

SCHOOL BEHAVIOUR SUPPORT

Relationship-based positive behaviour management

Policy statement

Cancellation

In exceptional circumstances it may be necessary for a school, family or myself to cancel a session - be it INSET, personalised CPD or tuition in emotional literacy - after it has been confirmed in writing by both parties. Every effort will be made to rearrange the session for a mutually convenient time within the same school term, at no additional cost.

In the event of home schooling, school closure, exclusion or a managed move, I am able to provide 1:1 tuition in emotional literacy in the home. I have enhanced DBS certification and am covered for outreach work by professional liability insurance. I bring with me all resources needed and require a living room or appropriate outdoor space in which to work uninterrupted with the child or young person. Their parent/carer is expected to remain in the home for the duration of the session. Travel costs are revised if the home is more than five miles away from school.

Should circumstances beyond our control prevent either rearrangement or home-based sessions, a cancellation fee will be charged as follows:

INSET and personalised CPD

Within 3 months of the training, 25% of full fee

Within 6 weeks of the training, 50% of full fee

Within 14 days of the training, 100% of full fee

1:1 or small group tuition in emotional literacy

Within 6 weeks of the session, 50% of full fee

Within 48 hours of the session, 100% of full fee

This policy statement was last reviewed on 04.09.26.