

BEHAVIOUR MANAGEMENT AND EXCLUSIONS POLICY (SUMMARY)

Our Centre recognises the importance of effective behaviour management strategies in promoting children's welfare, learning and enjoyment. We are committed to dealing with inappropriate behaviour in a constructive and non-confrontational manner. Disruptive or challenging behaviour will be addressed by our staff following the guidelines outlined in this policy.

During our activities/courses, staff aim to help children and young people to:

- adopt a sense of caring and respect for one another.
- build co-operative relationships with other children, young people and adults.
- utilise social skills that encourage confidence and self-esteem amongst their group.

In order to ensure a safe and positive atmosphere for all involved, the Centre and staff will monitor and manage behaviour according to clear and consistent strategies. Parents/carers are encouraged to contribute to these strategies, raising concerns or suggestions to the staff at the earliest opportunities.

Behaviour management will be structured around the following principles:

- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner.
- Staff will make every effort to set a positive example to children and young people with their own behaviour.
- Staff will try to discuss concerns with parents/carers at the earliest opportunity to identify solutions.

Our staff will aim to distinguish between "disengaged", "disruptive" and "unacceptable" behaviour and alter the management strategies accordingly:

- "*Disengaged*" behaviour may indicate that a child or young person is bored, unsettled or unhappy so the staff will often be able to re-engage a child in purposeful activity.
- "*Disruptive*" behaviour describes a child or young person whose actions prevent others from enjoying the activity and it will be decided on an individual basis how best to manage the situation for the benefit of the group.
- "*Unacceptable*" behaviour includes (but is not limited to) discriminatory remarks, violence, bullying or damage/destruction to equipment or facilities and staff will be clear to communicate that consequences will follow.

In the first instance, negative behaviour will incur a formal warning. If the behaviour persists or escalates to affect others, the child may be temporarily removed from the activity. Unless the inciting behaviour is deemed "unacceptable", children will always be informed of the causes for removal and be given an opportunity to return to the activity. Staff will use physical intervention only as a last resort, as an act of control and never punishment and only with force appropriate to the age, size and strength of the child.

As a last resort, the Centre has the right to permanently exclude a child, young person or group in the event of persistent negative behaviour. Only in the event of repeated "unacceptable" behaviour or a serious/dangerous incident will a suspension be made with immediate effect. No suspended child or young person will be permitted to return to the Centre, as an individual or within a group booking, without discussion between staff, the child and their parent/carer to set out the conditions of their return.

As per our booking conditions, we are unable to offer any discount or refund once a booking has been confirmed and payment received. This applies even in the event of any of the situations outlined above. Group leaders or course participants are advised to consider taking out cancellation insurance.

The full "*Behaviour Management and Suspensions and Exclusions Policy*" can be provided upon request.