



SKILLHIRE

RTO-PR073

# **Class & Workshop Behaviour Management Procedure**

In this procedure the terms:

- RTO refers to Registered Training Organisation
- Learner includes a candidate, student, trainee, apprentice, participant and client
- “Standards” refers to the Standards for Registered Training Organisations 2015.

## **Procedure Objective**

This procedure is designed to support trainer & assessors; educators; mentors and staff to ensure a safe, healthy and productive environment for everyone in the workshop and classroom. The procedure outlines how behaviour of students is to be managed. This procedure needs to be read in conjunction with the Student Code of Conduct, Student Handbook and Workshop rules.

All students will undertake orientation, which outlines their rights and responsibilities during training. Additionally, around the workshop, rules are posted to ensure that everyone is aware of how to create a safe learning environment.

## **1. Defining Behaviours**

### **1.1 Minor Misbehaviour**

- Not wearing PPE;
- Arriving late in the morning, from a break, etc.;
- Using the phone during class;
- Having food during class;
- Speaking disrespectfully to another student or staff member;
- Ignoring a reasonable instruction.

### **1.2 Major Misbehaviour**

- Unsafe use of tools;
- Defacing property;
- Aggression or bullying towards students or staff members;
- Refusing a reasonable instruction.

## 2. Consequences

### 2.1 Where a Trainer Identifies Minor Misbehaviour

- Trainers will provide two verbal warnings;
- On the third minor misbehaviour, student will be issued with a yellow card;
- On the fourth minor misbehaviour, student will be issued with a red card;

A yellow card is provided to admin for recording in students file.

Red cards are sent to be signed by a parent/guardian where the student is under 18 or by the employer where the student is an apprentice.

### 2.2 Where a Trainer Identifies Major Misbehaviour

- On the first offence, student will be issued with a red card;
- On the second offence of the day, student will be removed from training for the remainder of the day;

A yellow card is provided to admin for recording in students file.

Red cards are sent to be signed by a parent/guardian where the student is under 18 or by the employer where the student is an apprentice.

### 2.3 Where a Trainer Identifies Behaviour Deeming Removal from Class

- Student is removed from class for the remainder of the day (where a parent or guardian is available, the student should be picked up);
- Meeting is organised between student; parent/guardian and Quality Manager;
- Student behaviour is reviewed; options may be from the following:
  - One day; three day or five day suspension; with a behaviour agreement put in place;
  - Removal from the course (any incident resulting in an injury requiring medical attention).

## 3. Further Behaviour Management

- Three red cards - Referral to counselling management team for a behaviour agreement;
- Five red cards - One day in class suspension (no practical; student to work independently on theory); follow up meeting with parent/guardian;
- Seven red cards - Three day out of class suspension;

- Further red cards may result in cancellation of enrolment;
- Any and all yellow and red cards are noted in the students file.
- Any suspension will also result in follow up meeting with the Quality Manager.

### 4. Procedure Review

This procedure will be reviewed each year and as a standing item, include details of the date it was reviewed.

#### 4.1 Procedure Additions or Amendments

Separate to the mandated annual review, the procedure may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the procedure will be updated and relevant stakeholders advised.

### 5. Related Documents

- PO146 Student Support, Management & Critical Incident Policy
- RTO-FM121 Student Behaviour Agreement
- RTO-PR053 Student Information Handbook