



The Sysco Group

Intervention and Behaviour Strategy

Date: January 2025

1 Introduction

The Sysco Group recognises that it has a moral duty to provide a safe and secure learning environment for its learners, staff and visitors. Mutual respect and tolerance should be encouraged and supported amongst all programmes and learners.

We believe that establishing high expectations within which learners can learn and thrive involves effective management of behaviour in a consistent, fair and supportive manner.

There is an organisation wide commitment to improving behaviour which will lead to greater learner engagement, better support for teachers and less time reacting to situations and incidents. This will promote and underpin a successful educational experience for all learners and therefore ensure good attendance, achievement and progression rates.

The aims and objectives of this strategy is to support positive behaviour approaches being applied these aims include the following:

- To allow teachers to teach
- To enable learners to learn
- To encourage learners to develop self-confidence and self-discipline
- To prepare learners for a successful and progressive career path
- To ensure all learners and staff feel safe
- To create a culture of respect and excellent behaviour and attitude whilst on programme
- To enable staff to manage and improve behaviour
- To create an environment where positive behaviour is encouraged and reinforced
- To clearly define acceptable and expected standards of behaviour through the effective implementation of the code of conduct
- To nurture the skills and attitudes which allow our learners to make a positive and productive contribution to their programme and environment
- To promote self-esteem, self-awareness, resilience and rights and responsibilities
- To support every learner in having a good understanding of liberty, mutual respect and tolerance and rule of law

2 Code of Conduct

A focus on positive behaviour will enable learning to take place in a safe, orderly and enjoyable environment.

The code of conduct sets out our mutual expectations during a period of study on one of our programmes.

Sysco will support all learners to enable them to adhere to the expected behaviours within the Code by creating a safe, inclusive, friendly and supportive environment with appropriate interventions to support learners to make appropriate decisions.

A code of conduct will be discussed and issued to all learners as part of the induction programme, where behaviour and conduct expectations will be agreed.

3 Behaviour Intervention

If there is an incident in the learning environment, it is the tutor's responsibility to re-iterate the agreed code of conduct expectations, it is the learner's responsibility to positively respond to these reminders. It should be made clear to the learner which behaviours require addressing.

Where further support in relation to behaviour is required, a referral to the Safeguarding / mental health support team can take place. Some examples include feelings and anger management, personal issues affecting behaviour, anxiety, self-esteem and an assessment can also be made as to whether external agencies who work closely with Sysco would be better placed to offer support.

If behaviours persist or are deemed 'serious' then the learner will be placed into the company's Learner Disciplinary Procedure.

4 Learner Disciplinary Procedures

This section outlines the disciplinary framework to deal with learners who demonstrate inappropriate behaviour in a fair, transparent, appropriate and consistent manner.

If the cause for concern relates to a learner's health and general wellbeing, all appropriate referrals to Sysco support teams must be implemented and review if the learner's Fitness to Study Policy may be more appropriate in providing solutions to the situation.

If a criminal offence has been committed, then Sysco may choose to involve the police. In certain circumstances, as a victim, a learner may be advised to contact the police directly. Sysco safeguarding and mental health support staff are available to advise in all cases involving the police.

4.1 Suspension

In the case of serious incidents / safeguarding concerns a campus lead, through discussions with the Quality Lead (or in their absence their nominee) may suspend a learner pending further enquiries. This is normally for up to a maximum of 15 working days, but this period may be extended in serious and complex cases. The parents / guardians of learners aged under 18 will be notified at the earliest opportunity of any such suspension.

During the suspension period the learner must only attend the campus or head office for a specific meeting arranged by the member of staff in charge of the investigation or designated member of staff if support is required during this process.

The following are authorised to suspend learners:

- A Campus Lead
- Quality Lead
- Safeguarding Lead
- Managing Director

This suspension may be delivered or communicated the delegated member of staff and must be confirmed in writing within 2 days of the suspension.

