

Title: Student Support and Disciplinary Procedure

Type: Procedure

Purpose: To ensure that good standards of behaviour are upheld while being sensitive to the needs of students who may have experienced trauma. To be used when The College Code of Conduct is broken and supportive action has been exhausted. It includes guidelines for dealing with cases of gross misconduct and clarification of suspension.

Scope: This procedure applies to learners.

Responsibility: The Vice Principal HR & Student Services is responsible for this policy. The Director Student Services is responsible for the monitoring of the policy.

Associated policies: Student Code of Conduct
Student ID Policy

Purpose

The purpose of the Student Support and Disciplinary Procedure is to ensure that good standards of behaviour are upheld while being sensitive to the needs of students who may have experienced trauma. It seeks to provide a supportive and understanding environment for all students.

Formal disciplinary action should be seen as the last resort when other supportive action has been exhausted or when an offence is serious enough to necessitate immediate, formal action.

In using this procedure we will aim to ensure fair and equal treatment to all students.

Representation

Students are entitled to representation at Support Pathway stage 2 and 3. Students should be informed of this right by the person initiating the Support Pathway. Representation can be a student representative, parents/carers or other. Parents/Carers are expected to attend meetings from stage 2 for students under 18. In the event of a non-attendance without prior notification at stages 2 and 3 the College reserves the right to conduct the meeting in their absence. The outcome of the meeting will be communicated via letter.

Informal Procedure

Every effort will be made to avoid the use of formal action where problems can be remedied through supportive action. All staff carry the responsibility in supporting students to maintain positive behaviour and for ensuring that misconduct or poor academic performance is consistently dealt with in accordance with this procedure.

Staff must act immediately when a student's actions compromise safety, wellbeing, or security. There is no requirement for prior intervention—these incidents must be recorded at the time they occur. Staff should report serious incidents to their line manager/security team or safeguarding team if necessary.

Areas For Improvement (AFIs)

To ensure a consistent, fair, and supportive approach to behaviour management, staff will record AFIs using the Ready, Respect, Safe framework.

AFIs under Ready (prepared for learning), Respect (behaviour towards others and the environment) and Safe (creating a safe and positive environment) will be recorded on ProMonitor after:

- A verbal conversation with the student to explain expectations and provide an opportunity to improve.
- Other reasonable interventions have been attempted (e.g., reminders, support strategies, seating adjustments).
- The student has persistently failed to meet expectations despite support and opportunities to correct their behaviour.

AFIs will be monitored by the person issuing the AFI and/or a member of Personal Development Team

If there is no improvement, then three formal supportive stages detailed below may be invoked.

Stages of the Student Support and Disciplinary Procedure

Please note - any action taken under this procedure, including AFIs must be logged electronically on the Student Database.

In all cases staff should ensure they are aware of any learning difficulty or disability which may affect the student and seek advice and support from the Additional Needs team as appropriate and always before implementing formal action.

Students can be placed on any stage of formal procedure without having undergone the previous stage.

Procedures

Support Pathway Stage 1

A Support Pathway stage 1 meeting will be used to formally intervene when informal approaches by staff including AFIs have not affected the required change in student conduct. Or when more formal supportive interventions are deemed necessary. It can be implemented at the discretion of a Personal Tutor, Personal Development Coach or when directed by the relevant Course Leader, Programme Manager or Head of School.

- The Personal Tutor or Personal development Coach will conduct a one-to-one support meeting with the student to explore potential causes and additional support. Where relevant they will direct the student to support from Student Services and other support services. The Support Pathway Agreement Stage One is completed on Pro-Monitor and appropriate actions/support for the student to take are outlined.
- The student may be issued with a report card to have completed and signed in all of their sessions for a minimum of two weeks.
- After two weeks on report, the student will return the report card to their Personal Tutor or Personal Development Coach for review.
- A email/letter will be sent to parents/carers of students under 18 years of age to inform them that this meeting has taken place and to notify them of the agreed actions and support.

Resolution of Support Pathway Stage 1 – End of Process

No change in student conduct – Progress to Support Pathway Stage 2

Support Pathway Stage 2

A Support Pathway Stage 2 meeting will be used to intervene when actions and/or support from a Support Pathway Stage 1 meeting have either not affected the required change in student conduct or when they are deemed insufficient to affect the required change in student conduct. It can be implemented by the relevant Head of School or Programme Manager.

- The Head of School or Programme Manager will conduct a meeting with the student in the presence of a Student Support Officer who will maintain a written account of the meeting.
- Parents/Carers are expected to attend for students under 18 years of age. In exceptional circumstances, a suitable adult can attend on behalf of the Parents/Carers if agreed by the Head of School/Programme Manager and the Parents/Carers.
- The Head of School/Programme Manager will explore the reason(s) for the meeting, and discuss the possible reasons why the student code of conduct has been broken along with the consequences of any further breaches of the student code of conduct.
- The Head of School/Programme Manager will discuss the support pathway strategies with the student to resolve the issues raised and to develop an agreed action plan.
- The Support Pathway Stage Two is completed on Pro- Monitor by the a Student Support Officer and the agreed action plan recorded.
- Students over 18 years of age will be informed that they can request to be accompanied by a representative or friend at the discretion of the Head of School/Programme Manager.

