

Behaviour Policy

August 2026

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Appendix A The Unacceptable Behaviour Warning Record

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IL0	S Breese	SLT	T Drive POLICIES & PROCEDURES	8/25	8/26	08/27

1. Introduction

Sandwell Adult and Family Learning Service (SAFL) wants all learners to enjoy their learning journey and achieve their outcomes. SAFL will support learners to achieve their full potential and supports the rights of all people to be treated fairly, with dignity and respect. The service is committed to promoting an environment free from all forms of unacceptable behaviour and will take appropriate steps to achieve this.

2. Scope of the Policy

This policy is concerned with the behaviour of a person or persons which may cause harm, or the threat of harm, either directly or indirectly to another person or persons. Experiencing, or having the perception of experiencing, unacceptable behaviour can have a significant effect on a person's chances of achieving their learning goals and their full potential.

Examples of unacceptable behaviour include:

- Bullying or victimisation, including via the internet or by texting.
- Harassment.
- Physical abuse or the threat of it.
- Verbal, emotional, sexual, financial or psychological abuse, or other types of abuse including grooming.
- Behaviour intended to humiliate, frighten, distress, pester or ignore.
- Behaviour or language which is hostile or shows prejudice towards individuals based on any of the protected characteristic outlined within the Equality Act.
- Actions or behaviour associated with radicalisation, extremist views or possession of and/or distributing extremist material.
- Use of offensive language, texts or emails (electronic communication is detailed in section 8 of this document).
- Breach of health and safety rules including those relating to acceptable computer use.

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- Malpractice involving work contributing to externally accredited qualifications.
- Being under the influence of alcohol or drugs while attending classes or being on the premises where classes are being held.
- Involvement in anti-social behaviour such as theft.
- Wilful damage or misuse of property or equipment, including inappropriate use of IT equipment.
- Failing to respect no smoking rules which also include the use of e-cigarettes.

3. Reporting

Any learner who has experienced unacceptable behaviour from another learner or a member of staff should report this immediately to either their tutor or any other member of the SAFL team using the adult education hotline 0121 557 0837 or by email to contact_SAFL@sandwell.gov.uk

Any member of staff experiencing unacceptable behaviour from a learner should report this immediately to their line manager.

4. Informal Procedure

Tutors should discuss minor matters of concern with a learner and agree appropriate action. The tutor must ensure their line manager is kept informed about any informal discussions regarding a learner's behaviour.

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5. Formal Procedure

If a learner refuses to participate in an informal discussion, there are further causes for concern or further incidents the tutor must contact their line manager who will instigate a formal discussion with the learner. Full records must be kept, and the minutes of the meeting given to the learner and any staff involved (see appendix A).

- Stage 1

In the event of unacceptable behaviour, including a breach of the code of conduct, the tutor and the Tutor's Line Manager will meet with the learner to discuss the nature of the problem. If the allegation is upheld a first written warning including an action plan and review date will be agreed and issued. If everything has gone well and the learner is committed to maintaining standards the matter will be considered to be resolved (all records will be destroyed after 8 months).

- Stage 2

If the matter is not resolved following this discussion a follow up meeting will be arranged with the tutor, the Curriculum Quality Lead and a Senior Lead Officer. The learner may bring a representative to the meeting. The meeting will identify and agree actions to enable the learner to continue on the course, including any support required. At this stage a final written warning may be issued to the learner with clear targets for improvement. A review date will be agreed and if all goes well the matter will be considered resolved.

- Stage 3

This stage will be applied if Stage 2 has not resolved the problem or the unacceptable behaviour, or the allegation of unacceptable behaviour is of a particularly serious nature or is a repeat of a previous offence. The learner will be temporarily suspended from the course and invited to attend a disciplinary panel comprising the ACL Manager, the Senior Lead Officer – Curriculum and others as appropriate. The allegations and evidence will be reviewed, and the learner asked to comment and present any additional evidence. The learner can bring a representative to this meeting for support.

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If the allegations are proven and upheld, and the learner's behaviour is found to have been serious, the Disciplinary Panel will decide upon an appropriate course of action including:

- A final written warning.
- Temporary exclusion from attending.
- Permanent exclusion from the course.
- Exclusion from all SAFL provisions and centres.

Outcomes from the Disciplinary Panel must be confirmed in writing to the learner within 10 working days.

- Stage 4 – Appeals process

Learners have the right to appeal at any stage of the disciplinary procedures using the SAFL complaints process. Following Stage 3 of the disciplinary procedure the learner can appeal against the outcome of the Disciplinary Panel to the ACL Manager. This should be done within 5 working days of being informed of any decision.

Instances of malpractice relating to work that will contribute to externally accredited qualifications will be investigated and reported in line with the awarding body guidelines.

