



GLOBAL ACADEMY
MAKEUP • HAIR • PRODUCTIONS

LEARNER SUPPORT AND ACCESS COSTS (BURSARY) POLICY & PROCEDURE

1. Introduction

Global Make Up, Hair and Productions Academy (Global) provides alternative and vocational education for young people in and around the Greater Manchester and Liverpool areas. Our student community is diverse and includes students who are permanently or temporarily excluded from mainstream school, those at risk of exclusion, young people classified as NEET (Not in Education, Employment, or Training), those with Education, Health and Care Plans (EHCPs), learners aged 16+ seeking further education or vocational qualifications, and students presenting with social anxiety, mental health difficulties, or emotional and behavioural needs.

We are committed to removing barriers to participation and to supporting all of our students to access, attend, and benefit from their programme. The Learner Support and Access Costs Fund – referred to throughout the remainder of this document as the “Bursary” – is one of the ways we do this. However, the Bursary is not a payment for attendance alone. It is awarded in recognition of a student meeting the expected standards of behaviour, effort, and conduct that reflect both our academy values and the professional environments we are preparing our students to enter.

This policy sets out the purpose of the Bursary, eligibility criteria, the types of behaviour that may affect payment, the process for communicating and reviewing decisions, and the responsibilities of staff, students, and, where relevant, parents, carers, and external support workers.

2. Purpose of the Bursary

The Bursary fund exists to:

- Help eligible students meet the costs associated with accessing their programme, including travel, equipment, food, and materials
- Remove financial barriers that might otherwise prevent regular attendance and participation
- Reinforce positive behaviour, effort, and professional conduct as integral parts of a student’s development
- Reflect the conditions and expectations students will encounter when they move into employment, self-employment, or further training

The Bursary is a discretionary fund. It is not an entitlement and is not paid automatically on the basis of physical attendance. Students must demonstrate the behaviours and attitudes described in this policy in order to receive payment.

3. Who This Policy Applies To

This policy applies to all students enrolled at Global who are in receipt of, or being assessed for, bursary support. This includes:

- Students funded through local authority commissioning or alternative provision contracts
- Post-16 learners accessing the 16–19 Bursary Fund
- Looked After Children (LAC) and care leavers receiving additional financial support
- Students in receipt of discretionary support agreed on a case-by-case basis

The specific amount and frequency of payments will be agreed at the point of enrolment or review and confirmed in writing to the student and, where appropriate, to their parent/carer or placing authority.

4. Eligibility for Payment

To be eligible for a bursary payment in any given session or week, a student must meet the following criteria:

4.1 Attendance

- The student must have attended the sessions for which the payment relates
- Attendance is the minimum threshold for eligibility – it is not the only condition
- Arriving significantly late or leaving significantly early may affect eligibility, at the discretion of the lead member of staff, in line with any individual support arrangements already in place

4.2 Behaviour and Conduct

- The student must have behaved in a manner that is respectful and appropriate towards staff, peers, and the academy environment throughout the relevant period
- The student must have engaged positively with learning – making a genuine effort, participating in activities, and contributing constructively
- The student must not have received a formal sanction of S3 or above under the Behaviour Policy & Procedure during the relevant payment period (see Section 5.3 for further detail)

4.3 Professional Standards

- The student must have upheld the professional standards expected at Global, including those relating to uniform, phone use, respectful communication, and conduct that would be considered acceptable in a professional workplace
- Students are being trained for careers in the hair, beauty, makeup, and creative industries. Behaviour that would be considered unacceptable in those professional settings will be treated accordingly

5. Conduct That May Affect Bursary Payments

The following sets out the categories of behaviour and conduct that may result in a bursary payment being withheld in full or in part. This list is illustrative rather than exhaustive. Staff and senior leaders will use professional judgement, proportionality, and consideration of the student's individual circumstances in making any decision.

