

Abusive Behaviour Policy

Aim

- BSC Education Limited (Education, Group and Young Learners Limited) (the 'Company', 'We', 'BSC') 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 Education is committed to providing an 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.

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.

1. 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

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 HR department.

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

- British Council
- Private further Education (PFE) (current accreditations -BSC London & BSC York)
- ELT Council (current accreditation - BSC Malta)

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

2. 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 Values, in accordance with the government's Prevent policy
- Swearing
- Sexual harassment
- Vandalism
- Aggressive behaviour towards BSC team members, students or visitors
- Theft (stealing any property from BSC Education, 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 of extremist material, either online or in any type of physical form

BSC team members must be aware of signs of bullying, abusive behaviour and extremist behaviour and if they experience or witness any such behaviour must report it immediately to their College Manager or Line Manager.

3. Responsibilities.

The BSC Management Teams, Global Director of Operations & Academic Delivery and Senior Operations Team 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 is 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

4. 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 and Academic Delivery, 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.

5. Further action

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 (HR) disciplinary procedures.

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

It is BSC Education's 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 case 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 Education 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.

6. Terms and conditions

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 College, 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.

7. Policy Status

BSC policies will be reviewed annually or more frequently if there are any legal changes or as good practice requires.

8. Revision History

This policy is available via BSC website.

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 Officer	Annual review	Wording changes to Introduction
August 2025	Area College Managers	Annual review	Proofreading and changes to job roles and accreditations