INTERNAL PROCEDURE

Title: Anti-Bullying & Harassment

POLICY HOLDER:	**Library & Wellbeing Team Leader**
SMT OWNER:	**Assistant Principal Student Services**
VERSION NO:	**11 (2024)**
LAST REVIEWED:	**August 2024, due for review August 2026.**

Summary: Sets out the College's general procedure statement on anti-bullying and harassment with guidelines for Staff and Students and on the reporting of bullying and harassment breaches.

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder.

EASTON COLLEGE PASTON COLLEGE CITY COLLEGE NORWICH

Staff and student involvement in procedure creation

Staff and students have been involved in reviewing this procedure through consultation with the College Management Team the Students' Union and staff in support roles working cross-college.

There is an on-going opportunity for staff to discuss with the Assistant Principal of Student Services any issue of bullying and harassment that concerns them.

This procedure is reviewed every 12 months and consideration given to the implications for future whole College development planning.

The procedure is amended if new technologies are adopted or Central Government amend guidance in any way.

This procedure has been read, amended and approved by Executive Team on an annual basis.

Please note

Any suggested amendments to this procedure must be approved by the custodian who is

Library and Wellbeing Team Leader

All amendments must be approved by the Assistant Principal of Student Services

Amendments log

Revision no	Reason for Revision	Amendments originated by	Approved by	Approved by
11	Annual update – Addition of point 8 ***Support for staff facing bullying or harassment by students.***	Samara Castro		
10	No changes	Helen Richardson-Hulme		SMT 25.09.2023
10	Annual update – amendment of point 2.3	Helen Richardson-Hulme/ Alex Wallace	HRH	SMT 12.09.22
9	Site specific references updated (page 9). Date references updated. 19.10.20 update to definition of informal bullying	Alex Wallace HRH/CMT mtg	HRH	
8	Annual update and review Removed legal references section in appendix 6 and linked to student disciplinary and safeguarding and behaviour.	Alex Wallace	HRH	Exec 16.09.19
7	Annual update 23.08.18	Jock Downie	Helen R-Hulme	Exec 24.09.18
6	Banter 07.09.17	Helen Richardson-	Helen R-Hulme	Exec 1718
5	Annual update and review	Jock Downie	Helen R-Hulme	Exec 1617
4	Annual update and review	Jock Downie	Helen R-H	Helen R-H AMB 1516
3	Annual update	AMT discussion March 14	Helen R-H	Helen R-H
2	Annual update: February 2014 04.03.14	Sharon Farrant	Helen R-H	Helen R-H
	Mtg with Programme Managers as part of annual review 22.01.13	Jock Downie	Mekila Kelly	Helen R-H
	Redrafted and circulated to MK, JD, PO & JB for comment 11.04.13, comments requested by Friday 26.04.13	Helen Richardson-Hulme		

Anti-Bullying & Harassment Procedure

City College Norwich's Anti-Bullying and Harassment Procedure, links to national policy developments and also to the College's Safeguarding Procedure.

City College Norwich believes everyone has an unalienable right to work, study and socialise in an atmosphere of respect, free from bullying and harassment. The College therefore takes a zero-tolerance approach.

The College recognises that no institution can remain free of bullying and harassment and not only can they have devastating impact on individuals but also upon the whole community of the College. All staff have a duty to establish and maintain a learning environment free from bullying.

1. Definitions

Bullying is the intimidation or belittling of someone through the misuse of power or position that leaves the recipient feeling hurt, upset, vulnerable, isolated or helpless. These attacks may be verbal, emotional or physical and include social bullying. Bullying is a repeated action where incidents take place over a course of time.

Harassment occurs when, on the grounds of race, colour, nationality, ethnic or national origin, gender, age, health status, disability, sexual orientation, political or religious beliefs, a person engages in unwanted conduct which has the purpose or effect of violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other person.

1.1 Both bullying and harassment can cause the victim serious physical and mental health problems and ruin their chances of success both in College and in later life.

1.2 From time to time, people have disagreements; nobody gets on with everyone all the time. This is not what is meant by bullying or harassment.