5.1 Overview Table

Category	Examples of conduct that may affect payment
Attendance & Punctuality	Unauthorised absence; persistent lateness beyond reasonable allowance
Engagement & Effort	Refusal to participate in activities; consistently off-task; failure to complete reasonable learning tasks
Conduct Towards Others	Rudeness or disrespect to staff or peers; aggressive or threatening language or behaviour; disruption that prevents others from learning
Mobile Phones & Recording	Unauthorised recording of staff, peers or private conversations; sharing or broadcasting any recording made on site; use of phone for disruptive or harmful purposes
Honesty & Integrity	Dishonesty when questioned about an incident; providing false information to staff; attempting to mislead the academy or external agencies
Digital & Messaging Conduct	Sending or receiving disruptive messages during sessions when asked to stop; sharing academy-related content externally in a harmful or inappropriate manner
Respect for Property & Environment	Damage to academy property; leaving environments in an unacceptable state; theft
Contact with Staff Outside Hours	Persistent or inappropriate contact with staff outside working hours; demanding, threatening or pressuring staff regarding bursary or other decisions

Safeguarding-Related Behaviour	Conduct that places the student or others at risk; behaviour that triggers a formal safeguarding process may pause payment pending review
Formal Sanctions	Receipt of an S3 or above under the Behaviour Policy during the relevant payment period

5.2 Additional Guidance by Category

Attendance and Punctuality. Arrangements around lateness and flexible start times are made individually where a student's circumstances require it. Where such arrangements are in place, they will be documented and factored into bursary decisions. Persistent lateness that falls outside any agreed flexibility, and which has not been communicated or explained in advance, may affect payment.

Engagement and Effort. Global recognises that students may have days where they find it harder to engage. Where a student is struggling, staff will seek to support rather than sanction. However, a persistent or deliberate refusal to engage with the learning programme, including consistently refusing to attempt tasks, being disruptive without engaging, or withdrawing from activities without good reason, may affect bursary payment.

Behaviour Towards Others. Rudeness, aggression, threatening language, or conduct that prevents other students from learning is taken seriously at Global. Our students come from a range of backgrounds and many have experienced significant challenges. We hold high expectations for how students treat one another and staff, because this is what the professional world requires, and because our environment must be safe and supportive for everyone in it.

Recording and Privacy. Recording staff, peers, or private conversations without the knowledge and consent of those involved is not permitted at any time on Global premises or in connection with Global activities. This includes audio recordings, video recordings, and voice notes. Sharing, forwarding, or broadcasting any such recording – whether via messaging apps, social media, or any other means – without the explicit consent of all parties involved will be treated as a serious breach of trust and professional standards. In a workplace setting, this conduct would in most cases constitute gross misconduct. Students found to have done this may have bursary payments withheld and may also be subject to action under the Behaviour Policy.

Honesty and Integrity. Where a student is questioned about an incident or a decision relating to bursary, they are expected to engage honestly. If a student denies conduct that is subsequently evidenced through security camera footage, witness accounts,

peer corroboration, or other means, this will be taken into account both in the bursary decision and in any associated behavioural process.

Digital and Messaging Conduct. The use of phones and digital devices during sessions is governed by the Academy's Mobile Phone and Behaviour Policies. Sending voice notes, messages, or engaging in social media activity during formal conversations with staff when asked to stop, or using digital means to behave in a disruptive, manipulative, or harmful way in connection with academy life, may affect bursary payment.

Contact with Staff Outside Working Hours. Staff at Global have the right to maintain professional and personal boundaries outside of working hours. Work phones and contact details are provided for professional purposes within professional hours. Persistent, threatening, or demanding contact with any member of staff outside those hours – including in relation to bursary payments or disputes – will not alter a decision and may itself be subject to action under the Behaviour Policy. Issuing ultimatums, including threats not to return to the Academy, in relation to a bursary decision will not be used as leverage and will not affect the outcome of that decision.

5.3 Relationship to the Behaviour Policy Consequence System

The following sanction levels under Global's Behaviour Policy & Procedure are relevant to bursary decisions:

- S1 – S2: An informal or first formal warning will not normally affect bursary payment on its own, though it will be noted and may be considered alongside other factors
- S3 and above: Receipt of a formal S3 or higher sanction during the relevant payment period will ordinarily result in bursary being withheld in part or in full, at the discretion of the lead staff member
- E1 / E2 (Suspension or Exclusion): Bursary will be suspended for any period during which a student is not attending due to suspension or exclusion

6. Individual Circumstances and Support

Global recognises that many of our students face complex and challenging circumstances, including mental health difficulties, trauma, family instability, housing insecurity, and other factors that can affect behaviour and engagement. These circumstances will always be considered as part of any bursary decision.

Where a student's behaviour is linked to identified SEND needs, a mental health crisis, or a safeguarding concern, the appropriate support pathway will take priority over

bursary sanctions. The DSL and DDSL will be involved in any decision where safeguarding is a relevant factor.

