



INTERNAL PROCEDURE

Title: Anti-Bullying & Harassment

POLICY HOLDER:	Library & Wellbeing Manager
SMT OWNER:	Assistant Principal Student Services
VERSION NO:	11 (2024)
LAST REVIEWED:	August 2025, due for review August 2026.

Summary: Sets out the College's general procedure statement on anti-bullying and harassment with guidelines for Staff and Students and on the reporting of bullying and harassment breaches.

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder.



Staff and student involvement in procedure creation

Staff and students have been involved in reviewing this procedure through consultation with the College Management Team the Students' Union and staff in support roles working cross-college.

There is an on-going opportunity for staff to discuss with the Assistant Principal of Student Services any issue of bullying and harassment that concerns them.

This procedure is reviewed every 12 months and consideration given to the implications for future whole College development planning.

The procedure is amended if new technologies are adopted or Central Government amend guidance in any way.

This procedure has been read, amended and approved by Senior Management Team on an annual basis.

Please note

Any suggested amendments to this procedure must be approved by the custodian who is

Library and Wellbeing Manager

All amendments must be approved by the Assistant Principal of Student Services

Amendments log

Revision no	Reason for Revision	Amendments originated by	Approved by	Approved by
12	Updates throughout to reference links to the Positive Student Engagement Procedure, including updated reference to the new Student IT Conditions of Use guidance, also added definition of sexual harassment. Updated DSLs throughout.	SC & HRH	HRH	SMT
11	Annual update – Addition of point 8 Support for staff facing bullying or harassment by students.	Samara Castro		
10	No changes	Helen Richardson-Hulme		SMT 25.09.2023
10	Annual update – amendment of point 2.3	Helen Richardson-Hulme/ Alex Wallace	HRH	SMT 12.09.22
9	Site specific references updated (page 9). Date references updated. 19.10.20 update to definition of informal bullying	Alex Wallace	HRH	
8	Annual update and review Removed legal references section in appendix 6 and linked to student disciplinary and safeguarding and behaviour.	Alex Wallace	HRH	Exec 16.09.19
7	Annual update 23.08.18	Jock Downie	Helen R-Hulme	Exec 24.09.18
6	Banter 07.09.17	Helen Richardson-Hulme	Helen R-Hulme	Exec 1718
5	Annual update and review	Jock Downie	Helen R-Hulme	Exec 1617
4	Annual update and review	Jock Downie	Helen R-H	Helen R-H AMB 1516
3	Annual update	AMT discussion March 14	Helen R-H	Helen R-H
2	Annual update: February 2014 04.03.14	Sharon Farrant	Helen R-H	Helen R-H

	Mtg with Programme Managers as part of annual review 22.01.13	Jock Downie	Mekila Kelly	Helen R-H
	Redrafted and circulated to MK, JD, PO & JB for comment 11.04.13, comments requested by Friday 26.04.13	Helen Richardson- Hulme		

Anti-Bullying & Harassment Procedure

City College Norwich's Anti-Bullying and Harassment Procedure, links to national policy developments and also to the College's Safeguarding Procedure.

City College Norwich believes everyone has an unalienable right to work, study and socialise in an atmosphere of respect, free from bullying and harassment. The College therefore takes a zero-tolerance approach.

The College recognises that no institution can remain free of bullying and harassment and not only can they have devastating impact on individuals but also upon the whole community of the College. All staff have a duty to establish and maintain a learning environment free from bullying.

1. Definitions

Bullying is the intimidation or belittling of someone through the misuse of power or position that leaves the recipient feeling hurt, upset, vulnerable, isolated or helpless. These attacks may be verbal, emotional or physical and include social bullying. Bullying is a repeated action where incidents take place over a course of time.

Harassment occurs when, on the grounds of race, colour, nationality, ethnic or national origin, gender, age, health status, disability, sexual orientation, political or religious beliefs, a person engages in unwanted conduct which has the purpose or effect of violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other person.

Sexual harassment

Sexual harassment is unwanted behaviour of a sexual nature that:

- Violates someone's dignity, or
- Creates an intimidating, hostile, degrading, humiliating or offensive environment for them.

This behaviour can be:

- Verbal (e.g. sexual comments or jokes)
- Non-verbal (e.g. gestures or looks)
- Physical (e.g. touching or assault)
- Written or visual (e.g. emails, texts, images)

It does not need to be intentional—what matters is the effect on the person experiencing it

1.1 Both bullying and harassment can cause the victim serious physical and mental health problems and ruin their chances of success both in College and in later life.