Cyber-Bullying is the use of the internet, interactive and digital technologies or mobile phones, to bully or harass another person. Perpetrators can hide themselves in the anonymity that technology offers and they can bully or harass at all times of day and reach their victim behind closed doors where traditionally they have felt safe.

1.3 The College acknowledges that any bullying or harassment which takes place in the real world is just as likely to be taking place in the digital world. This is also a very serious form of bullying because the bullying can follow the victim home.

1.4 The College can and will take action on all forms of bullying and harassment even when incidents occur outside the College.

General considerations

Bullying is a subjective experience and can take many forms. This may include banter between students if what is said is hurtful to the individual concerned. Children, young people and adults can instigate bullying. The nature of bullying is changing and evolving as technology develops.

Banter
The College recognises the ongoing challenge of addressing Banter and bad language between students. Often Banter is a label used to describe incidents where students feel they are involved in humour and teasing one another in a mutual and warm or friendly way, where they are 'only joking'.

Staff receive training as part of Safeguarding and Code of Conduct to help them to

1. recognise instances and the signs of banter
2. understand how banter can masquerade as a friendly face that masks bullying
3. challenge banter as an insidious form of bullying that is not appropriate in a learning environment, is not in line with our Ways of Working and does not prepare students for their future in the world of work.

Training is included in Safeguarding training and in the Staff Code of Conduct.

The College recognises that students of any age or gender can be victim of, or perpetrate sexual harassment, and therefore will respond to reports and concerns without discrimination, however recent research and guidance highlights that :

"...it is more likely that girls will be the victims of sexual violence and harassment and more likely it will be perpetrated by boys." - Sexual violence and sexual harassment between children in schools and colleges Sept 2021 .

Sexual harassment is "unwanted Conduct of a sexual nature" that can occur online and offline and both inside and outside of College.

Sexual Violence refers to sexual offences under the Sexual Offences Act 2003. Those being: rape, assault by penetration, sexual assault and causing someone to engage in sexual activity without consent, and therefore any reports should be handled by The College Safeguarding Team in line with the Safeguarding Policy.

2. College Ethos in relation to Bullying and Harassment

2.1 The reaction to bullying and harassment contributes to the ethos of the College and can help to make it more or less likely that bullying will happen in future. Ignoring the problem encourages it to flourish. A heavy-handed approach can drive it underground. However, a positive, open response will encourage young people to speak up about matters that concern them and will improve the learning environment by promoting more caring and responsible patterns of behaviour. The College therefore has allowed for more than one singular response when dealing with such incidents.

2.2 The College has a 'zero tolerance' approach to bullying and harassment and the use of internet enabled devices in any such instances will be treated as a serious disciplinary matter, to be dealt with under the Student Disciplinary Procedure. Failure to adhere to any of the other guidelines on the use of internet enabled devices could also lead to formal disciplinary action being taken.

2.3 If a member of staff witnesses bullying but cannot identify who has been involved and has no information with which to follow up they should contact the Library and Wellbeing Team Leader and email the Duty Principal for that day, to log what they have seen and to provide a description.

3. Procedure for dealing with instances of Bullying and Harassment

3.1 Informal Response

3.2 An informal response is appropriate where it is possible for a teacher or course leader of the perpetrator to quickly and effectively deal with the issue. For example if the hurt caused is unintentional or a one-off.

3.3 Incidents that require an informal approach maybe those that are likely to sort themselves out on their own but require intervention so that learning is not disrupted. It may also be behaviour which if left unchecked could develop into further instances of bullying

3.4 The teacher should bring the perpetrator/s attention to the fact that their behaviour has become completely unacceptable and further incidents will result in a formal response being taken. A record of this conversation should be recorded on the students ILP.

3.5 It is the responsibility of any member of staff whose attention is drawn to bullying and harassment between parties to inform all other members of staff who maybe witness to further acts. To ensure a consistent approach, the tutor of the perpetrator will be responsible for addressing the issue. Where there is more than one perpetrator each with a differing tutor, the tutors should be in discussion about the approaches they wish to take.

3.6 If the incident is dealt with informally by a member of staff who does not have access to a students' eILP then a brief report summarising the incident and how it has been resolved should be provided to the relevant course leader who will update the ILP.