Students who are Looked After or who are subject to a Personal Education Plan (PEP) will have their bursary arrangements reviewed as part of that process, in line with the expectations of their placing authority.

7. Decision-Making and Communication

7.1 Who Makes the Decision

Bursary payment decisions are made by the lead or senior tutor responsible for the student's programme, with reference to this policy. Where a decision involves a serious conduct concern or is likely to be contested, the DSL or a member of the senior leadership team will be consulted before the decision is communicated to the student.

7.2 Communicating a Decision

Where a bursary payment is withheld in full or in part, the student will be informed as soon as practicably possible, in person where possible, and given a clear, honest explanation of the reason(s). This conversation will be recorded and stored in the student's electronic file.

Where appropriate, the student's parent, carer, keyworker, or placing authority contact will also be informed.

7.3 Communication with Residential Settings and External Agencies

Where a student is in residential care, supported living, or has an allocated support worker, Global will proactively share relevant information with the appropriate contact, including the background to any bursary decision and any associated conduct concerns. This ensures consistent, joined-up support for the student across all their environments. All such communications will be documented and stored accordingly.

8. Disputed Bursary Decisions

Students have the right to question a bursary decision through the following process:

- A. The student should raise their concern calmly and respectfully with their lead tutor or key worker, during academy hours and through the agreed communication channels.

- B. The tutor will explain the basis for the decision, with reference to this policy and any relevant evidence.
- C. If the student remains dissatisfied, the matter may be escalated to the Head of School (Leila Magee), Quality Assurance Manager (Ben Levy) or CEO (Victoria Farrelly), who will review the decision. The outcome of this review will be final.
- D. Where the student has an allocated keyworker, support worker, or advocate, that person may be invited to attend a review meeting if all parties agree.
- E. Raising a dispute does not guarantee reversal of a decision. Bursary decisions made in good faith and in line with this policy will be upheld.

Students should note that threatening, abusive, or pressuring conduct – including ultimatums or threats not to return to the Academy – in connection with a bursary dispute will not affect the outcome of that dispute and may result in separate action under the Behaviour Policy.

9. Staff Responsibilities

- All staff involved in delivery are responsible for monitoring, supporting, and where necessary recording student behaviour and engagement throughout each session
- Concerns or incidents relevant to bursary eligibility must be shared with the lead tutor or DSL in a timely manner, and no later than the end of the relevant session or day
- Contested or escalated bursary decisions must not be made unilaterally by delivery staff – these must involve a senior leader
- Staff have the right to switch off their work phones and are not required to respond to student or parent contact regarding bursary queries outside of working hours
- Any review of security footage in connection with a conduct investigation must be carried out by an authorised member of staff and properly documented
- All bursary-related records must be stored electronically in the student's protected file in accordance with UK GDPR

10. Record Keeping and Data Protection

All records relating to bursary payments, withholdings, and disputes – including the reasons for decisions, records of conversations with students, and any supporting evidence – will be stored electronically in the student's protected file in line with UK GDPR and the Academy's Data Protection Policy.

Payment records will be maintained in a format that allows audit by the relevant funding body where required.

11. Monitoring and Review

This policy will be reviewed annually, prior to the start of each academic year, by the Quality Assurance and Compliance Manager and approved by the Head of School/CEO. In-year review may take place where:

- An incident or pattern of incidents highlights a gap or ambiguity in the policy
- Changes to funding guidance, legislation, or regulatory frameworks require amendment
- A review of disputes or complaints suggests the policy needs clarification or strengthening

12. Student Agreement

By signing below, you confirm that you have read and understood this policy in full, and that you agree to the conditions under which bursary payments are made. **Students who do not sign this agreement are not entitled to bursary payments.**

- ☐ I have read and understood the Learner Support and Access Costs (Bursary) Policy & Procedure 2025–26.
- ☐ I understand that bursary payments are conditional on my attendance, behaviour, effort, and professional conduct.
- ☐ I understand that if I do not sign this agreement, I will not be entitled to receive bursary payments.

Student

Full Name

Signature

Date

Parent / Carer (if student is under 18)

Full Name

Signature

Date

Reviewed by	Quality Assurance & Compliance Manager
Reviewed	Annually, prior to the start of a new academic year
Last Review	18/05/2026
Review Date	30/08/2026

Reviewed: Signed:  **Date: 18/05/2026**

Benjamin Levy
Quality Assurance & Compliance Manager