1.2 From time to time, people have disagreements; nobody gets on with everyone all the time. This is not what is meant by bullying or harassment.

Cyber-Bullying is the use of the internet, interactive and digital technologies or mobile

phones, to bully or harass another person. Perpetrators can hide themselves in the anonymity that technology offers and they can bully or harass at all times of day and reach their victim behind closed doors where traditionally they have felt safe.

- 1.3 The College acknowledges that any bullying or harassment which takes place in the real world is just as likely to be taking place in the digital world. This is also a very serious form of bullying because the bullying can follow the victim home.
- 1.4 The College can and will take action on all forms of bullying and harassment even when incidents occur outside the College.

General considerations

Bullying is a subjective experience and can take many forms. This may include banter between students if what is said is hurtful to the individual concerned. Children, young people and adults can instigate bullying. The nature of bullying is changing and evolving as technology develops.

Banter

The College recognises the ongoing challenge of addressing Banter and bad language between students. Often Banter is a label used to describe incidents where students feel they are involved in humour and teasing one another in a mutual and warm or friendly way, where they are 'only joking'.

Staff receive training as part of Safeguarding and Code of Conduct to help them to

1. recognise instances and the signs of banter
2. understand how banter can masquerade as a friendly face that masks bullying
3. challenge banter as an insidious form of bullying that is not appropriate in a learning environment, is not in line with our Ways of Working and does not prepare students for their future in the world of work.

Training is included in Safeguarding training and in the Staff Code of Conduct.

The College recognises that students of any age or gender can be victim of, or perpetrate sexual harassment, and therefore will respond to reports and concerns without discrimination, however recent research and guidance highlights that :

“...it is more likely that girls will be the victims of sexual violence and harassment and more likely it will be perpetrated by boys.” - Sexual violence and sexual harassment between children in schools and colleges Sept 2021 .

Sexual Violence refers to sexual offences under the Sexual Offences Act 2003. Those being: rape, assault by penetration, sexual assault and causing someone to engage in sexual activity without consent, and therefore any reports should be handled by The College Safeguarding Team in line with the Safeguarding Policy.

2. College Ethos in relation to Bullying and Harassment

- 2.1 The reaction to bullying and harassment contributes to the ethos of the College and can help to

make it more or less likely that bullying will happen in future. Ignoring the problem encourages it to flourish. A heavy-handed approach can drive it underground. However, a positive, open response will encourage young people to speak up about matters that concern them and will improve the learning environment by promoting more caring and responsible patterns of behaviour. The College therefore has allowed for more than one singular response when dealing with such incidents.

- 2.2 The College has a 'zero tolerance' approach to bullying and harassment and the use of internet enabled devices in any such instances will be treated as a serious disciplinary matter, to be dealt with under the Positive Student Engagement Procedure. Failure to adhere to any of the other guidelines on the use of internet enabled devices could also lead to formal disciplinary action being taken.
- 2.3 If a member of staff witnesses bullying but cannot identify who has been involved and has no information with which to follow up they should contact the Library and Wellbeing Manager and email the Duty Principal for that day, to log what they have seen and to provide a description.

3. Procedure for dealing with instances of Bullying and Harassment

3.1 Informal Response

- 3.2 An informal response is appropriate where it is possible for a teacher or course leader of the perpetrator to quickly and effectively deal with the issue. For example if the hurt caused is unintentional or a one-off.
- 3.3 Incidents that require an informal approach maybe those that are likely to sort themselves out on their own but require intervention so that learning is not disrupted. It may also be behaviour which if left unchecked could develop into further instances of bullying
- 3.4 The teacher should bring the perpetrator/s attention to the fact that their behaviour has become completely unacceptable and further incidents will result in a formal response being taken. A record of this conversation should be recorded on the students ILP.
- 3.5 It is the responsibility of any member of staff whose attention is drawn to bullying and harassment between parties to inform all other members of staff who maybe witness to further acts. To ensure a consistent approach, the tutor of the perpetrator will be responsible for addressing the issue. Where there is more than one perpetrator each with a differing tutor, the tutors should be in discussion about the approaches they wish to take.
- 3.6 If the incident is dealt with informally by a member of staff who does not have access to a students' eILP then a brief report summarising the incident and how it has been resolved should be provided to the relevant course leader who will update the ILP.
- 3.7 The student should be made aware of the effect of their behaviour, as opposed to what their intention was. This is a key principle in terms of effectively dealing with banter, bullying and harassment.