3.7 The student should be made aware of the effect of their behaviour, as opposed to what their intention was. This is a key principle in terms of effectively dealing with banter, bullying and harassment.

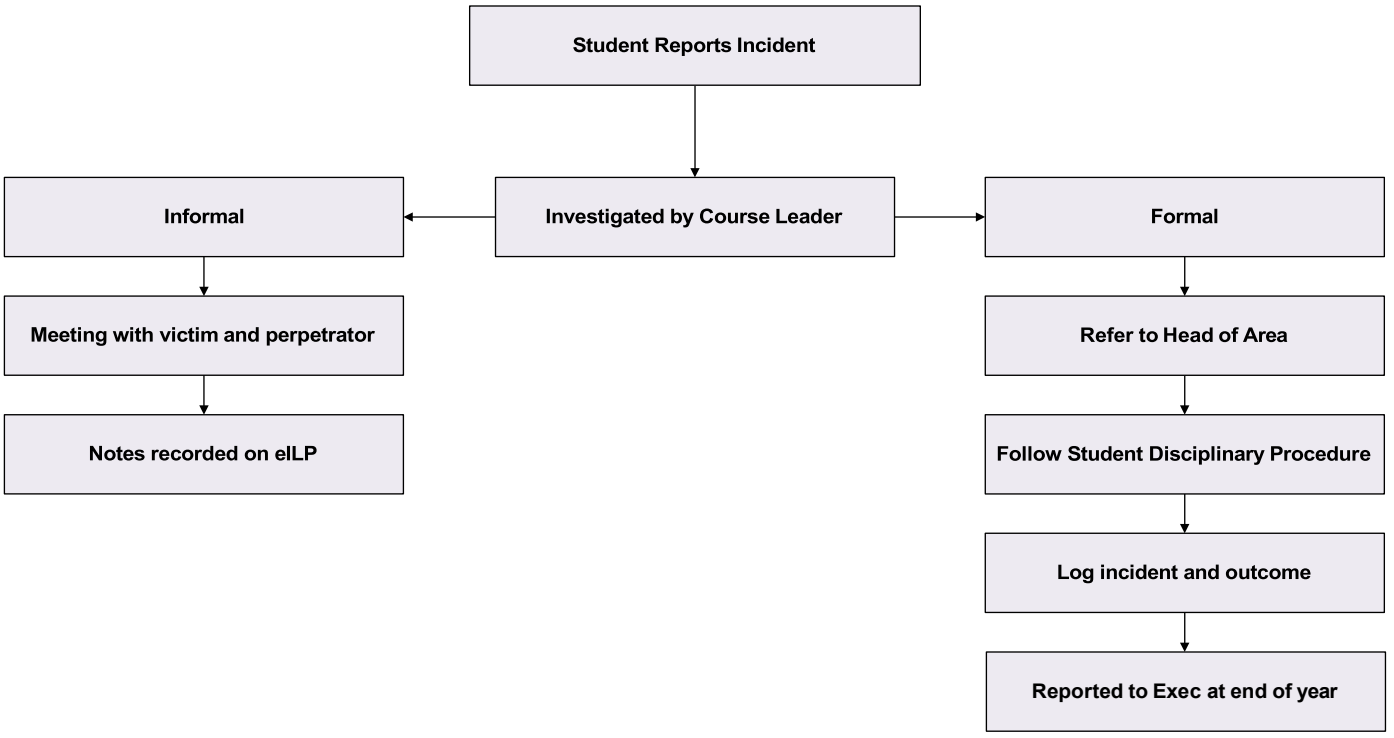
4. Formal Response

4.1 A formal response is appropriate where it appears that bullying or harassment has been intentional and occurred over a period of time or is an incident that is serious enough to immediately escalate to a **Head of Area** to investigate.

4.2 Where a formal response is required the CCN Student Disciplinary Procedure should be followed. To this effect the Head of Area should be contacted who shall make the decision as to what stage the disciplinary procedure should commence. It is however expected that this will be at least stage 2, i.e. a formal written warning.

4.3 Single incidents of bullying that are serious enough should also be dealt with through the disciplinary procedure however as a one-off incident they should not be considered as bullying or harassment.

