



## Equal Opportunities, Class Attendance, Behaviour and Exclusion

### Policy summary

Hilderstone College is an international college where respect for people of all cultures is valued very highly. Our aim is to ensure that everyone, staff and students, show respect towards each other by being friendly, patient, helpful and supportive. We encourage understanding of all people without regard to their gender, race, sex, age or any other aspect of their personality.

The College also recognises that good attendance and acceptable behaviour of all students is central to creating a positive, enjoyable and beneficial environment for learning and making friends. It is essential in guaranteeing the Student Charter, as well as complying with requirements of the College and external bodies such as the British Council. We therefore ask all students to abide by our policies and procedures.

### Equal Opportunities

Effective learning in classes is the responsibility of both teachers and students. Together they can create a supportive, positive environment which encourages learning, and which is free from discrimination.

**During classes, all participants should:**

- be welcoming to others, both familiar and new
- listen with interest and attentiveness to all contributions
- treat each other with respect and sensitivity
- be open to new ideas and to new ways of learning
- allow and encourage others to participate
- be prepared to learn from others and value the group's diversity

Any student who feels unfairly treated should speak to the Director of Studies, or another senior member of staff.

### Class Attendance

Students are asked to telephone the College whenever they are absent and explain the reason for the absence. They may ask their homestay host to telephone on their behalf. Tutors will mark all absences on the class attendance register or individual student's record sheet, and will inform the Director of Studies of any absences lasting more than one day. In the event of an unexplained absence of more than one day, or repeated absence, the following procedure applies:

<b>Step 1</b>	The Principal or DDoS and the Accommodation and Welfare Officer are informed. The College will contact the student or homestay host to discover the reason for the absence. If the explanation is not forthcoming or is unsatisfactory, a message is left asking the student to come into the College as soon as possible. On his/her arrival at the College the student is asked to give an explanation to one of the above. The student is reminded of the importance of attendance and is reminded of this procedure, a copy of which is in their file
<b>Step 2</b>	If attendance does not improve or has fallen to <b>97%</b> , the Principal, (or in their absence, the DDoS or Accommodation and Welfare Officer) will meet the student, as well as issuing an informal letter informing the student of their lack of compliance with College rules, explaining the problems that this causes.
<b>Step 3</b>	If the student's attendance does not improve or falls to <b>95%</b> , the Principal or the above members of staff will issue a second written warning and may require the student to report to them before each class until a regular pattern of attendance has been established.
<b>Steps 4 and 5</b>	If the situation is still not resolved or attendance reaches <b>93%</b> , the Principal will decide whether the student has breached the conditions of enrolment, and what further action to take – this may include notifying those who are paying for the course. This warning and procedure is repeated if attendance falls to <b>90%</b> .
<b>Step 6</b>	A final warning is issued when attendance reaches <b>85%</b> . The student is warned that if attendance falls still further, they may be permanently excluded from the College with no right to refund of fees, and any relevant external bodies or sponsoring organisations are informed.
<b>Step 7</b>	Once attendance reaches <b>80%</b> , the student may be permanently excluded from the College with no right to refund of fees, and any relevant external bodies or sponsoring organisations are informed.

## Late arrival in class

Tutors may refuse to admit a student who arrives late for class. Lateness is discussed at staff meetings and tutors have the right to exercise discretion on these matters. Lateness is generally understood as arrival later than 5 minutes after the start of class. In the event of continuous lateness resulting in non-admission to class, a procedure similar to that caused by unauthorised absences (above) will be followed.

## Permission for planned absence

Absences explained in advance, e.g. when students need to return for a brief period to their home country, are recorded as explained absences and do not give rise to disciplinary action. The College's policy on taking holidays during a course is stated in its Terms and Conditions of Enrolment, which may be accessed from the Hilderstone College website.

## Disruptive Behaviour

In cases of disruptive behaviour, tutors will ask the student to explain why they are acting in such a manner and will request them to change their behaviour. The Director of Studies is informed of the situation. The following procedure will be followed if necessary:

<b>Step 1</b>	When a student, in the tutor's opinion, continues to disrupt the class, the Director of Studies speaks to them, informing them of the effect of their behaviour on fellow students, and the problems that this causes.
<b>Step 2</b>	If the student's behaviour does not improve, the Director of Studies arranges a second interview, and issues a formal letter informing the student of their lack of compliance with College rules, setting out the problems that this causes.
<b>Step 3</b>	If the situation is still not resolved, the Director of Studies refers the matter to the Principal. He will decide whether the student has breached the conditions of enrolment, and what further action to take. A final letter of warning may be issued.
<b>Step 4</b>	As a last resort the student is permanently excluded from the College with no right to refund of fees, and any relevant external bodies or sponsoring organisations are informed.

## Unsatisfactory Behaviour in the Homestay

If a homestay host makes a complaint about student behaviour in their home, the Accommodation and Welfare Officer will carefully explore both sides of the situation, and decide how to proceed, in consultation with the Principal if necessary.

At all times the Accommodation and Welfare Officer will respect confidentiality, and will not impart information without the agreement of the homestay host and/or the student.

The procedure will mirror the 3 steps for disruptive behaviour above, and the Principal will be kept informed of any emerging problems. If the problem persists, the Principal will decide on further action as he deems appropriate.

## Exclusion

All the steps of the relevant procedure, as detailed above, will normally be followed before a student is asked to leave the College. However, Hilderstone reserves the right to exclude a student temporarily or permanently, without prior notice, and with no refund of fees, if an extremely serious disciplinary issue takes place. In such cases the Principal will order the exclusion of the student from the College and require that arrangements are made for the student to travel home to their country of origin.

The following are examples of behaviour which may result in immediate exclusion:

- Threatening or violent behaviour
- Sexual or other aggressive harassment of any person.
- Criminal activity of any kind, including shoplifting, theft, use of drugs
- Drunkenness

If allegations of these types of behaviour are made against a student, the Principal will interview the student concerned to seek his/her explanation. The student may be accompanied by a friend or member of staff if he/she wishes. The Principal will decide whether the allegations are justified and on the action to be taken, including the possibility of immediate exclusion. The student will have no right of appeal, although he/she may invoke the College's Complaints procedure if he/she so wishes.

Other College documents (available on the Hilderstone College website) related to this policy are:

- Feedback and Complaints Procedure
- Bullying, Harassment and Victimisation Policy
- Terms and Conditions of Enrolment
- Safeguarding and Student Welfare Policy
- Internet and E-mail Usage Policy for Students

Reviewed: 7 January 2019