



Behavior Policy

Summer Residential Programme

1. Purpose

The purpose of this policy is to establish clear expectations for behaviour and conduct for all participants attending the Manchester City Football Club (MCFC) Summer Residential Programme.

This policy supports the delivery of a safe, inclusive, and high-performance environment at the City Football Academy, where participants are expected to demonstrate professionalism, respect, and commitment throughout their experience. It also outlines the procedures and responses applied where expected standards are not met.

All decisions made under this policy are aligned with safeguarding principles and are taken in the best interests of all participants and the wider group.

Any incident that raises concerns regarding harm, abuse, exploitation, neglect, bullying, mental health, or the safety and wellbeing of a participant will also be managed in line with MCFC safeguarding procedures and reported through appropriate safeguarding reporting routes where required.

2. Participant Expectations

All participants are expected to:

- Demonstrate personal responsibility and accountability for their actions at all times.
- Treat MCFC staff, fellow participants, accommodation staff, and all facilities with respect.

- Display high levels of engagement, professionalism, and commitment in all coaching sessions and activities.
- Follow all instructions provided by MCFC staff and adhere to all safety procedures.
- Uphold the values and standards associated with Manchester City, both on and off the pitch.

MCFC staff will actively recognise and reinforce positive behaviours, including effort, teamwork, leadership, and respect.

All participants have the right to feel safe, supported, respected, and included. MCFC is committed to providing an inclusive environment for all participants regardless of age, gender, disability, neurodiversity, culture, religion, background, or personal circumstances.

Staff recognise that behaviour may sometimes be influenced by additional needs, mental health, cultural differences, SEND, personal circumstances, or the challenges associated with being away from home. Responses to behaviour will therefore be fair, proportionate, supportive, and non-discriminatory, with reasonable adjustments considered where appropriate

3. Recognition of Positive Behaviour

Participants who consistently demonstrate positive behaviours may be recognised through:

- Daily or weekly staff recognition
- 'Player of the Day' or equivalent awards
- Positive feedback shared with parents or guardians

4. Levels of Response to Incidents

Responses to behaviour incidents will always prioritise participant welfare, safeguarding, and de-escalation where appropriate.

4.1 Low-Level Incidents (Stage One – Verbal Reminder)

Examples may include lateness, minor disruption, failure to follow instructions, inappropriate language, or leaving rooms after quiet hours.

Response:

- Verbal reminder
- Logged in behaviour record
- Reflection encouraged
- Staff support provided where appropriate

4.2 Medium-Level Incidents (Stage Two – Formal Warning and Temporary Removal)

Examples may include repeated disruption, refusal to follow instructions, unsafe behaviour, leaving activities without permission, or inappropriate content sharing.

Response:

- Formal warning
- Temporary supervised removal for reflection
- Possible exclusion from activities
- Parents informed same day where possible
- Safeguarding team informed where safeguarding concerns are identified

4.3 Major Incidents (Stage Three – Temporary or Full Exclusion)

Examples may include alcohol or drug use, aggression, bullying, leaving site without permission, serious misuse of technology, or damage to property.

Response:

- Formal meeting with programme management
- Possible final warning, temporary removal, or full exclusion
- Parents informed within 5 hours where possible
- Safeguarding team informed immediately where appropriate
- Welfare, supervision, and safe handover arrangements implemented where removal or exclusion takes place
- No refunds provided in cases of removal due to misconduct

5. Safeguarding and Staff Responsibilities

All staff responsible for implementing this policy are safeguarding-trained and expected to apply the policy consistently, fairly, and in line with MCFC safeguarding procedures. Physical punishment is strictly prohibited.

MCFC staff will always prioritise verbal de-escalation and supportive behaviour management strategies. Physical intervention will only ever be used in exceptional circumstances where necessary to prevent harm or further harm, and must always be reasonable, proportionate, and in line with safeguarding guidance.

Where behaviour incidents meet safeguarding thresholds, staff must report concerns through appropriate MCFC safeguarding reporting procedures in addition to behaviour management processes

6. Communication and Documentation

- All incidents recorded with date and time
- Stage Two and Three incidents communicated to parents or guardians
- Medium and major incidents communicated within 5 hours where possible
- Safeguarding concerns recorded and escalated in line with MCFC safeguarding procedures where required

6. Commitment to Positive Engagement

Manchester City Football Club is committed to delivering a world-class residential experience that reflects the Club's values of excellence, respect, teamwork, inclusion, and participant wellbeing.

All participants are supported to thrive, develop positively, and create lasting positive memories within a safe and supportive environment.

Policy Owner: Operations Manager, Kayvon Abbasi

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