4.4 From time to time there will be cases that are so serious that they warrant intervention from the police. In such circumstances, the College will fully support the student in reporting the incident.



Roles and Responsibilities

4.5 As bullying and harassment are an important aspect of strategic leadership within the College, the Principal and Executive Team have ultimate responsibility to ensure that this procedure and its practices are embedded and monitored. The named **Designated Safeguarding Leads** in the College are Jerry White, Principal; Seb Gasse, Vice Principal Student and College Services, Helen Richardson-Hulme, Assistant Principal Student Services, Jacky Sturman, Executive Manager who have been designated this role as members of the Executive Team. All members of the College community have been made aware of who holds this post.

4.6 The Executive Team and Governors are updated by the Designated Safeguarding Leads and all Governors have an understanding of the issues and strategies within the College in relation to local and national guidelines and advice.

4.7 This guidance, supported by the College's Conditions of Use agreements for staff, governors, visitors and students (appendices), is to protect the interests and safety of the whole College community. It is linked to the following mandatory College policies and procedures:

- Conditions of Use of IT Systems
- Safeguarding Children and Vulnerable Adults
- Data Protection Compliance
- Information Security Procedure
- Health and Safety
- eSafety procedure
- Web based services sites and applications

5. Recording Bullying

5.1 The College will report each term on the number of bullying incidents dealt with formally. Details will be published which detail the gender, age and level of study of the parties involved in such incidents. This statistics will be compiled by the Head of Area and issued to the Assistant Principal of Student Services for reporting to the Executive Team and to College Governors.

5.2 If a member of staff is aware that a student is experiencing repeated bullying or is bullying and feels that there is 'reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm' then they should alert the College's Safeguarding Officer via the Red Button alert on Blackboard. It is then the responsibility of the Safeguarding Officer to report their concerns to their Children's Services.

6. Support for Students

6.1 It is the responsibility of all staff to be on the lookout for signs of bullying and harassment and to treat each case seriously. Left unchecked bullying and harassment can have a devastating impact on a student's life.

6.2 Students are free to report bullying and harassment to any member of staff and can expect to be listened with respect and know action will be taken in line with this procedure.

6.3 The email address stopbullying@ccn.ac.uk can be used for students or parents of students to report bullying via email if they do not feel confident enough to report it to someone face to face. The victim's Head of Area will be informed of the report and the Head of School will arrange appropriate support for the student to be put in place.

6.4 The Wellbeing Team can provide specific support to students experiencing bullying or harassment. Support that can be provided ranges from counselling for the long-term effects of bullying or harassment to drop in advice about blocking unwanted messages on social networking sites or mobile phones.

6.5 If a student wishes to report bullying but does not want any action to be taken, it is important to explain to the student that as a member of staff we cannot ignore reports of bullying or harassment and that we will always take action.

7. Complaints against a Member of Staff

7.1 Any accusation of bullying or harassment from staff member to student should immediately be referred to the Head of Area who will contact HR if it is appropriate to do so.

8. Support for staff facing bullying or harassment by students

8.1 In an instance where staff feel that they are facing bullying or harassment behaviours by a student they should report this concern to their line manager and the student's Head of Area.

8.2 The student's Head of Area must investigate the complaint in line with the Student Disciplinary procedure. A record of this must be uploaded to the student's eILP.

8.3 Line managers will seek to provide specific support for staff members experiencing bullying or harassment by students.

Appendix 1

Examples of bullying behaviour include but are not limited to

- Derogatory remarks inc name calling, taunting, mocking and banter
- Insensitive jokes or pranks
- Insulting or aggressive behaviour inc kicking, hitting, pushing, taking belongings
- Ignoring or excluding the individual, gossiping and spreading hurtful or untruthful rumours
- Intimidation by, for example, aggressive or threatening behaviour
- Inappropriate text messaging, emails, sending offensive or degrading images by phone or via the internet
- Any other action or incident which the individual or group of individuals believes constitutes harassment or bullying

Although sometimes occurring between two individuals in isolation, it can also take place in the presence of others.

The actions listed above must be viewed in terms of distress they cause the individual. It is the perceptions of the recipient that determine whether any action or statement can be viewed as bullying. In other words, it is the effect of the behaviour rather than the intention of the perpetrator that will be taken into account when considering whether an incident is bullying or not.

