



Policy	Tenby SEG Schools - Behaviour Policy			
Review Date:	July 2026	Next review:	July 2027	
Review Cycle:	12 months			
Scope	Whole Group		Whole School	☒
	International Primary		National Primary	
	International Secondary		National Secondary	
Ownership:	Heads of School		Approved by:	Campus Principal

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
 No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
 Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
 Bahru, Johor, Malaysia
 Tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



Tenby SEG Schools - Behaviour Policy

Purpose

The purpose of this policy is to inform teachers and staff of the procedures and systems regarding behaviour management related to students in Tenby Schools, Setia Eco Gardens. This policy outlines the systems and procedures that should be followed to encourage a standardized approach across our campus and enable effective, positive, and fair behaviour management with the aim of sanctioning behaviour concern(s) and educating students to make good choices and become valuable members of society.

Note: Tenby Schools, SEG does not condone or accept corporal punishment (physical punishment or reprimand). The use of physical punishment in any form is against our safeguarding policy and should not be used. The use of such measure is considered a breach of our safeguarding policy and a dismissible offense.

Definitions

Behaviour concern(s) – overall term for any inappropriate behaviour by a student or students.

Sanction – a measure taken to encourage students to understand that actions have appropriate consequences.

Bullying – any intentional and repetitive act that causes physical, emotional, psychological, or social harm to another person. In exceptional cases, a single serious incident that causes significant harm may also be treated as bullying.

Staff Roles and Responsibilities

All Staff Responsibilities

- Maintain high behavioural expectations for all students.
- Address and respond to behaviour incidents in a timely manner.
- Establish and communicate clear behavioural expectations to students.
- Use positive, restorative and preventative strategies in the first instance.
- Communicate actions and outcomes to relevant stakeholders as appropriate.
- Record Tier 1 (Repeated), Tier 2 and above behaviour incidents on iSAMS (unless safeguarding-related, in which case on MyConcern).
- Seek support from colleagues when behaviour concerns persist or escalate.
- Model respectful, responsible and professional behaviour at all times.

Form Tutor / Class Teacher Responsibilities

- Build positive relationships with students and establish a supportive learning environment.
- Address and manage Tier 1 behaviour incidents.
- Monitor the behaviour, attendance and wellbeing of students in their tutor group or class.
- Identify emerging behaviour concerns and intervene early.

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



Tenby SEG Schools - Behaviour Policy

- Support colleagues who are managing behaviour concerns involving students in their tutor group or class.
- Communicate with parents/guardians regarding behaviour concerns when appropriate.
- Maintain accurate records of behaviour concerns, interventions and communication.
- Refer repeated or escalating concerns to the appropriate middle leader.

Middle Leader Responsibilities

(including Heads of Department, Heads of Year and designated pastoral leaders)

- Support staff in managing repeated or escalating behaviour concerns.
- Oversee Tier 2 behaviour incidents and interventions.
- Meet with students regarding repeated or significant behaviour concerns.
- Support communication and meetings with parents/guardians.
- Monitor behaviour patterns and identify students requiring additional support.
- Coordinate interventions, restorative processes and behaviour support plans where appropriate.
- Determine and implement Tier 2 sanctions and interventions.
- Refer ongoing, serious or complex concerns to an appropriate senior leader.

Senior Leader Responsibilities

(including Deputy Head of School, Assistant Head(s) of School, or other designated senior leaders)

- Oversee the consistent implementation of the school's behaviour policy.
- Support staff and middle leaders in managing significant behaviour concerns.
- Review and investigate Tier 3 and Tier 4 behaviour incidents.
- Meet with students and parents/guardians regarding serious behaviour concerns.
- Determine and implement Tier 3 and Tier 4 sanctions and interventions.
- Approve internal suspensions and other significant behavioural responses.
- Liaise with external agencies where appropriate.
- Monitor behaviour trends and support whole-school behaviour improvement.

