



Abusive Behaviour Policy

Introduction

Our courses and teaching are designed to provide effective training for students who need English for their work, study or travel. As an educational charity, The English Language Centre exists to give all of our students the best teaching and learning facilities we can. We are committed to providing students with excellent courses in a warm, friendly and professional environment, as well as caring for every aspect of their stay. We understand that everyone is unique with different needs and different goals.

The English Language Centre welcomes students from all over the world who come from a wide variety of backgrounds.

Our Mission

ELC's mission is to transform lives by enabling people to better communicate globally through:

- teaching of the English language
- promoting inter-cultural understanding
- encouraging appreciation of the different ways we all live, think and learn

Our Values

Our goals and values include these principles:

- **Integrity:** we aim to be honest, fair and ethical in all our relationships
- **Respect:** we endeavour to treat everyone equally and with respect, understanding that everyone is unique with different needs and different goals

We expect all students and staff at ELC to respect and follow our core values. Our policy is that abusive behaviour is never OK and may be against the law.

At ELC we, therefore, do not tolerate:

- bullying of any kind
- racism (of other nationalities, culture or religions)
- other forms of intolerance including but not only sexism and homophobia
- sexual harassment of any kind
- aggressive behaviour to staff, students or visitors (eg shouting at students inappropriately, hitting furniture)
- violence or threatening violence towards staff, students or visitors
- stealing (either stealing the school's property or another student's property)
- breaking or damaging the school's or another person's property (including graffiti)
- any illegal activity
- viewing or reading any extremist materials (including online)
- swearing loudly or excessively
- activities which go against core British values

Cases of abusive behaviour may result:

- in the case of staff, in disciplinary action
- in the case of students, in the immediate ending of the course with no refund



What to do if you see or experience abusive behaviour

Students

If you see or experience any form of abusive or extremist behaviour, you should report it to a teacher, an Academic Manager, an Accommodation & Welfare Officers or the Chief Executive/Centre Manager as appropriate.

All staff have training and are aware of signs of bullying, abusive and extremist behaviour. If they see or experience this kind of behaviour, they will initially contact an academic manager or the Chief Executive/Centre Manager.

Staff

If you see or experience any form of abusive or extremist behaviour, you should report it to your line manager.

What action will ELC take in the case of unacceptable behaviour

Students

If someone says you are responsible for abusive behaviour against another student, member of staff or visitor, we will try to work out the facts of the situation. In the first case you will normally be asked to speak to the Chief Executive/Centre Manager or one of the Academic Managers.

Depending on the facts or how serious the behaviour is ELC may decide to:

- take no further action
- give you a verbal warning
- give you a written warning
- ask you to leave the school immediately with no refund of tuition fees

Staff

If someone says you are responsible for abusive behaviour against another student, member of staff or visitor, we will try to work out the facts of the situation. Depending on the facts or how serious the behaviour is ELC may decide to:

- take no further action
- follow ELC's disciplinary procedure

See also: ELC Disciplinary Policy and Procedure 2019

Policy reviewed May 2019, Phil Hopkins, Chief Executive