4. Formal Response

4.1 A formal response is appropriate where it appears that bullying or harassment has been intentional and occurred over a period of time or is an incident that is serious enough to immediately escalate to a **Head of Area** to investigate in line with Stage 2 of the Positive Student Engagement Procedure.

4.2 Single incidents of bullying that are serious enough should also be dealt with through Stage 2 to 4 of the Positive Student Engagement procedure however as a one-off incident they should not be considered as bullying or harassment.

4.3 From time to time there will be cases that are so serious that they warrant intervention from the police. In such circumstances, the College will fully support the student in reporting the incident.

Roles and Responsibilities

4.4 As bullying and harassment are an important aspect of strategic leadership within the College, the Principal and Senior Management Team have ultimate responsibility to ensure that this procedure and its practices are embedded and monitored. The named **Designated Safeguarding Leads** in the College are Jerry White, Principal; Seb Gasse, Vice Principal Student and College Services, Helen Richardson-Hulme, Assistant Principal Student Services, Mat Scott, Director of Land Based, Chris Caddamy, Assistant Principal, Jacky Sturman, Executive Manager who have been designated this role as members of the Senior Management Team. All members of the College community have been made aware of who holds this post.

4.5 The Senior Management Team and Governors are updated by the Designated Safeguarding Leads and all Governors have an understanding of the issues and strategies within the College in relation to local and national guidelines and advice.

4.6 This guidance, supported by the College's Conditions of Use agreements for staff, governors, visitors and students (appendices), is to protect the interests and safety of the whole College community. It is linked to the following mandatory College policies and procedures:

- Positive Student Engagement Procedure
- Conditions of Use of IT Systems
- Safeguarding Children and Vulnerable Adults
- Data Protection Compliance
- Information Security Procedure
- Health and Safety
- eSafety procedure
- Web based services sites and applications

5. Recording Bullying

5.1 The College will report each term on the number of bullying incidents dealt with formally. Details will be published which detail the gender, age and level of study of the parties involved in such incidents. This statistics will be compiled by the Head of Area and issued to the Assistant Principal of Student Services for reporting to the Executive Team and to College Governors.

5.2 If a member of staff is aware that a student is experiencing repeated bullying or is bullying and feels that there is 'reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm' then they should alert the College's Safeguarding Officer via the Red Button alert on Blackboard. It is then the responsibility of the Safeguarding Officer to report their concerns to their Children's Services.

6. Support for Students

6.1 It is the responsibility of all staff to be on the lookout for signs of bullying and harassment and to treat each case seriously. Left unchecked bullying and harassment can have a devastating impact on a student's life.

6.2 Students are free to report bullying and harassment to any member of staff and can expect to be listened with respect and know action will be taken in line with this procedure.

6.3 The email address stopbullying@ccn.ac.uk can be used for students or parents of students to report bullying via email if they do not feel confident enough to report it to someone face to face. The victim's Head of Area will be informed of the report and the Head of School will arrange appropriate support for the student to be put in place.

6.4 The Wellbeing Team can provide specific support to students experiencing bullying or harassment. Support that can be provided ranges from counselling for the long-term effects of bullying or harassment to drop in advice about blocking unwanted messages on social networking sites or mobile phones.

6.5 If a student wishes to report bullying but does not want any action to be taken, it is important to explain to the student that as a member of staff we cannot ignore reports of bullying or harassment and that we will always take action.

7. Complaints against a Member of Staff

7.1 Any accusation of bullying or harassment from staff member to student should immediately be referred to the Head of Area who will contact HR if it is appropriate to do so.

8. Support for staff facing bullying or harassment by students

8.1 In an instance where staff feel that they are facing bullying or harassment behaviours by a student they should report this concern to their line manager and the student's Head of Area.

8.2 The student's Head of Area must investigate the complaint in line with the Positive Student Engagement procedure. A record of this must be uploaded to the student's eILP.

8.3 Line managers will seek to provide specific support for staff members experiencing bullying or harassment by students.

Appendix 1

Examples of bullying behaviour include but are not limited to

- Derogatory remarks inc name calling, taunting, mocking and banter
- Insensitive jokes or pranks
- Insulting or aggressive behaviour inc kicking, hitting, pushing, taking belongings
- Ignoring or excluding the individual, gossiping and spreading hurtful or untruthful rumours
- Intimidation by, for example, aggressive or threatening behaviour
- Inappropriate text messaging, emails, sending offensive or degrading images by phone or via the internet
- Any other action or incident which the individual or group of individuals believes constitutes harassment or bullying

Although sometimes occurring between two individuals in isolation, it can also take place in the presence of others.

