

## APPENDIX 3: FIRST CALL PROCEDURE



### What is the purpose of First Call?

First Call is a means by which staff can request additional assistance in dealing with students who have either:

- Broken the *Student Code of Conduct* and are not responding to the appropriate escalating corrective steps; In a classroom context, this would often mean a student explicitly or implicitly refusing to obey instructions from a teacher or intentionally distracting other students after the sanctions above have been given out;
- Are very unsettled for reasons that might or might not be related to that particular classroom context and are at risk of creating or escalating conflict or confrontation with either other students or the teacher;
- Seriously breached the *Student Code of Conduct* in such a manner that they need to be immediately removed from a classroom; in the context of a lesson, this could include:
  - Fighting;
  - Intentional damage of school property;
  - Open and continued defiance towards staff or refusal to obey instructions multiple times from members of staff;
  - Serious sexual misconduct including offensive language of a sexual nature;
  - Serious instances of different types of bullying, as defined in the *Anti-Bullying policy*. This would include offensive language directed at other students;
  - Gratuitously offensive language;
  - Theft;
  - Verbal/physical abuse against staff or students;
  - Verbal/ physical aggression towards others with intention to cause harm;
  - Serious breach of the *IT Agreement* or *Health and Safety Agreement*.

It is also to be used for other urgent, non-disciplinary situations, such as to look for a student who has not arrived to a lesson or because a student has become very distressed in a lesson or for other emergency situations that might arise in a classroom context that are not always related to conduct.

### How to request First Call

If a teacher requires First Call in their classroom, they ring First Call (1753). The First Call member of staff will always carry the First Call phone with them and will collect this from Reception at the start of the lesson. The First Call member of staff will spend their period 'on First Call' proactively patrolling the corridors, ensuring students are working hard and building character in lessons.

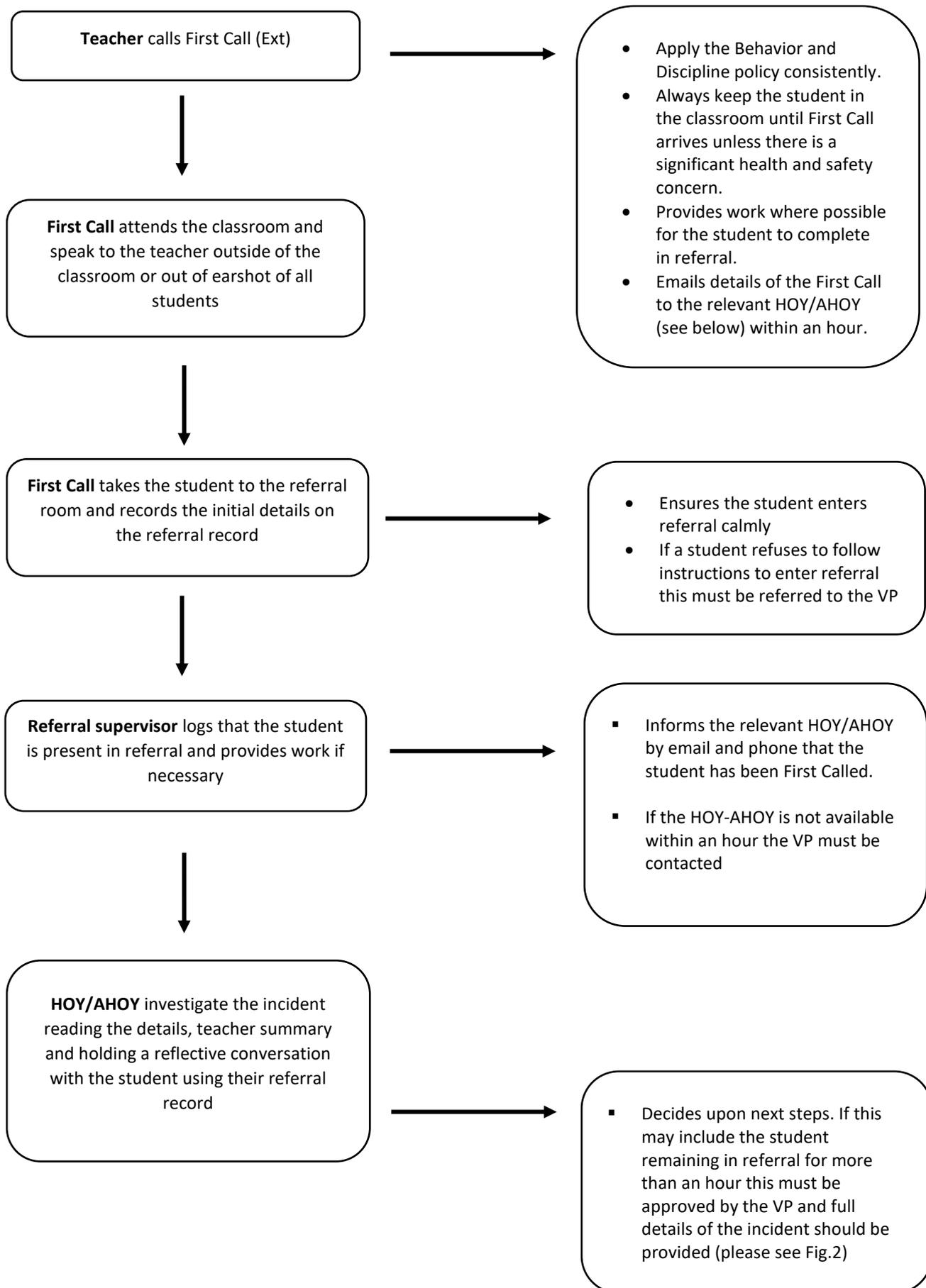
### How does First Call work?

