

STUDENT BEHAVIOUR/ABUSIVE BEHAVIOUR POLICY

We do not accept any abusive behaviour by staff, students or visitors, this includes unkind words, messages and actions, verbal, mental and physical abuse, taking or damaging someone else's things, violence or anger towards another person, talking to/about people in an unkind way, teasing, harassment, bullying.

What is Abusive Behaviour

Abusive behaviour includes verbal abuse, harassment, bullying including cyber bullying threatened and actual violence, damage to personal property or behaviour that may lead to radical extremism. Some specific examples could include:

- Being rude to members of staff or other students
- Accessing or sharing inappropriate websites on the internet
- Listening aloud to offensive songs, jokes or gestures.
- Displaying offensive posters or images
- Unwanted physical contact or advances
- Offensive remarks
- Shouting abuse or intimidating language
- Spreading rumours or gossip

Cyber Bullying

Bullying can happen anywhere, including online. It can be repeated over a long period of time, or a single instance, and can hurt a child both physically and emotionally. Bullying online can happen in various ways and through many platforms, including social media networks, games and mobile phones, and is often referred to as cyberbullying. It can often be intense and overwhelming for a child, as they can feel there is no escape as it can happen wherever they are, day or night, and can often be unseen by anybody else.

Appropriate Behaviour

We have a duty to ensure that appropriate behaviour is applied to all relationships between adults and children during their stay with us. It is of utmost importance that all staff, students and additional arms, such as homestays, are clear about what constitutes appropriate behaviour.

We insist our students, staff, hosts, homestays and any adults respect each other and behave as exemplified below:

- Treat students and staff with respect and dignity
- Do not discriminate against age, disability, gender, culture, language, religion, or race.
- Be aware of appropriate physical interaction if necessary.
- i.e., first aid, sports interaction.
- Use neutral, appropriate language always
- Respect people's right to privacy
- Use praise and be a positive role model

Homestay

Every homestay will have their own set of house rules, which students must respect, these will include best times to take a shower, use of the kitchen and other facilities. Homestays and students are made aware of specifics within our other policies and through student and homestay handbooks, which are all available on our website.

We also promote understanding and learning of cultural and political differences, different religious beliefs and a tolerance and understanding to all. Equality is of upmost importance and we ask all students, staff and homestay providers to respect each other and to read and understand our relevant policies and handbooks for more information, which can all be found on our website. Examples include the Prevent Policy, Code of Conduct, Equality Policy and more.

Complaints Procedure

Many complaints can be resolved quickly and informally.

You can speak to any member of staff about your complaint, no matter how small.

To make a complaint, whether it be regarding behaviour or not, please view our Complaints Procedure Policy on our website for more information and step by step guidance.

Disciplinary Procedure

If a student breaks the rules or does not follow the relevant policies, we will:

1. Give them an official verbal and written warning and notify parents. This aims to stop them from repeating any offence.
2. Permanently exclude them from the services and notify the school if they repeat the offence or break any other rules.

No refund or alternative arrangements will be available.

Alternatively, in severe cases, we may terminate the contract immediately

Being Asked to Leave

We may ask a student to leave for the following reasons:

- Not attending classes
- Abusive behaviour
- Not following all rules relevant to their stay in the UK
- Damage to school or homestay property / Unsocial behaviour / Criminal activity.

They can also be liable to pay for any damages to school property and/or accommodation.

Please remember that the chances of this happening to this extreme are small, and we are committed to dealing with any situation as tactfully and diplomatically as we can.

More information on our refunds, cancellations, and other related issues can be found in our terms and conditions. For more information regarding student behaviour please review our other related policies which can be found on our website, as well as this there will be information in the Student Handbook.