

BSC Abusive Behaviour Policy

Aim

BSC (Education, Young Learners and Group Limited) aims to:

- Provide a safe environment in which both students and team members can develop and learn away from any adverse or abusive behaviour
- Create an honest and communicative environment for students and team members to give them the opportunity to talk about abusive behaviour
- Promote an atmosphere whereby allegations of bullying, or abusive behaviour will always be taken seriously
- Affect any changes needed to negate abusive behaviour in our colleges

Purpose

BSC is committed to providing and maintaining a safe, respectful, and professional environment in which students and team members can thrive and progress without fear of bullying or any form of abusive behaviour. Students and team members are expected to respect the core British values of mutual respect, tolerance of differences, individual liberty, the rule of law and democracy. Abusive behaviour of any kind, whether directed at colleagues, students, parents, or external stakeholders, is strictly prohibited. This policy is also intended to safeguard BSC's reputation and ensure compliance with UK employment law.

Your well-being is our priority. This policy statement sits alongside our BSC Anti-bullying policy.

Scope

This policy includes key information around our stance on abusive behaviour towards students or team members and applies to all who work and study within our colleges, including agency workers, contractors and volunteers.

BSC recognises the duty of care we have to all our students and team members regardless of age or language ability.

Introduction

Everyone who works here will:

- Help you in any possible way
- Speak to you in a polite and patient manner
- Resolve any problem with your class, accommodation or welfare immediately, or tell you how and when it will be resolved
- Encourage you to make the most of your time studying at BSC Education Limited.

If a student experiences or witnesses bullying or abusive behaviour, they should contact a member of the team immediately.

If you are a team member at BSC it is essential to report this to your line manager or People and Performance department.

BSC is committed to quality. We are inspected under the strict guidelines provided by the following accreditation bodies:

- British Council
- Independent Schools Inspectorate (ISI)

We are members of English UK, the world's leading language teaching association.

Definition of Abusive Behaviour

Abuse is defined as wrongful or hurtful behaviour, where somebody is hurt or injured in some way by another person or group of people. Abuse can be:

- Bullying
- Physical – eg. hitting, kicking, theft
- Verbal – eg. racist or homophobic remarks, threats, name calling
- Emotional – eg. excluding somebody from an activity, isolating somebody
- Sexual – eg. forcing somebody to have sexual intercourse against their will
- Cyber – bullying – negative remarks in text messages, through instant messenger services or social media such as Facebook

People who are the victim of abuse can be extremely distressed and this can affect their health, happiness and overall development.

The following are not tolerated at BSC Education:

- Bullying of any kind
- Racism (of other nationalities, culture or religions) and/or other forms of intolerance, including but not limited to sexism and homophobia.

- Activities which contradict core British or BSC Values, in accordance with the governments prevent policy
- Swearing
- Sexual harassment
- Vandalism
- Aggressive behaviour towards BSC team members, students or visitors
- Theft (stealing any property from BSC, other students or from team members)
- Any illegal activity (Including possession of any recreational drugs covered by the misuse of Drugs Act 1971)
- The viewing, reading or distribution or extremist material, either online or in any type of physical form

BSC team members must be aware of signs or bullying, abusive behaviour and extremist behaviour among students or team members. If they experience or witness any such behaviour among students must report it immediately to their College Manager or Line Manager. If witnessed any such behaviours among team members, the incident must be reported to the people and performance team as soon as possible.

Responsibilities:

The BSC Management Teams are responsible for:

- Introducing appropriate procedures to protect team members and students from violence or abusive behaviour in the college
- Involving external bodies (Police, prevent leads, local council, ISA etc.) where necessary
- Ensuring that team members are aware of this policy
- Ensuring that all team members are aware of their responsibility to report incidents of violence, bullying or abusive behaviour
- Encouraging all visitors to the college to be courteous to follow the college rules, policies and procedures

Team members are responsible for:

- Ensuring, as far as practicable, that they do not put themselves or their colleagues at risk of violence or abuse
- Ensuring they take reasonable steps to minimise confrontation
- Reporting incidents to their line manager
- Co-operating with any investigation following an incident
- Co-operating with any measure to improve safety in the college

Reporting and recording incidents of violent or abusive behaviour:

Incidents of violence or abusive behaviour should be reported by the team member to their line manager or by the student to someone in the welcome hub as soon as is practicably possible. The College Manager or Line Manager will record the incident and discuss the matter with the management team and the Director of Operations, or in their absence another member of the senior management team. Any allegation will be taken seriously, investigated and dealt with accordingly. The senior management team will discuss and confirm and implement consequential actions.

Incident reports will be kept and recorded in line with UKGDPR and good practice and will be discussed by BSC management team for each college location to ensure action is taken and to include what lessons can be learned and how BSC can improve its strategies and policies in the future.

Any incidents regarding a team member must be reported confidentiality to people and performance team, via people@bsceducation.com.

Further action- team member

Investigation and Disciplinary Action Upon receiving a report of abusive behaviour, BSC will:

- Conduct a prompt, thorough, and fair investigation.
- Take appropriate disciplinary action based on the findings. This may range from a warning to termination of employment, depending on the severity of the conduct.

In cases where behaviour could damage the company's reputation, we reserve the right to take swift action, including suspension, pending investigation.

Bringing BSC's Name into Disrepute

Any form of behaviour that could harm company's reputation, whether conducted in any BSC or associated locations/colleges or online via social media channels (both personal and company's social media platforms), is considered a serious offense. Actions deemed likely to bring company's name into disrepute, such as offensive social media posts, public altercations, or derogatory comments, will be subject to disciplinary action.

Further action- students

If students or team members are found to be in breach of this policy appropriate and proportionate course of action will be decided. Team members will be dealt with via internal People and Performance disciplinary policy and procedures.

Cases of abusive behaviour for students may result in termination of their course with no refund.



It is BSC decision if a student's behaviour is unacceptable or not. If a student's behaviour is unacceptable and they have not taken notice of verbal warnings, the college will issue a written warning and agents will be contacted, in the care of students under 18 parents or guardians will be notified also.

Should the unacceptable behaviour be deemed so serious that warnings are not deemed sufficient the decision will be made by the BSC management team to expel the student with no refund, a letter outlining the decision will be issued.

BSC reserves the right to involve the police if it believes their assistance is required to maintain the peace or to investigate a suspected criminal incident, furthermore, should the behaviour involve extremist or radicalised behaviour further agency and referrals to Prevent will be made.

Terms and conditions (student booking)

When a student makes a booking through us, they accept responsibility for the proper conduct of all parties included on their booking.

We reserve the right to cancel at any time any student's course, or course and accommodation, with no refunds, in the event that, in the reasonable opinion of the Company or the school, the student's behaviour is disruptive or unsatisfactory (including without limitation causes or is likely to cause danger, upset or distress to anyone else or damage to property). Our decision is final.

We shall be under no obligation whatsoever to pay compensation or meet any costs or expenses the student(s) may incur as a result of their course, or course and accommodation, being terminated.

Policy Status

This policy is to be available via our website and E-Learning platform for students (MyBSC). The policy will be reviewed annually to ensure it reflects current legislation in the UK, BSC's values, and effective practices. Any changes will be communicated to everyone.

*Review History:			
Date of review:	Reviewed by:	Reason for review:	Amendments:
September 2022	Compliance and Safeguarding Manager	Annual review	Team responsibilities
September 2023	Compliance and Safeguarding Manager	Annual review	Changed wording from Director of Studies to College Manager
September 2024	Compliance and Safeguarding Manager	Annual review	Wording changes to Introduction
October 2024	Global Director of People and Performance	Annual review	General amendments