A member of staff who receives a complaint of bullying, or is witness to bullying, must refer the complaint or incident for investigation to the relevant tutor or course leader to ensure that the problem is resolved as quickly as possible and then refer back to the procedure i.e. for informal/formal reporting.

Confidentiality of the student must be observed where practical.

Appendix 2

Student IT Acceptable Usage policy

Student Conditions of Use for College IT Systems
POLICY HOLDER: John Pollitt
VERSION: 3

'Disciplinary Procedure

Minor breaches of these conditions will be raised by IT Services with your course lecturer or tutor and may result in a short-term removal of IT privileges. IT Services will record and document these breaches.

Serious offences or a second offence will be considered on an individual basis involving all relevant parties and may be referred through the College's formal Disciplinary Procedure.

All available evidence as well as the severity of the offence will be considered. This may result in long term to permanent loss of IT privileges or, in more serious cases, to disciplinary warnings and/or dismissal from your course and the College.

The College will be obliged to refer breaches of criminal law to the appropriate authorities.'

Staying Safe Online Guidance for Students 1920
POLICY HOLDER: Helen Richardson-Hulme
VERSION: 19/20

Cyber Bullying

Student should ask themselves: Will anything I am posting or saying sites be considered as bullying, harassment, or defamation?

The College will not allow any student to bully, harass or defame any other student, member of staff or any other person or group. If the information or content you post is considered to fall into this category it will be taken extremely seriously and may result in disciplinary measures.

City College Norwich's Bullying and Harassment Procedure links to national policy developments and also to the College's Safeguarding Children and Vulnerable Adults procedure. Bullying means doing or saying something that wounds, threatens or frightens someone. Cyber-bullying is exactly the same thing, occurring over technological media. It can cause the victim serious physical and mental health problems, and ruin their chances of success both in College and in later life.

Bullying takes many forms but the main types are:

- Emotional – being unfriendly, excluding or tormenting
- Physical - threatening violence or using intimidation
- Racist – racial taunts or remarks

- Sexual – unwanted sexually explicit or abusive comments
- Homophobic – homophobic taunts or language
- Verbal – name calling, sarcasm, spreading rumours, teasing, personal taunting
- Threatening or unwelcome phone/text messages or emails

You must be aware that you could face disciplinary action for violating College procedures and that the police and other law enforcement agencies monitor these websites regularly as do potential employers as a way of screening applicants. Keep in mind that sanctions like losing internet access may be imposed on you if these sites are used improperly from the College computer network particularly if they depict inappropriate, embarrassing or dangerous behaviours.

Appendix 3

Guidance for staff when investigating formal incidents of bullying

Complaints raised by students or a member of staff on behalf of a student will be taken seriously and investigated confidentially by the relevant course leader or tutor.

In the first instance this may take the form of mediation between the parties so that the matter can be resolved quickly. The College Wellbeing Advisers may be available to support if needed in this mediation process if it is felt the situation is appropriate for mediation i.e. there has been no physical assault and the incident is of a nature where mediation could be helpful.

If the nature of the incident is deemed to be of a more serious nature then the college student discipline procedure must be instigated by the curriculum area in order to investigate the incident and then take the appropriate action

The aim of the investigation is to gather all the facts pertinent to the case to inform a decision as to whether the allegations have been upheld.

Separate interviews shall take place with the complainant, alleged perpetrator and any witness(es). All parties to these proceedings may be accompanied by a parent, friend or a member of staff.

Notes will be taken and the interviewees will be asked to sign these to indicate that they are an accurate reflection of the interview. Strict confidentiality will be maintained throughout the investigation and the importance of this will be emphasised to those interviewed as part of the process.

The investigation should be concluded within four weeks of the complaint being received. On completion of the investigation, the Head of Area will assess the evidence gathered and make a decision as to whether the complaint is upheld.

The situation must be monitored to ensure that harassment does not recur and the investigation should include a recommendation as to the person(s) who will be responsible for monitoring the situation and the relevant timescale.

The investigating member of staff must keep a detailed written record of the investigation and findings. All parties must be advised of the findings, which must also be given in writing.