4.2 Suspension due to Police investigation into criminal or high-risk behaviours

Learners may be suspended indefinitely and without prejudice if they are being investigated by the police for a crime which is judged to have a high potential impact on peers or staff.

Examples of such high-risk crimes would include any safeguarding matters involving abuse or criminal behaviour targeting children or vulnerable adults, sexual assaults and rape, crimes which are relevant to the programme of study including crimes of violence. This list is not intended to be exhaustive and the decision should be taken by assessing the potential risk to those in the learning environment. The decision to suspend should be taken in consultation with the Lead Safeguarding Officer and Managing Director.

The suspension is to protect the learner and others and will be reviewed once the outcome of the police investigation is known. Wherever possible, the suspended learner should be enabled to complete their programme of study at home. If the suspension is likely to prevent the learner from completing the programme, then the learner should be withdrawn with a guarantee that they may re-enrol at the start of the next academic year if the charges are unfounded.

5 Disciplinary Stages

The following list shows examples of inappropriate behaviour and the most appropriate stage of the disciplinary process. The list is neither exhaustive nor exclusive and, in some cases, it may be appropriate to enforce a different stage of the disciplinary process from the examples listed. There may also be times when the order of the disciplinary stages may go straight to the final stage, depending on the severity of the issue.

Stage 1:	Verbal warning
Stage 2:	Written warning
Stage 3:	Final warning
Stage 4:	Gross Misconduct – Dismissal

Stage 1 – Verbal warning

This is the first stage in the procedure. It is not expected that a member of staff will issue cautions for minor classroom, workshop or practical management issues but that they will be issued where, for example, a previous informal discussion with a learner about arriving late or disrupting class has not impacted on behaviour.

Tutors will need to exercise judgement and it is strongly recommended that the Campus Leads establishes a common and consistent approach to frequently encountered behaviours.

At this stage the learner should know the expected values and behaviours and the consequences of not adhering to these. The tutor should use a restorative approach based on encouragement, focussing on the behaviours and not the person setting clear boundaries and expectations with suggested actions to adapt and develop positive behaviours. Further interventions or referrals may be required at this time to support the learner.

Examples include, but are not limited to:

- Poor attendance
- Where absence is not notified or reasonably explained
- Poor punctuality
- Late or non-submission of course related work/assignments
- Disrupting the learning of others either in class, workshop or around the learning environment
- Minor cases of academic misconduct
- Cheating, plagiarism and collusion
- Disrespectful behaviour to other learners, staff or visitors
- Misuse of the internet/IT equipment
- Improper use of technology devices when in class or on learning premises
- Misuse of and or damage to facilities and equipment
- Eating or drinking (apart from water or other agreed drinks for health-related purposes) in class, workshop or other timetabled sessions
- Persistent forgetting of equipment and appropriate clothing for tasks

Stage 2 Written warning

In the case of continuing offences, or a more serious offence, a formal warning should be given by the Campus Lead and the Quality Lead, Safeguarding Officer and English and Maths manager should be made aware.

Where appropriate, parents, guardians and employers must be informed when the learner receives a warning at Formal Warning level or above and be offered feedback on the learner behaviour and the sanction.

All Formal Warnings should be supported by a contract of improved behaviour and support plan which details expected changes in behaviour and includes a review period.

A Formal Warning has a duration of 12 months. All warnings will remain on the learner's record after the end date (as expired). Documentary evidence of the offence must be kept in the event of any subsequent exclusion procedures.

Examples include, but not exhaustive:

- Repeated or persistent violation of a verbal warning disciplinary incident
- Repeated misconduct
- Moderate cases of academic misconduct
- Demonstration of aggressive behaviour/discrimination/ harassment/bullying or hate incidents
- Physical assault
- Disrespectful behaviour including swearing at other learners, staff or visitors or on any of the Sysco Group related activities including work placements
- Misuse of resources
- Interference with property including software or data belonging to or used by the Sysco Group.
- Minor breach of Health and Safety regulations

Stage 3 Final warning

This is a Final Warning, which carries with it the indication that any subsequent breach of the Sysco Groups requirements will result in a Stage 4 removal from the programme. It is worth noting that both stage three and stage 4 could happen at the same time, depending on the severity of the situation.

