



# Discipline & Exclusion Policy and Procedures

- Written by:** Maribel Cabrera, School Director (DSP)
- Approved by:** Jose Brinkmann, Managing Director  
Jacquie Almond, Director of Studies (DoS)  
Anna Bogacz, Office Manager  
April Castle, Welfare and Accommodation Officer (DSL)
- Applies to:** All active agents  
All individual bookings  
All students
- Context:** Country Cousins organises tuition courses, activities, accommodation and transfers to children aged 7 to 17 all year around who we consider to be vulnerable
- Last updated:** February 2024
- To be reviewed:** Annually

## Statement

Country Cousins recognises that students attending Channel School of English are on holidays and it is important that students enjoy their stay. However, for the success of the school, it is also important that students abide by the school rules at all times.

At Country Cousins, we expect all students to deal with members of staff and other students politely and with respect.

Student behaviour should not cause offence or distress to others in the school based on racial, sexual or religious differences. It is also unacceptable to use abusive behaviour, such as harassment, bullying, actual or threatened violence and damage to personal property.

If a student's behaviour in school is not acceptable, Country Cousins has a three-stage disciplinary procedure that is enforced by the school's directors at all times.

- **First Verbal Warning** - The student will be spoken to about the problem. A verbal warning will be given to the student by Welfare or DoS; the verbal warning will take place in the office and will be witnessed by another member of staff.  
If linguistic or emotional support is necessary, the student will be allowed to choose a friend or group leader to help them understand. The verbal warning will explain the unacceptable behaviour and give clear guidance for improvement. A permanent record will be placed on the student's file; the school will notify the student's parent/guardian.
- **Second Verbal Warning and Final Written Warning** - If the unacceptable behaviour continues, a second verbal warning and final written warning will be given to the student by one of the school's directors; the verbal warning will take place in the office and be witnessed by another member of staff.  
If linguistic or emotional support is necessary, the student will be allowed to choose a friend to help them understand. The verbal warning will explain the unacceptable behaviour and give clear guidance for improvement.  
The written warning will give details of both verbal warnings as well as the guidance given for improvement. The written warning will also explain the final step in the disciplinary procedure: expulsion. A permanent record will be placed on the student's file; the school will notify the student's parent/guardian.
- **Final Step: Expulsion** - If the unacceptable behaviour continues, the student will be excluded from the school. The student will not be given a Certificate of Attendance and will not be given a refund of any fees paid.  
A written record of the unacceptable behaviour, the disciplinary procedure, and the reasons for expulsion will be given to the student and parents.  
A permanent record will be placed on the student's file; the school will notify the student's parent/guardian.

In serious cases, we may expel the student from the school immediately.

## Aims of the Policy

The aims of this policy are:

- To enable the directors to carry out their responsibility to maintain order and good discipline in the school.
- To promote good behaviour amongst the students.
- To ensure, so far as possible, that every student is able to benefit from their stay at the school both in terms of their English language learning and in terms of organised sport and programme activities.
- To underline the importance of the school rules and to outline the consequences of breaking them.
- To ensure, when an expulsion is necessary, that proceedings are fair and transparent.

The school rules are laid out in the Student Handbook and they apply at all times during the student's stay. They are necessary:

- For the safety and well-being of students, staff and anybody else connected with the school.
- For the protection of school equipment and property.
- To uphold the good name of Country Cousins locally, nationally and internationally

If a student is found to have breached the school rules, they will be disciplined by the school staff in a manner which is proportionate to the seriousness of the student's behaviour.

- All members of staff are authorised by the School Director to Challenge students for minor breaches of

## Procedures

### Investigation

school rules.

- When the student persistently breaks the rules or when the breach is considered by a staff member to be particularly serious, the matter will be referred to the School Director or Managing Director to deal with, according to the procedures set out in this policy.

