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BEHAVIOUR POLICY

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Elite Mentors

Behaviour Policy and Procedure

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INTRODUCTION

Elite Mentors refers to our company, Elite Mentors Ltd. Elite Mentors is the trading name of Elite Mentors Ltd.

Elite Mentors recognises the importance of establishing clear expectations and professional boundaries to promote positive behaviour and mutual respect among all students. We acknowledge that perceptions of unacceptable behaviour may vary between individuals; therefore, this Behaviour Policy provides a clear, consistent, and practical code of conduct to ensure fairness, transparency, and a safe learning environment for everyone.

This policy applies to all students of Elite Mentors, irrespective of age, ability, gender, or mode of tuition, including online, in-person, and group sessions.

Policy Aims

At Elite Mentors, we recognise that positive behaviour is fundamental to effective teaching and learning. We are committed to empowering students to realise their individual potential as confident, independent learners through encouragement, recognition, understanding, and personalised support. Such outcomes can only be achieved within a structured environment built upon mutual respect and appropriate conduct.

This policy aims to:

- Foster a culture of exemplary behaviour and high standards.
- Encourage students to take responsibility for their behaviour and understand the consequences of their actions.
- Build a community that values kindness, integrity, positivity, and respect for others.
- Promote strong, respectful, and professional relationships between students and tutors.
- Address and manage challenging behaviour in a calm, assertive, and non-confrontational manner.

- Ensure fairness, consistency, and transparency in all behavioural matters.
- Maintain a consistent approach in recognising positive behaviour and addressing inappropriate conduct.
- Support students' self-esteem, personal development, academic achievement, and overall learning experience.
- Create a safe, supportive, and inclusive environment where every individual feels valued, respected, and secure, free from all forms of anti-social behaviour.
- Prevent all forms of bullying by promoting positive conduct and mutual respect among students.

As a student of Elite Mentors, you can expect:

- To be warmly welcomed at every tuition session.
- To be treated with respect, fairness, and professionalism by your tutor.
- To feel safe, supported, and comfortable in your learning environment.
- To receive guidance that helps you learn effectively and build confidence.
- To be listened to, understood, and supported in your academic journey.

Behaviour Code

At Elite Mentors, we expect all students to demonstrate readiness to learn and to conduct themselves in a manner that is respectful, responsible, and safe. To support a positive and productive learning environment, students are required to adhere to the following Code of Conduct.

Student Code of Conduct (Face-to-face tuition)

Students are expected to:

- Treat tutors and fellow students with respect at all times, following instructions and using appropriate, courteous language.
- Demonstrate consideration for others by listening attentively, valuing diverse perspectives, and respecting individual differences.

- Maintain positive behaviour and contribute constructively to the learning environment.
- Attend scheduled sessions punctually and be properly prepared with any required materials or equipment.
- Dress appropriately and behave in a manner suitable for an educational setting, whether lessons are delivered online or in person.
- Ensure that a parent or carer is present during lessons where required.
- Communicate with tutors only through a parent or carer and refrain from exchanging personal contact details, social media information, or engaging in communication outside agreed lesson times.
- Remain within the agreed lesson schedule and avoid the use of mobile phones or other devices during sessions, except in emergencies or when directed for learning purposes.
- Refrain from any form of disrespectful, abusive, or inappropriate behaviour, including the use of offensive language, explicit content, suggestive material, or inappropriate gestures (including emojis or GIFs).
- Not bring or use prohibited items or substances, including alcohol, tobacco products, lighters, or any illegal substances, and must not attend lessons under the influence of alcohol or drugs.
- Respect the learning environment by not consuming food or drink during lessons (unless water or required for medical reasons), not wearing hats or hoods, and not damaging, misusing, or throwing equipment or property.
- Seek permission before leaving the room during a session.
- Actively engage in their learning by remaining attentive, motivated, and willing to complete tasks to the best of their ability.
- Take responsibility for their own progress by asking for help when needed, learning from mistakes, and showing a willingness to try new approaches and challenges.
- Report any concerns regarding inappropriate behaviour or safeguarding issues to a parent/carer or the Designated Safeguarding Lead (DSL) without delay.

Elite Mentors maintains a zero-tolerance approach to serious breaches of this Behaviour Policy to ensure a safe, respectful, and supportive environment for all.

Student Code of Conduct for Online Tuition

In addition to the general Behaviour Code, students participating in online tuition must comply with the following expectations:

- Keep their camera switched on for the duration of the session, unless a prior request has been agreed with a parent/carer.
- Attend lessons from a quiet, appropriate environment that is free from distractions and does not display unsuitable content or personal information.
- Join sessions punctually and ensure they have a reliable internet connection and suitable equipment.
- Refrain from recording, photographing, or taking screenshots of lessons unless expressly authorised for educational purposes.
- Use the online platform solely for educational activities and not share irrelevant links or inappropriate content.
- Acknowledge that online sessions may be monitored or reviewed by Elite Mentors staff for safeguarding and quality assurance purposes, with appropriate authorisation from the Designated Safeguarding Lead (DSL).

Attendance

Regular attendance is essential to maximise the benefits of tuition.

- Students are expected to attend all scheduled sessions punctually.
- In the event of absence, students or parents/carers must inform the tutor and arrange to review any missed work.
- Attendance is monitored, and repeated unexplained absences may be followed up appropriately.
- Elite Mentors will work collaboratively with families to address any barriers affecting attendance.