The Final Warning should clearly indicate the nature of behavioural change that is required and/or any specific conditions or actions which would automatically trigger a Disciplinary Hearing. The learner must be clear about what is expected of them and any support or interventions required. There is no obligation for staff to apply each stage of the procedure in turn. For example, a series of Cautions for relatively minor issues may be followed by a Final Warning if there is no sign of behavioural change. Alternatively, a single significant incident may justify an immediate Final Warning without going through any caution stage.

The purpose of the Final Warning is to clearly indicate that this is the last opportunity for the learner to modify behaviour before the most severe disciplinary sanctions are used.

- Repeated or persistent violation of a verbal / written warning disciplinary incident
- Demonstration of aggressive behaviour/discrimination/ harassment/bullying or hate incidents to anyone
- Physical assault
- Repeated disrespectful behaviour including swearing at other learners, staff or visitors or on any education related activity including work placements
- Suspected drug dealing or distribution of drugs
- Endangering or causing injury to others
- Possession of an offensive or dangerous weapon
- Theft
- Wilful damage to College property, equipment and accommodation
- Physical assault
- Sexual harassment or violence (including sexual assault)
- Any drug use or in possession of drugs, can also include under the influence of drugs (including suspected).

Stage 4 - Gross Misconduct - Dismissal

Hearings are usually reserved for dealing with either a single extreme behavioural incident or a pattern of persistent behavioural problems that have resulted in a series of escalating warnings.

Procedures for exploring the possibility of exclusion, withdrawal or other sanctions will normally be initiated when learners have either continued with a range of behaviour, which has incurred previous warnings or are reasonably suspected of having committed a serious offence.

Learners should normally be issued with appropriate warnings before any exclusion procedure is initiated. Normally the learner will have received a Final Warning to indicate that any further

breaches of regulations may result in exclusion, to give the learner an opportunity to improve their behaviours. These warnings may need to be issued in the absence of the learner and sent by post/email.

Consideration must be given to mitigating or extenuating circumstances such as learning difficulties or disability, serious personal or family problems but these factors may not excuse unacceptable behaviour.

Tutors may move directly to a Gross Misconduct for severe breaches of the Code of Conduct. Some offences are severe enough to move directly to an exclusion hearing without going through intermediate stages.

Learner Appeal Procedures

Learners who wish to appeal against the issuing of a Caution, Formal Warning must do this in writing.

Appeal against Final Warning will be considered by the appropriate Quality Lead and Senior Management Team, who may decide to review the evidence in a formal meeting attended by the learner, parent/guardian or supporter and the course tutor.

Appeals will be considered and replied to within a 10-working day period.

Appeal Against Withdrawal or Exclusion

In the case of any appeal against Exclusion, the learner will need to apply in writing to Quality Lead, setting out the reasons for the appeal within 10 working days of being notified of any exclusion. The appeal will need to set out reasons as to why the exclusion is unfounded or unjustified. Grounds on which an appeal will be considered are the submission of new evidence or claimed procedural irregularities.

A panel of members convened by the Senior Management Team, and not previously involved in the case, will review the exclusion decision and decide whether there are grounds for an appeal hearing to be held. The learner will be informed of that decision in writing.

If the decision is that the appeal is justified due to the submission of new evidence or claimed procedural irregularities an appeal hearing will then be convened by the panel.

The procedure for the hearing is set out below:

- Only witnesses and documents identified to the Chair in advance of the hearing will be referred to during the hearing itself.
- The learner or their representative will be invited to state the grounds of their appeal.
- The panel will have the opportunity to ask questions of the learner or their representative
- The member of staff imposing the sanction will then put their case to the panel
- The panel will have the opportunity to ask questions of that member of staff
- Both sides will have the opportunity to summarise their cases
- The panel will normally recall the sides in order to inform them of their decision, which will be confirmed in writing within 10 working days

Appendix: Key document to be used as part of the managing behaviour in line with this strategy.