## Breaking the School Rules – Bad Behaviour

The following are examples of sanctions for breaches of school rules:

1. When a student has been late several times for a class or activity, or has been rude/disrespectful . *Spend breaktimes in DoS office. The DoS or Welfare & Accommodation Manager/Officer will ask them to write a letter of apology.*
2. When a student has caused damage to school/homestay or public property – *charging the student for repairs or restitution.*
3. When a student is rude to staff or persistently breaks the school rules – *informing the parents or group leaders with the possibility of missing activities or breaktimes.*

## Serious Breaches of School Rules – Extremely Bad Behaviour

A student can be excluded for a grave breach of school discipline, for example, if they commit a criminal offence or some wilful act calculated to cause serious damage to the school, its community or any of its members.

Examples of behaviour which may cause the student to be sent home include:

1. Abusive behaviour including harassment, persistent bullying, actual or threatened violence, damage to personal property and verbal or other abuse based on racial, sexual or religious differences.
2. Possessing, using or supplying cigarettes, alcohol, drugs or any other illegal substances.
3. Stealing or committing any other criminal offence under UK law.

This is not an exhaustive list of examples and is included for illustrative purposes only.

Although Country Cousins will always aim to deal with breaches of the school rules while allowing the student to complete the course, the school regards some offences as being so serious that a **single incident** could result in the student being excluded.

## Informing the parents

When the School or Managing Director is concerned about the student's behaviour, they are permitted to speak to the student's parents and/or agent.

1. **Conduct of an Investigation:** A rumour or suspicion of a, repeated or serious, breach of the school rules will be investigated and if appropriate, disciplinary action may be taken. Investigation of a complaint or rumour about a student's behaviour will be conducted by the School Director or Designated Safeguarding Person and recorded.

The investigation procedure is used to establish whether a breach of school discipline has occurred. As such, it will not be used when the student has already admitted the breach or been caught while committing the breach.

2. **Involving the Student in an Investigation:** When a complaint is made concerning a student's behaviour, the School Director or Designated Safeguarding Person will hold a meeting with the student to ensure that they have the opportunity to give their version of events. If the student feels that they are not able to adequately communicate in English, they may choose to be accompanied by a friend who can act as an interpreter.

3. **Documentation of Procedure:** An incident report will be completed by the School Director or Designated Safeguarding Person whenever an investigation is carried out into a student's conduct.
4. **Bag/Room Searches:** If a bag or room search is appropriate to the investigation procedure, such a search will be conducted in the presence of the student (s) and a witness.
5. **Body Searches:** If a body search is required, it will be conducted by the Police.
6. **Outcome of an Investigation:** In order to ensure that the same person is not responsible for both the investigation and making the final decision, the Managing Director will decide on the outcome of an investigation.
7. **Informing Parents of the Outcome of an Investigation:** Parents will be informed by School Director as soon as reasonably practicable of the outcome of the investigation, and of any decision to permanently exclude.

## Dealing with Expulsions

1. **Decision to Permanently Expel:** The decision to exclude permanently is at the sole discretion of the Managing Director who will act fairly and reasonably in arriving at their decision.
2. **Organising the Transfer home:** The student's parents will be responsible for:
  - Rescheduling, where possible for the same day, and paying for, the student's return flight home.
  - Paying for any additional transfer costs incurred.
3. **Accommodating the Student between their Expulsion and Departure:** Once the decision has been made to exclude a student from the school, they will be withdrawn from all lessons, activities and excursions and they will be required to pack their suitcase and leave the homestay.  
If a flight is not available the same day as the exclusion, alternative accommodation will be arranged by the school at the parent's expense. Parents will be asked to pay any extra costs in advance of the student's transfer to alternative accommodation.
4. **Contesting an Expulsion:** Due to the short nature of Country Cousins courses, parents will not be able to appeal any exclusion. However, if they feel that the decision and/or procedure was unfair, they will be able to make a complaint to the Managing Director. He will then look into the complaint and contact the parents with the results of any further investigation.