

QUEEN'S UNIVERSITY BELFAST

Childcare Services

Behaviour Management Policy

1. Childcare Services at Queen's believe that it is the child's right to expect positive and consistent approaches to behaviour management and discipline. Behaviour management techniques will be used in such a manner that is developmentally appropriate to the individual child.

We aim to provide opportunities for the children to set their own goals, develop independence and challenge their curiosity confidently in a safe, structured and friendly environment. Through this our children will foster self-esteem, respect, tolerance and self-control.

All staff, students and volunteers will be introduced to this Policy during their induction period as per Staff Training and Induction Policy.

2. Procedures are in place that encourage acceptable behaviour. These include:
 - Providing a consistent daily routine.
 - Ensuring all equipment and materials are appropriate to the children's stage of development.
 - Ensuring children **do not only** receive attention for inappropriate behaviour as good behaviour will be acknowledged also.
 - Ensuring staff exhibit respectable behaviour towards each other, the children and their parents.
 - Ensuring the children are given clear and consistent explanations of the boundaries required within the setting.
 - Ensuring staff listen to the children and value what they say.
 - Allowing children to express choices and choices are respected.
 - Acknowledge the children's feelings and ensuring the children are encouraged to express themselves verbally and creatively, being mindful of the age and development of the child.
 - Ensuring children are encouraged to respect their own and others' property.

3. Managing unacceptable behaviour

Our aim is to show that it is the behaviour that is unacceptable and not the child personally, this is achieved through:

- Staff helping children to understand that they are loved/valued even when their behaviour/actions are not.
- Ensuring any behavioural problems are dealt with in a developmentally appropriate way.

- Ensuring aggressive or bullying behaviour is stopped immediately and an explanation given to demonstrate why the behaviour is unacceptable.
- Discussing the problem with the child and offering encouragement for them to think out solutions.
- Staff helping children to take responsibility for their actions, for example, to pick up what has been thrown down or give a toy back to a peer.
- Using observations as a way of determining any possible reasons / triggers for unwanted behaviour.

4. Managing continuous inappropriate or disruptive behaviour

There are procedures in place when a child displays continuous inappropriate or disruptive behaviour. These procedures will assist in gaining further insight into the problem. A staff member will participate in the child's play using various techniques to observe the behaviour. These techniques will be as following:

- The child being encouraged to become involved in an activity.
- If the child does not respond to this and continues to display the unwanted behaviour then a member of staff will remove the child from the situation, explaining why the behaviour is unacceptable. This will be done on a one-to-one basis and in a positive manner.
- After a short period of time, and when the staff member feels that the child is willing and ready to participate, the child concerned will return to their chosen activity. The staff member involved will work alongside the child until certain that the child is happy, content and the behaviour has improved.

5. Childcare Services operates a **No Smacking Policy** and a **No Shouting Policy**, therefore no physical punishment of any kind will be used or threatened, nor will any unnecessary constraints or restrictions be imposed on any child. In line with the No Shouting Policy, staff members, students, volunteers, or any other adult in the setting will not shout or raise their voices. Staff will avoid labelling children as "naughty" as labels can have undesirable long-term effects.

6. Procedure for working with parents

- The Behaviour Management Policy is available on the Childcare website and in hard copy upon request. We encourage parents/carers to discuss behaviour management with staff so that there is consistency between practices at home and the setting.
- Parents/carers will receive a daily progress report for their child. This will outline the child's general day but can also ensure that parents/carers are given positive examples of their child's behaviour on a regular basis. If difficulties arise they are discussed in a constructive manner.
- Parents/carers will be consulted and involved in all decision making about their child.
- Strategies developed within the setting to modify behaviour can be continued at home when parents/carers have been involved and understand the importance.

- Some inappropriate behaviour is a result of the child's immaturity. The child will need to learn ways of managing conflicts and disappointments. Staff and parents/carers will work together to help the child to develop the skills required.
- Staff will attempt to foster relationships that will allow parents to share any behavioural difficulties they may be experiencing at home.

In the event of a particular incident or persistent unacceptable behaviour, we will request the support of parents/carers, and the following procedures will commence:

- The child's parents / carers will be involved.
- The Supervisor within the room will discuss the situation with the parents/carers in an attempt to find the possible cause of the inappropriate behaviour.
- The Supervisor and parents / carers will together develop strategies for dealing with the unwanted behaviour which should be implemented both at home and within the setting.
- If the disruptive and unacceptable behaviour continues, strategies may be devised to meet the needs of the child, involving our Link Health Visitor or other Health Professionals as deemed necessary.
- The Childcare Manager will be informed of all stages of this procedure and will facilitate discussions with staff and parents as necessary.