Reports of incidents involving staff will be investigated in line with Sandwell Metropolitan Borough Council's policies and procedures.

It is acknowledged that many adult education courses are by their nature very short and that if a learner does not adhere to the code of conduct the course may have finished before they can be called to the kind of meeting described in Stage 2. However, the purpose of this policy is to ensure guidelines are in place to enable all learners and staff of courses to be treated with respect. It should be noted that regardless of the length of course the service can move straight to stage 3 of the process if the unacceptable behaviour is of a serious nature.

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6. Linked policies

Other policies and information that support the Behaviour Policy are:

- Safeguarding Policy
- Equality and Diversity Policy
- SAFL IT User Policy
- Examinations Policy
- Malpractice and Maladministration Policy
- Learner Handbook

7. Code of Conduct

To ensure that everyone has an equal opportunity to learn in a safe environment, we ask you to:

- Respect the rights and values of other people.
- Use behaviour and language which is inclusive and respectful to all.
- Tell us about bullying and harassment if it happens to you or other learners.
- Talk to us if you are concerned about your own safety or the safety of other learners.
- Tell us if you have a disability that may affect your learning or if you need additional support to help you achieve.
- Attend your course regularly, be on time and stay to the end of the session. Please let us know if you are unable to attend.
- Ensure that the work you hand in for assessment is your own or let your tutor know anything that is not your own work.
- Give feedback to your tutor about your learning and progression.
- Use equipment and resources safely, including IT equipment and follow safety procedures.

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8. Appropriate Communication

To ensure that communication between learners, and between learners and staff, are always appropriate the following protocols should be followed at all times:

- Staff will not share personal telephone numbers, email addresses or give access to personal social media accounts to learners.
- Communications between staff and learners will be confined to professional conversations using approved methods of communication.
- Communications to staff should be limited to normal working hours (Monday to Friday 8:30am to 4:30pm). If the staff member is unavailable a message should be left requesting a call back. If the matter is urgent learners can call the SAFL hotline on 0121 557 0837.
- The taking and sharing of personal pictures is strictly prohibited.
- The exchange of personal information related to whereabouts, activities and family members is strictly prohibited.
- Staff receiving unsolicited images from a learner will report it immediately to their line manager or the safeguarding officer on duty.
- Learners receiving unsolicited images from their tutor are to report it immediately to a safeguarding officer.
- Staff or learners that are concerned about communications that are bullying in nature should report the matter immediately to a safeguarding officer or their line manager.

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Appendix A – The Unacceptable Behaviour Warning Record Form

		Unacceptable Behaviour Warning Record			
Provision & Instance Code					
Course Title					
Tutor					
Learner Name				Learner ID	
Stage 1: Formal Warning					
Date					
Details of unacceptable behaviour:					
Required Improvements:					
Tutor Signature				Learner Signature	
Date				Date	
Stage 2: Final Warning					
Date					
Details of unacceptable behaviour:					
Required Improvements:					
Manager Signature				Learner Signature	
Date				Date	

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Unacceptable Behaviour Form V2 Aug 2025 KD



Unacceptable Behaviour Warning Record



Behaviour Policy

The Behaviour policy aims to promote a safe working environment for both staff and learners. It aims to establish clear procedures to resolve issues relating to inappropriate behaviour that conflicts with the standards of the Learner Handbook. It is necessary for Sandwell Adult and Family Learning to have a consistent approach to deal with any behaviour that causes disruption to teaching and learning. It establishes transparent procedures to ensure you understand your rights and responsibilities, including the right of appeal and the range of consequences that may follow as a result of inappropriate or challenging behaviour.

There are times when action is deemed dangerous or destructive, and in such cases the Service will need to respond immediately and take appropriate action.

For a full copy of Sandwell Adult and Family Learning's Behaviour Policy please request one by emailing Contact_SAFL@sandwell.gov.uk or by speaking to the centre manager at your place of study and they will process your request for you.

Informal warning

If your behaviour does not meet acceptable standards, you will be given an informal warning by your tutor.



Stage 1: Formal warning

If your behaviour does not improve, you will be given a first written warning by your tutor. You will be:

- Told why your behaviour was unacceptable.
- Told what you need to improve.
- Told that this is the first stage of the disciplinary procedure.
- Given a signed and dated warning form. After 8 months the warning form will be spent and the form will be destroyed.



Stage 2 Final written warning

A final written warning will be given to you by the manager if you have not improved.

If stage 2 has not resolved the problem or the unacceptable behaviour, or allegation is of a particularly serious nature the learner may be temporarily suspended from the course and invited to a disciplinary panel under stage 3 of the process. Please see the Behaviour Policy for more information.

Appeals Procedure

If you are not happy with the decision then you need to ask for the appeals procedure within 5 working days. Please refer to the behaviour policy for full details of this procedure.

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