The actions listed above must be viewed in terms of distress they cause the individual. It is the perceptions of the recipient that determine whether any action or statement can be viewed as bullying. In other words, it is the effect of the behaviour rather than the intention of the perpetrator that will be taken into account when considering whether an incident is bullying or not.

A member of staff who receives a complaint of bullying, or is witness to bullying, must refer the complaint or incident for investigation to the relevant tutor or course leader to ensure that the problem is resolved as quickly as possible and then refer back to the procedure i.e. for informal/formal reporting.

Confidentiality of the student must be observed where practical.

City College Norwich Student IT Acceptable Use Policy

Effective Date: September 2025

Review Date: September 2028 or before where changes are necessary

Applies to: All learners enrolled (including FE / HE / Apprentices and remote learners)

1. Introduction

City College Norwich provides access to a wide range of Information Technology (IT) systems to support learning, teaching, and personal development. This policy outlines the acceptable use of these systems and applies to all students using college-owned or personal devices connected to college networks. A separate Staff IT acceptable use policy applies to all staff employed or contracted by the College.

2. Roles and Responsibilities

- **IT Services:** Responsible for maintaining systems, monitoring usage, and responding to technical issues or breaches.
- **Safeguarding Team:** Oversees online safety and investigates concerns related to student welfare and digital conduct.
- **College Leadership:** Ensures the policy is enforced consistently and updated in line with legal and educational requirements.
- **Students:** Responsible for using IT systems appropriately and reporting any misuse or concerns. Always complying with this IT Acceptable Use Policy.

3. Legal and Policy Compliance

City College Norwich and its users must comply with:

- Computer Misuse Act 1990; Data Protection Act 2018 (GDPR); Copyright, Designs and Patents Act 1988; Telecommunications Act 1984
- Prevent Duty Guidance
- JANET Acceptable Use Policy
- College policies and procedures including the Student Code of Conduct, Anti-Bullying and Harassment Policy, Student Disciplinary Procedure and Online Safety for Students Guidance

4. Account and Data Security

- Keep your username and password confidential.
- Enroll for multifactor authentication (MFA), ideally by using the Microsoft Authenticator app.
- Do not share login credentials or allow others to access your account.
- Log off or lock your session when leaving a device unattended.
- Store files in your college-provided Microsoft OneDrive or designated network drives.

- Encrypt sensitive documents and use secure methods (e.g., college email or approved platforms) when transmitting personal or confidential data.
- Backup important files regularly.
- Report suspected security breaches to IT Services immediately.

5. Acceptable Use of IT Systems

- Use systems responsibly and respectfully.
- Avoid excessive personal use during timetabled sessions.
- Not attempt to access, modify, or damage systems or data without authorisation.
- Not install or download software without IT Services approval.
- Not use college systems for commercial or illegal activities.

6. Unacceptable Use

- Accessing or distributing offensive, obscene or discriminatory content of an unlawful nature.
- Cyberbullying, harassment, or abuse via email, social media, or messaging platforms.
- Attempting to bypass security controls or access restricted content.
- Using college systems to promote radicalisation or extremist views of an unlawful nature.
- Storing or transmitting copyrighted material without permission.
- Tampering with, damaging, or defacing college IT equipment, infrastructure, or digital resources

7. Internet and Email Use

- Internet access is monitored and filtered.
- Email accounts are for college-related communication.
- Do not send spam, chain emails, or offensive messages.
- Do not open suspicious attachments or links.
- Never send bank details, card information, or other sensitive personal data via email or unsecured platforms.
- All email and internet activity may be logged and reviewed in line with privacy legislation.

8. Social Media and Online Conduct

- Use of social media during lessons is only permitted with tutor approval.
- Online behaviour must reflect the college's values and code of conduct.
- Bullying or inappropriate behaviour online, even off-campus, may result in disciplinary action. Refer to Anti-Bullying & Harassment procedure.
- Refer to Online Safety for Students internal procedure.

9. Bring Your Own Device (BYOD)

- Ensure devices are up-to-date with security patches and antivirus software.
- Devices are not jailbroken or rooted.
- Devices are used responsibly and do not interfere with college systems.
- Charging cables meet safety standards.
- College equipment is not unplugged to charge personal devices.