Resolution of Support Pathway Stage 2 – End of Process

No change in student conduct – Progress to Support Pathway Stage 3

Support Pathway Stage 3

A Support Pathway Stage 3 meeting will take place with the student when the agreed actions from a Support Pathway Stage 2 meeting are not met. A student's conduct is considered sufficiently serious to warrant a Support Pathway Stage 3 meeting.

Where there is an alleged case of gross misconduct, exclusion may be an outcome. These cases will be heard in a stage 3 meeting chaired by a Senior Manager with the Head of School/Programme Manager present.

All other stage 3 meetings can be chaired by a Senior Manager or the relevant Head of School.

The chair will conduct a meeting with the student in the presence of a Student Support Officer, who will maintain a written account of the meeting. Parents/Carers are expected to attend for students under 18 years of age. In exceptional circumstances, a suitable adult can attend on behalf of the parents/carers if agreed by the chair and the parents/carers. Students over 18 years of age will be informed that they can request to be accompanied by a representative or friend at the discretion of the Head of School or Senior Manager. The chair will outline the reason(s) for the meeting, how the student code of conduct has been broken and consider responses from the student and/or parent/carer. If the Chair (Senior Manager) determines that the student has committed gross misconduct, the student will be informed of the decision to exclude during the meeting, with a written confirmation to follow. We understand this may be a difficult outcome, and support will be available to help the student understand the decision and next steps.

In cases other than gross misconduct the chair will discuss the support pathway strategies with the student to resolve the issues raised and develop an agreed action plan. The student will be made aware of the the consequences of any further breaches of the student code of conduct. Where appropriate the student will be informed of timescales as to how long the stage 3 'action plan' will remain in place.

The Support Pathway stage 3 agreement is completed on Pro- Monitor by a Student Support Officer and the agreed actions recorded.

Resolution of Problem – End of Process

No improvement

Where there is no improvement or a further act of misconduct takes place that warrants escalation from stage 3, the student (and parent/carer if the student is under 18 years of age) will be notified by the Senior Manager of the decision to withdraw the student and this will subsequently be confirmed in writing, together with details of the right to appeal against the decision.

A record of the withdrawal/exclusion will be kept on Pro-Monitor.

Appeal

Students wishing to appeal must do so in writing to the Vice Principal HR and Student Services via the studentappeals@solihull.ac.uk email address or in writing within 10 working days.

All relevant information is passed to the Vice Principal HR & Student Services who will review the information and consider the appeal and if necessary may wish to meet with the student to consider the appeal. Parents/Carers of a student under 18 are informed and invited to attend. The student (if over 18) will be informed that he/she can be accompanied by a representative or friend. The student is informed verbally and/or in writing of the outcome

Cases of Gross Misconduct or Criminal Act

Gross misconduct is defined as behaviour which is so serious that it is prejudicial to the well being of other students in the college. In this definition we include acts of violence, acts of vandalism against property – including computer hacking – theft from college premises, incidents of racial or sexual abuse, any drug or alcohol abuse.

Where there is an alleged act of gross misconduct:

- 1 All students involved are suspended (i.e. temporarily excluded from college premises - see note of suspension below) by a Senior Manager, Duty Manager or Head of School while the incident is being investigated
- 2 The Student(s) is informed verbally at the time of the incident. The Notification of Suspension Form is completed. Parents/Carers of students under the age of 18 should be informed.
- 3 The student(s) will attend a Stage 3 meeting with a Senior Manager at the earliest opportunity.
- 4 The student(s) will be notified of the outcome.
- 5 Before considering exclusion, all reasonable alternatives will be explored, including restorative practices, behaviour mentoring, and tailored support plans developed in collaboration with the student.

Clarification of Suspension

Suspension of a students has 2 main purposes:.

1. To provide a cooling off period

A cooling off period is used to:

- Provide a safeguard for people if necessary
- Enable incidents to be handled rationally and effectively

Staff with authority to suspend students on these grounds are Assistant Principals, Heads of School, Programme Managers, Senior Managers, Duty Managers and Senior Security Staff.

2. To enable an Investigation to take place

Suspension for investigation is used to:

- Provide a safeguard where necessary
- Enable circumstances to be investigated quickly.

In every case it is very important that staff:

- a) Explain the grounds of suspension to students
- b) Tell students when they should return and to whom they should report
- c) Complete the Notification of Student Suspension

Police Involvement

Where any member of staff has reason to believe that a student may have committed a criminal offence, the College may refer the matter to the police and may continue disciplinary proceedings under this procedure or suspend the student pending the outcome of police enquiries and any charges which may be brought against the student.

A member of the Colleges Safeguarding team will liaise with the police to confirm whether there is any reason why the disciplinary proceedings should not continue.

Where the student has been suspended under this provision, when the results of those enquiries and any criminal proceedings are known, the College reserves the right to commence proceedings under this procedure in relation to the matter.

It is emphasised that in relation to the application of this procedure, the College is not bound by the results of any criminal proceedings against students.

Fairness and Consistency

The College will monitor the application of this procedure to ensure it is applied equitably across all student groups, with particular attention to protected characteristics under the Equality Act 2010.

Include guidance on unconscious bias and equitable decision-making.

Reviewed By	Created	Last Reviewed	Next Review Date	Total Pages
Adam Thomas	2018	August 2025	August 2027	5