- Appendix 1 – code of conduct
- Appendix 2 – Verbal / Written warning letter template
- Appendix 3 -Dismissal letter template.
- Appendix 4 – Classroom rules notice.

Appendix 1 – Learner code of conduct:

TRAINING AGREEMENT & CODE OF CONDUCT

Introduction

Brighter Futures is an independent training organisation based in Liverpool, Greater Merseyside, with a number of training facilities in the Northwest, Midlands and South of England. The company has agreed for you to start on its Study Programme which will offer you an opportunity to work towards a qualification and further support you to enable you to enter the workforce or further / higher education. The name of your funding body is the Education and Skills Funding Agency.

This Training Agreement and Student Code of Conduct sets out the Brighter Futures expectations about appropriate student behaviour to support an outstanding learning experience for all students on the programme.

Brighter Futures expects all students to conduct themselves to the highest possible standards of behaviour by working in partnership with staff and peers to maintain a positive, safe, and respectful educational environment.

This Training Agreement and Student Code of Conduct covers some of the most important issues relating to personal conduct and gives an outline of expected standards of behaviour guidelines to be applied whilst studying with Brighter Futures. This Code is not intended to be an exhaustive list of standards and guidelines.

Help and Advice

Brighter Futures Merseyside has several Safeguarding Officers and Mental Health First aiders both on site at each campus with the lead Designated Safeguarding Officer and a team of Mental Health First Aiders being based at Head Office.

Your Personal Tutor has specific responsibility for you and your programme and will always be available to offer help and support.

If you feel you need additional support you can always contact the head office and request to speak to Designating Safeguarding Lead Nadine McEnuff on the following numbers 0151 236 1748 / 07841 929 960, who will be happy to discuss the support you need and refer you to the correct person within Brighter Futures who can provide you with the best support.

Brighter Futures staff may contact a parent/guardian or third-party organisation to provide you with the best support or if they feel there is an immediate risk to a student.

Equality & Diversity

All Students will be issued with a copy of the Pride & Dignity Policy to be applied by all staff and students.

Brighter Futures will foster good practices to ensure that you will not be discriminated against in any way on the grounds of race, religion, sex or disability. You must not discriminate against staff or other participants. If you do feel you are being discriminated against you should use the complaint procedure. If you are aware of any other discrimination, then you should report it to the Quality Manager who is Lisa Hill, who will be happy to investigate the matter. Brighter Futures operate Zero Tolerance to bullying of any kind.

Status

You have joined Brighter Futures as a Study Programme student and will receive a programme of education that will support and guide you through the completion of personal Learning Plan and milestones to ensure you make positive progress towards your chosen career path.

Your Curriculum

Your Study Programme Curriculum will be made up of several parts:

- An initial assessment and deep dive into your starting point to understand how best to tailor the programme to meet your individual needs.
- An individual learning plan will be developed with your personal milestones, using the results of initial and starting point assessments.
- An Induction to equip you with the information to ensure you understand the study programme in its entirety and feel prepared to succeed.
- Ensure you have a main aim qualification agreed that is right for your chosen career path.
- Work with you to achieve or upskill your English and Maths skills.
- We will deliver a full and comprehensive Enrichment Curriculum that will develop you in the following core topic areas:
 1. Safeguarding
 2. Prevent
 3. British Values
 4. Mental Health
 5. Work Experience & Career Development
 6. Resilience
 7. Equality & Diversity
 8. Relationship Education
 9. Community
 10. Money Management
- You will be required to attend an external work experience for a minimum of 3 days year 1 and 5 days in year 2.
- You will be required to attend University visits.
- Your personal tutor will discuss regularly with you your progress. An individual programme of targets and milestones will be agreed and updated in discussion with you and your tutor.

