



Policy statement: Dealing with Abusive Behaviour

Select English is committed to providing an environment in which students and staff members can thrive and progress without fear of bullying, misconduct or discrimination of any kind. Your well-being is our priority.

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 in Cambridge

If you have any concerns or problems, please ask to speak to the Director of Studies or the Executive Manager

Select English is committed to quality

We adhere to, and are inspected under, the strict guidelines provided by the following accreditation bodies:

- British Council

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 victims of abuse can be extremely distressed and this can affect their health, happiness and development.

If you are witness to or victim of any kind of abusive behaviour please report this to your line manager or Designated Safeguarding Lead immediately.

Responsibilities

Senior Management Team (Executive Manager, Directors and Director of Studies) is responsible for:

- Introducing appropriate procedures to protect staff members and students from violence or abusive behaviour in the school
- Involving external bodies (Police, local council, counselling service etc) where necessary
- Ensuring that staff members are made aware of this Policy Statement
- Ensuring that all staff members are aware of their responsibility to report incidents of violence or abusive behaviour
- Encouraging all visitors to the school to be courteous to follow the school's rules, policies and procedures

Staff members are responsible for:

- Ensuring, as far as 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 measures to improve safety in the school

Reporting and Recording Incidents of Violence or Abusive Behaviour

Incidents of violence or abusive behaviour should be reported by the staff member to their line manager or by the student to the Designated Safeguarding Lead as soon as is practicably possible. The line manager or Designated Safeguarding Lead will record the incident and discuss the matter with the Executive Manager.

The senior management team will discuss and confirm and implement consequential actions.

Student dismissal

According to our 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 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.