Campus Principal Responsibilities

- Provide overall strategic oversight of behaviour management across the school.
- Ensure the behaviour policy is implemented fairly, consistently and effectively.
- Support senior leaders in the management of serious behaviour incidents.

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



Tenby SEG Schools - Behaviour Policy

- Determine outcomes relating to external suspension, managed transfer or expulsion.
- Liaise with ISP and external agencies where required.
- Review significant behaviour cases and ensure due process is followed.

Escalation Pathway:

Subject Teacher/TA/Non-academic staff → Form Tutor/Class Teacher → Head of Department/Head of Year → Pastoral Leader → Senior Leader → Campus Principal

Behaviour concerns should be addressed at the lowest appropriate level, with escalation occurring when concerns are repeated, serious, or require additional support.

Levels of behaviour concern(s) and appropriate sanctions

Behaviour concern(s) can occur in many forms and contexts. This list gives examples of behaviour concern(s) and appropriate sanctions but is not definitive. Staff members should determine an appropriate sanction dependent on the situation, context, and prior behavioural record of the student(s) involved.

Level of Behaviour Concern	Examples	Examples of Appropriate Responses and Sanctions
Tier 1	Late to class; Talking in class; Incomplete homework; uniform issues; Disruptive or 'silly' behaviour; Running indoors; Excessive noise; Littering	Verbal reminder of expectations; Restorative conversation; Note in planner or communication with parents; Seating plan adjustment; Short classroom timeout; Brief reflection activity; Teacher monitoring
Tier 2	Repeated Tier 1 behaviour; Posting inappropriate images, comments or messages on social media (excluding racist/sexual content); taking, hiding or interfering with another student's belongings without permission; unsafe physical contact between students; Inappropriate use of mobile devices, applications, Teams or other technology	Break or lunchtime detention; Temporary confiscation of device; Reflection document; Weekly report; Meeting with Head of Department, Head of Year or designated pastoral leader; Parent/guardian meeting; Restricted access to technology or online platforms in line with the Acceptable Use Policy
Tier 3	Repeated Tier 2 behaviour; Fighting or physical altercations; bullying; theft; racist comments; Serious misuse of technology (e.g.	Parent/guardian meeting; Long-term report; Multiple detentions (up to 3 days); Suspension of online accounts or technology access; Meeting with senior leader; Internal

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



	image manipulation for purposes of humiliation/cyberbullying), hacking, bypassing security measures, malware); leaving school grounds without permission; driving on school grounds without permission; cheating in an internal examination	suspension (HOS/CP only); External suspension (Campus Principal only); Police referral where appropriate
Tier 4	Repeated Tier 3 behaviour; Possession, use or sale of drugs; Alcohol or substance use in school; Possession of a weapon; Posting sexual content online; Other serious breaches that place individuals or the school community at significant risk; cheating in an external examination	Police referral where appropriate; External suspension; Long-term restriction of technology access; Home study; Expulsion (Campus Principal only)

Responding to concerns

In responding to a behaviour concern, our aim is to understand the cause and impact, implement an appropriate response or sanction and support student(s) in making positive choices in future.

This procedure is intended to guide staff but may be adapted according to the circumstances of the incident. Staff should seek support from their Form Tutor, Head of Department, Head of Year, Pastoral Lead, or a designated Senior Leader as appropriate.

1. Identify the Behaviour Concern

- A behaviour concern has been observed, reported, or otherwise brought to the attention of a member of staff.

2. Communicate

- Inform relevant colleagues, as appropriate, that a behaviour concern has occurred and is being addressed (see escalation pathway if required)
- Parents/guardians should be informed in a timely manner where appropriate, preferably by telephone for more significant incidents.

3. Investigate

- Conduct a fair and proportionate investigation.