Preparation for education

Brighter Futures does not operate a formal dress code, other than any practical Kit /uniforms as suggested by your campus that you will be attending. If this is the case all students are expected to

wear the correct attire for their campus as advised. Dress code also include wearing, visibly, the Brighter Futures student lanyard and identification.

Students are expected to turn up on time and attend all aspects of their programme and be adequately prepared to engage in learning activities.

Hours of Attendance and Holidays:

A Curriculum timetable will be agreed with you at the start of your programme. You will be required to attend all teaching and practical sessions as per your agreed timetable. You will attend English and maths lessons should you need to complete these subjects. You will also be required to attend Enrichment lessons and undertake a work placement. Your Study Programme will be delivered inline with an academic year, therefore you are expected to take holidays during half term and summer holidays. All students are required to reach a minimum attendance target of 95% and turn up for all lessons on time, with the required equipment to ensure successful learning.

Work Experience & Career Development:

All students will attend a placement whilst on programme. Placements provide valuable work experience, on-the-job training and employment opportunities. They are an essential part of your programme and will support you in deciding on and confirming a progression route. Work Placement will be for a minimum of 3 days in year 1 and 5 days in year 2.

Bursary

Financial support may be available to eligible students, if so a bursary application form is available; you will be assisted to complete your application and if you are eligible for a bursary, this will be used to support you through your programme. Your approved bursary is paid on condition that you achieve full attendance and maintain an acceptable level of commitment to your programme, with good behaviour and attitude towards your work.

General Data Protection Regulations (GDPR)

The personal information you provide us with in order for you to sign on to the programme will be processed in accordance with the relevant GDPR legislation.

Brighter Futures will use the information to process your request and to provide any relevant further information (for example key facts and details about studying at Brighter Futures, additional course literature or related educational services, open days, the application process, fees, accommodation etc.). It will also be used to support our marketing and market research activities. Your attendance and progress will be shared with your Parent/Guardian.

High Standards

Brighter Futures and students are expected to work together to ensure learning and development strives to be outstanding and enjoyable. All students are expected to work with Brighter Futures to ensure the full application of this agreement and code of practice.

Be Safe and Respectful

Brighter Futures expects all students to follow all reasonable rules and instructions given by those delivering or managing teaching/support sessions and activities.

Our core values incorporate equality and diversity, along with British values. We actively promote and set out to ensure the learning environment is safe, enjoyable and there is individual respect shown to all. This also includes adhering to the following:

- Agreed hours of attendance against individual timetable.
- Adhere to the procedures for absence from timetabled sessions and work experience.
- Grievance procedure.
- Health and safety regulations. This also includes fire, first and accident procedures.
- Pride and dignity policy.
- ICT disclaimer.
- Student safety and wellbeing code.

All students must follow Health and Safety guidance and follow safe and respectful working practices, this will also include:

- Students must ensure they are punctual and ready for all classroom sessions.
- Treating others with respect at all times.
- In keeping the learning environment positive, respectful, and engaging, we have zero tolerance policy as such foul language is not acceptable or abusive/ threatening behaviour to peers, staff or visitors in the campus.
- Possession and use of alcohol or other substances will result in immediate disciplinary action.
- No smoking allowed which also includes vaping within the building or any of the training facilities.
- Students and staff are expected to work together to maintain a clean environment.
- Students must ensure that they are disposing of any rubbish and taking responsibility for your personal items.
- Mobile phones are not permitted in the education sessions other than if your Tutor/instructor has advised these to be used for educational purposes.
- When entering and exiting the building all students need to sign in and out for health and safety reasons.
- All students are personally responsible and liable for wilful neglect, damage or misuse of property and equipment.
- Energy drinks are not permitted.
- Students are prohibited from bringing the following items onto Brighter Futures premises; offensive weapons (such as knives, guns, scissors – this is not an exhaustive list), any uncontrolled or illegal drugs, pornographic or extremist materials of any nature. Or any other item that may cause harm, injury, emotional or physical distress to others.