Role of Parents and Carers

Parents and carers play a vital role in supporting positive behaviour and safeguarding. They are expected to:

- Familiarise themselves with and adhere to Elite Mentors' policies and procedures.
- Support and reinforce the Behaviour Policy with their child.
- Maintain open communication with tutors, including providing at least 24 hours' notice for cancellations and informing tutors of lateness.
- Ensure their child is appropriately dressed, prepared, and supervised as required, with a responsible adult available during sessions where necessary.
- Remain vigilant for any safeguarding concerns and report any issues promptly to the Designated Safeguarding Lead (DSL).
- Promote discussions about online safety and general safeguarding at home.

A positive partnership between parents/carers and Elite Mentors is essential to ensuring a safe, respectful, and effective learning environment.

Role of Tutors

At Elite Mentors, we believe that students are more likely to respect authority and meet expectations when they feel valued and supported. In addition to adhering to the Tutor Code of Conduct, tutors are expected to:

- Promote a positive learning culture by recognising and praising appropriate behaviour.
- Establish respectful, professional relationships built on trust and consistency.
- Clearly communicate behavioural expectations and model exemplary conduct at all times.
- Deliver high-quality, engaging teaching that encourages active participation.

- Support students in developing self-regulation and personal responsibility.
- Address inappropriate behaviour calmly, fairly, and without personal criticism—focusing on the behaviour, not the individual.
- Remain composed when managing conflict and seek constructive resolutions.
- Demonstrate care, encouragement, and high expectations for every student's progress.
- Use physical intervention only as a last resort, in line with the Safeguarding and Child Protection Policy, and only where necessary to prevent harm.

Monitoring Behaviour

Behaviour that falls below expectations will be managed consistently and proportionately. The aim of all interventions is to support improvement and maintain a positive learning environment.

Step 1: Redirection and Reminder

The tutor will provide a calm reminder of the expected behaviour and redirect the student accordingly. Conversations will be handled discreetly where possible. No formal record is kept at this stage.

Step 2: Formal Caution

If behaviour persists, a clear verbal caution will be issued outlining expectations and potential consequences. The incident will be recorded in the lesson report.

Step 3: Reflection and Written Warning

Continued inappropriate behaviour will result in a structured discussion and opportunity for reflection. A formal written warning will be issued to the student and parent/carer, outlining:

- The nature of the concern
- Required improvements
- Timescales
- Consequences of continued misconduct
- Right of appeal

The incident will be formally recorded and shared with the Designated Safeguarding Lead (DSL).

Continued Misconduct

If behaviour does not improve, the student may be asked to leave the session. Parents/carers will be informed, and the DSL will determine appropriate next steps, which may include suspension or further action.

Serious Breaches

Certain behaviours may result in immediate suspension or permanent exclusion. These include, but are not limited to:

- Verbal abuse or discriminatory conduct
- Bullying, including cyberbullying
- Sexual misconduct
- Physical aggression or fighting
- Possession or use of alcohol, drugs, or offensive weapons
- Theft or deliberate damage to property
- Malicious allegations
- Persistent breaches of the Behaviour Code

All serious incidents will be managed in line with safeguarding procedures.

Anti-Bullying

Elite Mentors maintains a zero-tolerance approach to bullying. Bullying includes any repeated behaviour intended to harm, intimidate, or isolate another individual, whether physical, verbal, social, or online.

Tutors will remain vigilant and address concerns promptly in accordance with safeguarding procedures. Students are encouraged to report bullying to a tutor, parent/carer, or the DSL. Parents/carers should report concerns directly to Elite Mentors rather than attempting to resolve matters independently.

Appeals

Students and parents/carers may appeal disciplinary decisions (excluding informal verbal cautions). Appeals must be submitted in writing within 14 days of the decision. An appeal meeting will normally take place within 7 days of receipt. If upheld, the sanction will be withdrawn without detriment to the student.

Monitoring and Review

Elite Mentors regularly reviews this Behaviour Policy to ensure its effectiveness and alignment with current legislation and best practice. The policy will be reviewed annually or sooner if required due to legislative changes, regulatory guidance, or organisational developments.

Appendix

Incident report form

Incident Report Form

This information is extremely sensitive and confidential and must be shared with the Designated Safeguarding Lead (DSL) in the strictest confidence. Please provide as much relevant detail as possible.

Child's personal details	
Child's Name	
Date of birth	
Male / Female	

Details of the incident being reported	
Date of Incident	
Time of Incident	
Place of incident	
Was anyone else present? If so, write their contact details here. (Name, phone, email)	
Description of incident and who was involved:	
How did you respond to the concern?	

Follow up action to be taken	
Additional Information	
Date of writing	
Time of writing	
Print name	
Signature	
Signature of witness(es) if present:	

FOR DSL:

Print name DSL	
Position	
Signature	

Please email the above form to the DSL, Md Zafor Sadeque at info@elitementors.org.uk

[DSL contact detail](#)

Position	Role	Name	Contact information
The Designated safeguarding Lead (DSL)	Director	Zafor Sadeque	info@elitementors.org.uk

Local Authority Designated Officer (LADO),

Tower Hamlets

Contact number: 02073640677

Email: LADO@towerhamlets.gov.uk

City of London,

Contact number: 02073321215

Email: LADO@cityoflondon.gov.uk

End of Form