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



Tenby SEG Schools - Behaviour Policy

- Review any available evidence, including CCTV, digital communications, or staff observations.
- Where appropriate:
 - Speak individually with all students involved.
 - Gather written statements from those directly involved and any relevant witnesses.
- Student Statement Process:
 - Begin with a verbal discussion to hear the student's account directly.
 - Ask relevant questions to establish key facts, clarify events, and understand the student's involvement.
 - Following the discussion, ask the student to write an individual statement.
 - Read the statement immediately and seek clarification regarding any omissions or inconsistencies.
 - Ensure the final statement accurately reflects the student's account before accepting it.

4. Record on iSAMS (Tier 1 repeated/Tier 2/Tier 3/Tier 4)

- Record the incident in Incidents & Actions/Misbehaviour
- Add a clear and factual description of the behaviour concern.
- Record relevant evidence and witness accounts where appropriate.
- Upload or reference supporting documentation if required.
- Note: Safeguarding concerns must be recorded on MyConcern, not iSAMS.

5. Determine the Appropriate Response

- Determine the tier of the behaviour concern and implement an appropriate intervention, response, or sanction in line with the Behaviour Framework.
- Where required, seek guidance from relevant middle leaders, pastoral leaders, or senior leaders.
- Behaviour concerns should be addressed at the lowest appropriate level, with escalation occurring when behaviour is repeated, serious, or requires additional support.

6. Communicate the Outcome

- Inform the student of the outcome and explain any sanctions, restorative actions, or next steps.
- Communicate the outcome to parents/guardians and relevant staff members as appropriate.
- For Tier 3 and Tier 4 incidents, communication with parents/guardians will normally be led by a designated Senior Leader.

7. Update the iSAMS Record

- Once the incident has been addressed:
- Select Resolution Notice and Resolution Comments.

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



Tenby SEG Schools - Behaviour Policy

- Record all actions taken.
- Record communication with parents/guardians.
- Record any interventions, restorative actions, or sanctions implemented.
- Mark the incident as resolved where appropriate.

8. Follow Up

- Monitor the student's progress following the incident.
- Where appropriate:
 - Check in with the student.
 - Work collaboratively with the Form Tutor/Class Teacher and relevant leaders.
 - Review the effectiveness of interventions and support strategies.
 - Implement further support or escalation if concerns persist.

Appendix

Initial Email – Incident Confirmed

Subject: Behaviour Incident Involving [Student Name]

Dear [Parent Name],

I am writing to inform you that [Student Name] was involved in a behaviour incident on [date].

Following discussions with those involved, we have established that [brief factual description of the incident].

In accordance with our Behaviour Policy, [Student Name] will be required to [outline sanction/intervention].

We would appreciate your support in discussing this matter with [Student Name] and reinforcing the importance of making positive choices moving forward.

If you would like to discuss the incident or require any further information, please do not hesitate to contact me.

Kind regards,

[Name]

[Role]

Initial Email – Incident Under Investigation

Subject: Behaviour Incident Involving [Student Name]

Dear [Parent Name],

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/



Tenby SEG Schools - Behaviour Policy

I am writing to inform you that we have been made aware of an incident (tier 1 or 2)/serious incident (tier 3 or 4) involving [Student Name] on [date].

We are currently investigating the matter and will be speaking with all students involved in order to establish a clear understanding of what has occurred.

We would also appreciate your support in discussing the matter with [Student Name], as this may assist us in gathering a full and accurate account of the incident.

Once our investigation is complete, we will update you regarding the outcome and any actions arising from it.

Should you wish to discuss the matter or share any relevant information, please do not hesitate to contact me.

Kind regards,

[Name]

[Role]

TENBY SCHOOLS SETIA ECO GARDENS

Tenby Southern Sdn. Bhd. (149336 -W)
No.7, Jalan Laman Setia Utama, Taman Persiaran Laman
Setia, Setia Eco Gardens, 81550 Gelang Patah, Johor
Bahru, Johor, Malaysia
tel: +607-558 8812 fax: +607-558 8823

www.tenby.edu.my/setia-eco-gardens/

