

Training Now

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Bullying and Harassment Policy 2022-23

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All apprenticeships are provided by Agincare Group Ltd's training division, Training Now.

1. Who is this policy for?

Training Now recognises that the safety and wellbeing of its staff, learners and apprentices is central to successful learning. Agincare is therefore committed to creating and maintaining a working and learning environment that is safe and secure, free from any form of harassment or bullying, for all learners, apprentices and staff.

Training Now recognises that without such a commitment, any individual, through no fault of their own, could be subjected to such unacceptable behaviour.

As harassment or bullying is unacceptable behaviour at Training Now and will not be tolerated, any proven instances of either will be treated under the centre disciplinary policy. This policy explains our learners and apprentices' rights and responsibilities.

2. Scope

Bullying and harassment are unacceptable at Training Now: Equality of opportunity is everyone's concern and everyone's responsibility.

All learners, apprentices and staff are responsible for creating a safe learning environment, free of bullying or harassment.

All learners, apprentices and staff should take action to stop unfair treatment. All members of the centre community have a duty not to ignore, condone by their silence or collude (join in) with acts of harassment or bullying.

Any incident that infringes your or other people's rights should be reported confidentially.

3. Definitions

Harassment may take place because of any issues relating to the following:

- Ethnicity, race or national origin
- Gender, marital status or family circumstances
- Disabilities and learning needs or difficulties
- Criminal record
- Trade union membership and activity
- Age
- Sexual orientation
- Family background
- Religious and/or political beliefs.

Harassment is any behaviour that is unwanted, inappropriate, unsolicited and unacceptable to the person receiving it, causing them unease, stress, distress and a possible loss of self-esteem.

The following list does not aim to define all unacceptable behaviour, but to give an idea of sort of things that would be considered to be harassment:

- Telling inappropriate jokes
- Making offensive and abusive remarks
- Insulting or nicknaming, comments and actions

- Isolation or 'cold-shouldering' of individuals
- Sending offensive text messages or unwanted emails or attachments
- Making unwanted and deliberate physical contact.

Bullying is very similar to harassment and involves persecution of the victim through intimidating, unfair sarcastic, physical, malicious or angry behaviour that causes them to feel uneasy or threatened, it may be:

- An abuse of power including verbal or physical threats or violence
- Deliberate withholding of knowledge or information
- Shouting
- Setting unrealistic targets
- Ridicule of the recipients work, ideas opinions, appearance or behaviour
- Deliberate occupation of public, shared space or communal areas to routinely exclude others or make them feel uncomfortable

Both harassment and bullying may be a single 'one-off' incident or a series of incidents taking place over a period of time. Both harassment and bullying may be committed by individuals or groups.

4. Responsibilities

Every member of staff has a responsibility to treat all customers, internal (staff) and external (learners, apprentices, parents and employers), with dignity and respect, to ensure their own conduct does not cause offence or misunderstanding.

Teaching and Learning Coaches (TALC) have particular responsibility to support their apprentices through any investigation into allegations of bullying and/or harassment.

All managers have a responsibility to ensure that the delivery of the curriculum does not contravene the requirements or spirit of this policy. All staff have a duty to ensure that any allegations of bullying and/or harassment are treated as serious and are investigated thoroughly.

All staff who witness acts of bullying or harassment, or who are approached in confidence by apprentices or learners who are being bullied or harassed or by apprentices or learners who have witnessed such actions, have a duty to act in line with this policy to prevent the reoccurrence of these acts. Teaching and Learning Coaches have particular responsibility to support their Apprentices through any investigation into allegations of bullying and/or harassment.

5. Procedure for Apprentice/Apprentice

Any apprentice wishing to report an incident about another apprentice should in the first instance speak to their TALC. The TALC will then refer to a member of the Safeguarding team if appropriate (following the procedure set out in the Safeguarding Policy).

A member of the Safeguarding Team will record relevant details from the victim, witnesses and perpetrator and present their findings to the Operations Director who in turn will refer to Agincare's HR team if it is internal between 2 apprentices who are also employed by Agincare, or to the relevant employer to follow their disciplinary procedure.

Training Now's zero tolerance stance means that incidents should be dealt with as quickly as possible. Every effort will be made to ensure the safety of the victim while in training.

Every effort should be made to enable the perpetrators to receive awareness raising sessions about harassment and bullying.

6. Procedure for Apprentice/Staff or work colleague

Where an apprentice wishes to lodge a complaint about a member of staff, then the apprentice should contact a member of the Safeguarding Team in the first instance, or speak to their TALC who will in turn report it to the Safeguarding Team. The incident will then be investigated by a trained Safeguarding officer.

The Safeguarding Officer will interview the Apprentice and any named witnesses and work in collaboration with Human Resources (HR) to carry out an appropriate investigation. HR may choose to have a different member of the Senior Management Team from Agincare or their own organisation carry out the investigation if it is between 2 members of Agincare/own organisation staff even if one is on an apprenticeship programme.

All evidence and witness statements resulting from above will be reviewed by HR and a judgement will be made. Where the apprentice's complaint is upheld the apprentice will be informed in writing by HR. The member of staff will be informed of the decision in writing. The member of staff will also be informed of any further action that is deemed necessary under Agincare/Training Now's Staff Disciplinary Procedure or the one relating to their own workplace.

Where the apprentice's complaint is not upheld, then the apprentice will be informed in writing by HR. If the apprentice is found to have fabricated information, then the apprentice will be dealt with under Agincare's or the relevant Staff Disciplinary Policy.

Where an Apprentice wishes to log a complaint about a work colleague then the Apprentice should put this in writing and follow their employers' relevant Complaints Policy.

7. Evaluation and Review

The Centre will review this policy annually. The policy will be promoted and implemented throughout the Centre.

Policy Review Statement:	This policy will be reviewed and updated as necessary in line with legislation or business changes. All of Training Now's policies are reviewed at least once a year to ensure relevance and currency.
Responsibility:	Designated Safeguarding Lead
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Authorised Signature	