If disciplinary action is justified, the appropriate action will be arranged in line with the College Disciplinary Procedure.

Where a complaint is not upheld, it is advisable to consider the action that might be taken and the support that could be provided to both parties.

If the complainant is dissatisfied with the outcome, or with the way in which the complaint was handled, then a written request for the case to be reconsidered should be made to the Assistant Principal of Student Services within 5 working days of receiving the decision.

The Assistant Principal of Student Services will then carry out an independent hearing. If this outcome is still deemed unsatisfactory by any of the parties, an appeal can be made, within a further 5 working days, to the Principal.

Appendix 4

RECORD OF A BULLYING/HARASSMENT ALLEGATION

Name of student/s	School
Date and time of incident	Report completed by
Note of the allegation/incident	
Please tick as appropriate **No further action required** **Parents/carers contacted** **Investigation initiated** **Disciplinary proceedings** **Other action taken – please give details.** Make a note of who was involved in any follow-up action, with a date and time.	
Signature	Date

A Record of Bullying Incidents

Keeping a record about the bullying you've experienced can be really helpful then you are talking to your lecturer or another adult about how to sort it out. Try to remember and write down as much as you can about what happened, when and where the bullying took place, and who was involved. You can show this sheet to an adult you trust, or just use it to remind you when you are talking to them about what happened.

Date & time	**What happened?** *What was said or done to you?*	**Who was involved in the bullying?** *Their names – or a description if you don't know them*	**Where did the bullying take place?** *For example, at college or on the bus*	**Was anything taken?** *For example, your phone or money*	**Was anyone with you or did anyone else see what happened?**

Appendix 5

The Disciplinary Framework
(See the College's Student Disciplinary Procedure for full details)

Stage One – Verbal Warning
For a minor breach of College regulations a verbal warning may be considered sufficient. If so, it should be delivered in private by the student's Personal Tutor. The student will be told why his/her behaviour does not meet an acceptable standard and made aware of what he/she has to do in order to meet that standard. Such issues as disruptive behaviour in the classroom, persistent use of mobile devices and repeated failure to carry a college identity card may need to be dealt with in this way and separate guidance is available for these.
See Appendix 1. Form VW should be completed to record the verbal warning and kept on the students file for the rest of that academic year.

Stage Two – First Written Warning
For a more serious breach of College regulations, or for further breaches after a verbal warning has already been issued, a written warning should be given to the student. This should be from the Head of School and in the case of students aged under18 it must be copied to their parents/guardian. It will include the student entering into a signed Learning/Behavioural Agreement. For sponsored students their employer must also be advised. A copy of the letter should be kept on the student's file for the duration of their course.
See Appendix 2. Letter template for advising a Stage 2 written warning.
See Appendix 10. For the Learning/Behavioural Agreement.

Stage Three – Final Written Warning
A final written warning should be given to the student for a breach of College regulations considered serious enough to issue a severe written warning as the first response, but not sufficiently serious to warrant a disciplinary hearing, or for further breaches of regulations by a student who has already received a written warning. The letter should be from the Head of School and copied to parents/guardian/employer where appropriate (see 3.2. above). For a student who has not previously been required to enter into a signed Learning/Behavioural Agreement this should be included. Where a student has already entered into a Learning/Behavioural Agreement consideration should be given to revising its conditions. For sponsored students their employer must also be advised. A copy of the letter is to be kept on the student's file for as long as they remain a student at College.
See Appendix 3. Letter template for advising a Stage 3 written warning.
See Appendix 10. For the Learning/Behavioural Agreement.

Stage Four – Disciplinary Hearing
A disciplinary hearing will be held in the following circumstances:-

(a) A student's conduct continues to be unsatisfactory despite warnings.

(b) A student commits an act of gross misconduct.

Examples of gross misconduct may include:-
- Physical or verbal assault whilst on College premises or College related activities.
- Harassment or bullying (see separate Bullying and Harassment Policy (Learners) for more guidance).
- Possession of or dealing with illegal substances.
- Alcohol abuse.
- Vandalism.
- Theft.
- Abuse or misuse of computer equipment;
- Infringement of the College Equal Opportunities policy.
- Behaviour which brings the College into disrepute.