication.



- Early intervention where concerns begin to emerge.

7. Managing Behaviour Concerns

Behaviour will normally be addressed proportionately, taking account of the student's age, circumstances, any known additional needs, the seriousness of the incident and its impact on others.

For lower-level or emerging concerns, staff may use one or more of the following steps:

- A reminder or redirection to the expected behaviour.
- A clear warning if the behaviour continues.
- A brief change of seat, activity or learning arrangement where appropriate.
- Recording the incident where this is proportionate.
- Informing or discussing the concern with the parent/guardian.
- A meeting with the student and/or parent/guardian.
- An agreed behaviour support or monitoring plan.

The Centre is not required to follow every step in sequence. The response will depend on the seriousness and circumstances of the behaviour.

8. Serious Breaches of Conduct

Serious behaviour may require immediate action and may result in removal from a lesson, suspension or termination of tuition. Examples include:

- Physical aggression, fighting or violence.
- Threatening, abusive, intimidating or discriminatory behaviour.
- Serious or persistent bullying or harassment, including relevant online behaviour.
- Deliberate or significant damage to property.
- Possession or use of an item that creates a safety risk.
- Serious or persistent refusal to follow reasonable safety or staff instructions.
- Unauthorised recording or sharing of images, video, audio or personal information in circumstances that compromise privacy, dignity or safety.
- Any behaviour that seriously compromises the safety, welfare or learning of another person.

Where immediate action is necessary to protect a student, member of staff or another person, the Centre may suspend or end tuition without first progressing through the lower-level behaviour steps.

9. Removal, Suspension & Ending Tuition

Where a student's behaviour cannot be managed safely or is having a serious or persistent impact on others, Bury Tuition Centre may:

- Remove the student from the immediate learning activity or lesson where safe and appropriate.
- Require the student to be collected by a parent/guardian.
- Suspend tuition for a defined period while concerns are reviewed.
- Set conditions for the student's return, including a meeting or behaviour support plan.



- End tuition where there has been serious misconduct, persistent unacceptable behaviour, a significant safety concern or a serious/repeated breach of Centre expectations.

Where reasonably appropriate, the Centre will discuss concerns with the parent/guardian before ending tuition. This does not limit the Centre's ability to act immediately where safety, safeguarding or serious misconduct requires it. Any fees or account arrangements will be handled in accordance with the Centre's Terms & Conditions.

10. Bullying, Harassment & Discrimination

Bury Tuition Centre does not tolerate bullying, harassment or discriminatory behaviour. Concerns will be taken seriously and considered in light of the circumstances, the students involved and any safeguarding implications.

Where behaviour may constitute a safeguarding concern, the matter will be referred to the DSL and managed under safeguarding procedures rather than treated solely as a behaviour issue.

11. Recording, Confidentiality & Safeguarding

- Significant behaviour incidents will be recorded where appropriate.
- Records may be reviewed by authorised senior staff to identify patterns, ensure consistency and support appropriate action.
- Behaviour information will be shared only where there is a legitimate need to do so, including for safeguarding, welfare or the proper management of tuition.
- Where an incident raises a safeguarding concern, staff must follow the Centre's safeguarding procedures and refer the matter to the DSL.

Designated Safeguarding Lead (DSL)

Shazia Tahir
Email: Safeguarding@northwesteducationhub.co.uk

12. Relationship with Other Centre Policies

This policy should be read alongside the Bury Tuition Centre Terms & Conditions, Safeguarding Policy, E-Safety / Online Safety Policy and other relevant Centre policies. Where a behaviour matter also raises a safeguarding concern, safeguarding procedures take priority.

13. Policy Review

This policy will be reviewed at least annually, or sooner where there is a significant change to Centre arrangements, guidance or identified practice needs.

Document Information

Legal Entity

Policy Owner

Reviewed

Next Review Due

Version

Bury Tuition Centre is a trading name of North West Education Hub Ltd
Nazia Younis (Director)
August 2026
August 2027
2.0



BURY TUITION CENTRE

Part of North West Education Hub Ltd