Learn and Reflect

Brighter Futures strives to maintain high standards in all aspects of delivery which also includes students learning, development, assessment, and progression. Students need to be fully committed

to their academic target and qualifications along with the personal milestones they will agree and work towards on their programme. We expect students to be self-motivated, organised and respectful.

Plagiarism

Plagiarism is defined as the practice of taking someone else's work or ideas and passing them off as your own.

Students must not copy text they have read during their research for the assignment directly, they must reword the information they have found, this includes the use of Artificial Intelligence.

Plagiarism is a serious offence, if you are found to have plagiarised you will be given a warning. Your work will be deleted, and you will have to re-submit your work within an agreed deadline. Repeated plagiarism offences could lead to failing the course and being removed from the programme. Tools to detect any plagiarised work are available to staff through the evolve system.

In the event that a student is suspected of any of the following activities, an investigation will be carried out which could affect your progression on the programme. To clarify plagiarism;

- Plagiarising work from another individual or source (such as the internet), by copying and passing off such work as your own or allowing work to be used by others.
- Falsifying results and/or evidence.
- Cheating by communicating with others by any unauthorised means when this is not allowed (e.g., in a supervised assessment).
- Using unauthorised materials when under test conditions.

Any person/s demonstrating unacceptable behaviour during their time with Brighter Futures will be dealt with under the terms of Brighter Futures Code of Conduct. In the first instance of unacceptable behaviour a verbal warning will be given.

The second instance will result in a written warning. Any further offences will be dealt with by a final written warning which will result in the person/s being removed from their learning programme. However, if any persons are involved in something that is considered as gross misconduct this will result in instant dismissal.

I have read and agree to adhere to the Training Agreement and Code of Conduct. I have also received a copy of the student handbook and have read this.

Student Name: _____ Student Signature: _____
Date: _____

Staff Name: _____ Staff Signature: _____
Date: _____

Appendix 2 – Verbal / Written warning letter template

Date

Name

Address

Dear

RE: Verbal/Written/Final Warning

This letter is a follow up to our conversation and to confirm that you have been issued with a verbal/written/final warning due to ??? .

Your behaviour is unacceptable and leave us no option but to issue this verbal/written/final warning as a sanction.

To continue on programme you must improve your behaviour and demonstrate your commitment to achieving your qualification(s).

Should you have any queries regarding this please do not hesitate to contact me.

Yours sincerely

Name

Education Manager

Appendix 3 -Dismissal letter template.

Date

Name

Address

Dear

RE: Dismissal

You were involved in a recent incident on ??? which you were Details of incident here

Upon starting the Study Programme at Brighter Futures ??? Campus you complete an induction which stipulates our rules and procedures that are required regarding behaviour and code of conduct whilst you are on the programme and this is clearly a serious breach.

Therefore, I am writing to inform you that your place on our Study Programme has been terminated with immediate effect.

Whilst I fully appreciate this will not be a decision you would hope for, I believe there is no other option available to us given our Zero Tolerance Policy.

I would however wish you the best with your future educational endeavours.

Yours sincerely

Name

Education Manager

Appendix 4 – Classroom rules notice.

- A Curriculum timetable will be agreed with you at the start of your programme. You will be required to attend all teaching and practical sessions as per your agreed timetable.
- Ensure your Attendance is 95%
- Students are expected to turn up on time and attend all aspects of their programme and be adequately prepared to engage in learning activities.
- Be respectful to peers and Tutors, ensuring mutual respect is in place at all times.
- Listen to the Tutor and follow directions.
- Ask for help when you need it.
- Respect property.
- Keep your hands, feet and objects to yourself.
- Commit to your learning to achieve your goals.
- No SMART phones or personal devices to be used unless specially requested by the Tutor. Social media should not be used during lesson time.
- Ensure break time is used for restroom and any other personal needs.
- Turn work in on time. If you have missed a lesson or an assignment make arrangements with your Tutor to complete the work.