Figure 1. outlines the First Call response that should always be followed if:

- a student has been issued with all corrective steps in the Behaviour and Discipline Policy by their teacher for poor conduct, yet their conduct does not subsequently improve
- a serious breach of the code of conduct has occurred as outlined above

In both cases the student will be removed from the classroom and taken to referral where further investigation will take place and next steps considered.

**Fig 1. First Call process**



## Deciding upon the next steps

The application of possible sanctions must be consistent. However, this does not mean that the sanctions are applied mechanistically. Each student and context is unique and sanctions or other further actions should therefore be tailored by taking into account how the approach may differ due to the College's knowledge of the student's individual needs. It is also appropriate to take into account mitigating/aggravating factors that have affected the student's conduct when taking a decision upon the course of action. If a student is not willing to reflect upon their own actions and take responsibility during the reflective conversation with the pastoral team this will also be considered when taking a decision upon the course of action.

Fig 2. Next steps

First Call level response	Typical conduct issues, which prompt a First Call request	Immediate sanction	Further actions and sanctions
1	<p>Low level poor conduct, such as shouting out, distracting other students, talking when asked to be quiet or questioning a teacher's judgement.</p> <p>The student is likely to have resulted in a B mark and a code being issued, but the student is persisting in their poor conduct/or is unsettled.</p>	<p>The student remains in referral until the end of the lesson in which the reflective conversation has taken place. This should take place within an hour of the student entering referral in most cases.</p>	<p>The pastoral team will record the details of the incident on School Base as a First Call and email the summary to parents/carers.</p> <p>A Head of Year after school detention is issued to the student to be sat at the earliest opportunity by completing a detention slip.</p>
2	<p>Persistent disruption that has significantly disrupted the calm and purposeful atmosphere in the lesson.</p>	<p>The student remains in referral for a period of up to a full school day. This should always be authorised by the Vice Principal or in the absence of the VP the Senior Vice Principal or Principal.</p>	<p>The pastoral team will record the details of the incident on School Base as a First Call and email the summary to parents/carers.</p> <p>A Head of Year after school detention is issued to the student to be sat at the earliest opportunity by completing a detention slip.</p>
3	<p>Seriously breached the <i>Student Code of Conduct</i> in such a manner that they need to be immediately removed from a classroom.</p>	<p>The student remains in referral whilst the incident is referred to the Vice Principal, this should take place immediately.</p> <p>The Vice Principal will decide upon the course of action which may include a referral for a fixed term inclusion.</p>	<p>The pastoral team will record the details of the incident on School Base as a First Call and email the summary to parents/carers.</p> <p>If a fixed term exclusion is issued the student will sit a Saturday detention at the earliest opportunity.</p>
4	<p>A student is very distressed or upset and cannot remain in a lesson due to this. This is not related to poor conduct.</p>	<p>Remove student from lesson, speak to them and use professional judgement as to appropriate next steps and refer as necessary.</p> <p>It might be that the student can go to the next lesson or needs to be referred for specialist welfare support.</p>	<p>The pastoral team will liaise with student welfare team regarding the ongoing care and support necessary for the student.</p>