10. Removable Media and File Transfers

Avoid the use of USB drives all together, where that is not possible:

- USB drives and external storage must be virus-scanned before use.
- Do not leave removable media connected to college devices.
- College antivirus software may quarantine or delete harmful files.
- Ensure backup of files regularly.

11. Monitoring and Privacy

- All IT usage is monitored in compliance with the Human Rights Act 1998 and Regulation of Investigatory Powers Act 2000.
- Monitoring includes internet activity, email, login sessions, software usage and file access. This may involve logging, filtering and screenshot technologies.
- The college reserves the right to access and review student data if misuse is suspected.
- Students should not expect full privacy when using college IT systems; all activity may be monitored in line with legal and safeguarding requirements.

12. Health and Safety

- Follow ergonomic and screen-time guidelines.
- Take regular breaks when using display screen equipment.
- Do not move or tamper with IT equipment.

13. Disciplinary Action

- Temporary or permanent loss of IT access.
- Disciplinary action under the Student Code of Conduct.
- Referral to external authorities for criminal offences.
- Disciplinary action will follow the separately available Student Disciplinary Procedure.

14. Leaving College

Access to college systems, including email and OneDrive, will be terminated after course completion. Students are responsible for transferring any personal files before this time. Any college software or equipment that has been loaned should be returned immediately.

15. Policy Acknowledgement

By using college IT equipment, systems, or services, students agree to comply with the terms outlined in this Acceptable Use Policy. Students are made aware of monitoring tools and practices through signage, induction materials, and consent processes.

16. Support and Reporting

For help understanding this policy, general IT help or to report issues:

- Email: help@ccn.ac.uk
- Phone: 01603 773030

- In person: Visit the IT Services Helpdesk at each campus

Appendix 3

Guidance for staff when investigating formal incidents of bullying

Complaints raised by students or a member of staff on behalf of a student will be taken seriously and investigated confidentially by the relevant course leader or tutor.

In the first instance this may take the form of mediation between the parties so that the matter can be resolved quickly. The College Wellbeing Advisers may be available to support if needed in this mediation process if it is felt the situation is appropriate for mediation i.e. there has been no physical assault and the incident is of a nature where mediation could be helpful.

If the nature of the incident is deemed to be of a more serious nature then the college student discipline procedure must be instigated by the curriculum area in order to investigate the incident and then take the appropriate action

The aim of the investigation is to gather all the facts pertinent to the case to inform a decision as to whether the allegations have been upheld.

Separate interviews shall take place with the complainant, alleged perpetrator and any witness(es). All parties to these proceedings may be accompanied by a parent, friend or a member of staff.

Notes will be taken and the interviewees will be asked to sign these to indicate that they are an accurate reflection of the interview. Strict confidentiality will be maintained throughout the investigation and the importance of this will be emphasised to those interviewed as part of the process.

The investigation should be concluded within four weeks of the complaint being received. On completion of the investigation, the Head of Area will assess the evidence gathered and make a decision as to whether the complaint is upheld.

The situation must be monitored to ensure that harassment does not recur and the investigation should include a recommendation as to the person(s) who will be responsible for monitoring the situation and the relevant timescale.

The investigating member of staff must keep a detailed written record of the investigation and findings. All parties must be advised of the findings, which must also be given in writing.

If formal action is required, this will be taken in line with the Positive Student Engagement Procedure.

Appendix 4

RECORD OF A BULLYING/HARASSMENT ALLEGATION

Name of student/s	School
Date and time of incident	Report completed by
Note of the allegation/incident	
Please tick as appropriate	
No further action required Investigation initiated	Parents/carers contacted Disciplinary proceedings
Other action taken – please give details.	
Make a note of who was involved in any follow-up action, with a date and time.	
Signature	Date



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A Record of Bullying Incidents

Keeping a record about the bullying you've experienced can be really helpful then you are talking to your lecturer or another adult about how to sort it out. Try to remember and write down as much as you can about what happened, when and where the bullying took place, and who was involved. You can show this sheet to an adult you trust, or just use it to remind you when you are talking to them about what happened.

Date & time	What happened? <i>What was said or done to you?</i>	Who was involved in the bullying? <i>Their names – or a description if you don't know them</i>	Where did the bullying take place? <i>For example, at college or on the bus</i>	Was anything taken? <i>For example, your phone or money</i>	Was anyone with you or did anyone else see what happened?

