

# Abusive Behaviour Policy

Reviewed: June 2025

Next Review: June 2026

Birmingham School of English is committed to providing a caring, friendly and safe environment for all our students so they can learn in a comfortable and safe atmosphere free from harassment and abuse.

Birmingham School of English expects standards of behaviour that recognise and respect the dignity of all individuals and regard any form of harassment, victimisation, intimidation, or bullying as unacceptable.

If you experience any type of harassment or bullying or see this happening to another student, you should speak to your teacher, the Welfare Officer or the Centre Manager.

When you report instances, they will be kept private, and you can be confident that these will be dealt with promptly and effectively.

## What is harassment?

Harassment is a form of discrimination, defined as any unwanted action or practise by a person or group of persons directed at an individual that causes humiliation, offence, and distress.

Where the verbal or physical behaviour affects an individual even though the behaviour has not been directed at them

Bullying is a form of harassment which can be defined as offensive, intimidating,

malicious, insulting or humiliating behaviour or abuse which attempts to undermine an individual or a group of students/staff.

## Bullying can be:

- Emotional – being unfriendly, excluding, and tormenting (e.g. hiding books, threatening gestures).
- Physical – pushing, kicking, hitting, punching or any use of violence.
- Racist – racial taunts, graffiti, gestures.
- Sexual – unwanted physical contact or sexually abusive comments.
- Homophobic – because of, or focusing on, the issue of sexuality.
- Verbal – name-calling, sarcasm, spreading rumours, teasing.
- Behaviour that may lead to extremist radicalisation

It is not the intention of the alleged harasser or bullies that counts, but the perception of the behaviour by the person on the receiving end.

## Procedures for dealing with abusive behaviour

The student or staff member who believes they are being harassed should initially speak directly with the alleged harasser, describing the behaviour and its effect and requesting that the harassment stop. This action should be taken without entering into the rights and wrongs of the situation.

Where the informal procedure is not possible or appropriate, a formal complaint may be made by either the student to their teacher or welfare manager or by a staff member to the Centre Manager or Director.

When the Centre Manager and, if necessary, the Director are notified, an appropriate course of action will be decided. Cases of abusive behaviour may result in disciplinary action for staff or, for students, termination of their course with no refund.

## Responsibility

Everyone needs to be responsible for minimising the impact of bullying and harassment. Everyone can act with zero tolerance and report, as appropriate, any incidents witnessed. The Centre Manager is responsible for ensuring the implementation of this policy.

## Confidentiality

Confidentiality will be observed at all stages of the procedure. Details of complaints will not be shared with parties not involved in the complaint.

## Monitoring and Review

The Centre Manager will monitor the operation of the policy and procedures for harassment and bullying.

## Radicalisation and Extremism PREVENT

The school is a multicultural and international community in which we help to foster acceptance and tolerance of a range of views that students may encounter in such an environment. We encourage our students to express their views and beliefs as long as these respect the core British values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those of different faiths and beliefs.

At Birmingham School of English, we know that some students may have been exposed to extremist influences or prejudiced views before their arrival in the UK or may have been exposed to them after coming here.

These influences may emanate from a variety of sources and media, including via the internet, and at times students may themselves reflect or display views that may be

discriminatory, prejudiced or extremist, including using derogatory language. Any prejudice, discrimination or extremist views, including derogatory language, displayed by students or staff will always be challenged and dealt with in line with the relevant policies on student behaviour and staff conduct.

In line with the PREVENT (Counter-Terrorism and Security Act 2015), staff will receive online training and ongoing training at the school.

As part of wider safeguarding responsibilities, staff will be alert to and have a duty to report:

- Disclosures by students of their exposure to the extremist actions, views or materials of others outside of the school, such as in their homes or community groups.
- Graffiti symbols, writing or art work promoting extremist messages or images.
- Students accessing extremist material online, including through social networking sites.
- Any reports of changes in behaviour, friendship or actions and requests for assistance.
- Students voicing opinions drawn from extremist ideologies or narratives.
- Use of extremist or “hate” terms to exclude others or incite violence.
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, sexuality, race, colour or culture.
- Attempts to impose extremist views or practices on others.
- Anti-Western or Anti-British views.

In the first instance, reports of any of the above will be made to the Centre Manager/ Designated Safeguarding Lead. In extreme cases, the police may need to be notified.

To help prevent such occurrences, the school is committed to:

- Raising staff and student awareness of radicalisation and extremism,
- Working with local agencies and sharing information,
- Maintaining ICT measures to prevent access to extremist or otherwise inappropriate websites.

## Diversity and Inclusion Policy

At Birmingham School of English, we believe that diversity is the key to our success. Embracing and respecting the differences among us every day is our greatest strength, and it is essential for driving change and innovation as we look to the future.

Diverse perspectives and unique strengths empower us to adapt to change, tackle market challenges, and navigate a rapidly evolving world. Most importantly, they enable us to achieve results beyond what we once thought possible.

For this reason, Birmingham School of English is committed to fostering an environment where respect for gender identity, skills, potential, ethnicity, culture, age, religion, sexual orientation, and political beliefs is paramount. We strive to create a workplace and learning environment that is open, balanced, and, above all, inclusive.

To guide our efforts, we have established the following core principles:

- **Gender Equality:** At Birmingham School of English, gender equality is a tangible goal, and we recognise and nurture the talents of everyone.
- **Inclusivity and Respect:** We believe that being true to ourselves and celebrating our differences makes us happier and more productive. We are dedicated to creating a respectful and inclusive environment for employees and students of all sexual orientations.
- **Global Openness:** We warmly welcome people from all nationalities, origins, and ethnicities. Our doors are open to the world.
- **Work-Life Balance:** We recognise the importance of balancing personal and professional life, understanding that this balance is crucial for freedom, fulfilment, and productivity.
- **Intergenerational Collaboration:** We value the experiences of all and promote collaboration across all ages and levels of experience. We entrust our projects to diverse, cooperative teams and invest in the growth and development of our people.

These principles reflect our belief that diversity is a core value at Birmingham School of English. We are committed to ensuring that no distinctions are made based on gender, ethnicity, culture, language, religion, political views, or personal and social circumstances. We are always open to listening to others, no matter who they are.

We encourage all employees, as well as our partners, suppliers, collaborators and students, to embrace and uphold this commitment to diversity and inclusion.