

BULLYING AND CYBERBULLYING

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BULLYING AND CYBERBULLYING

PURPOSE

To confirm Focus Language School's commitment to creating and maintaining a safe and healthy work and learning environment that is free from bullying and occupational violence.

SCOPE

This policy applies to all staff and students of Focus Language School. All contractors, clients and visitors engaged in Institute activities will be expected to behave in accordance with this policy.

OWNER

Chief Operating Officer (COO)

DEFINITIONS

Bullying When someone, or a group of people, deliberately upset or hurt another person or damage their property, reputation or social acceptance on more than one occasion. There is an imbalance of power in incidents of bullying with the bully or bullies having more power at the time due to age, size, status or other reasons.

Direct physical bullying Hitting, kicking, tripping, pinching and pushing or damaging property

Direct verbal bullying Name calling, insults, teasing, intimidation, homophobic or racist remarks, or verbal abuse.

Indirect bullying Action designed to harm someone's social reputation and/or cause humiliation. Indirect bullying includes:

- lying and spreading rumours
- playing nasty jokes to embarrass and humiliate
- mimicking
- encouraging others to socially exclude someone
- damaging someone's social reputation or social acceptance

Cyberbullying Is the use of information and communication technologies (e.g. email; chat room; online social networking; instant messaging; web pages; SMS) to support deliberate hostile behaviour intended to harm others. (Australian Communications & Media Authority)



POLICY

Focus Language School is committed to ensuring that all staff, students, contractors, clients and visitors are treated with dignity, courtesy and respect and that the working environment is free from any form of workplace bullying and violence. The Institute will not tolerate any form of workplace bullying, aggression or violence under any circumstance.

Staff and students are responsible for their own behaviour and must not participate in, or encourage bullying or violence. Staff and students are required to:

- treat other staff members, students, contractors, service providers, clients and visitors with dignity and respect
- promote a climate of mutual respect
- conduct themselves in an appropriate manner
- comply with any related policies and procedures under this policy, relevant legislation and obligations as set out by the Institute

The CEO has ultimate accountability to ensure effective systems are in place to manage allegations of bullying and/or occupational violence within the Institute, and that adequate resources are available to support these systems.

WHAT IS CONSIDERED BULLYING

All the behaviour listed above as part of the definitions for various kinds of bullying is considered show cases of bullying.

WHAT IS NOT BULLYING

A single incident of unreasonable behaviour does not usually constitute workplace bullying. However, a single incident of unreasonable behaviour that creates a risk to health and safety may have potential to escalate into bullying behaviour and therefore should not be ignored. A staff member or student with a concern about a single incident of bullying-style behaviour may raise this issue with an Employee Contact Officer or Student Support Officer.

It is important to distinguish between a person's legitimate authority at work and bullying. All employers have a legal right to direct and control how work is done, and managers have a responsibility to monitor workflow and give feedback on performance.

Reasonable comment, advice (including constructive feedback), administrative or management actions carried out in a reasonable way, such as:

- allocating work and setting performance goals, standards and deadlines
- rostering and allocating working hours



- transferring a worker for operational reasons
- informing or warning an employee about unsatisfactory work performance; or student about unsatisfactory academic performance
- informing or warning an employee or student about inappropriate behavior
- undertaking performance management and providing constructive feedback
- implementing organizational changes or restructuring
- termination of employment

DEALING WITH WORKPLACE BULLYING OR VIOLENCE

The Focus Language School encourages the early reporting of any allegation of bullying and is committed to implementing a prevention program which includes the following measures:

- creating awareness of this policy and associated procedures
- training for supervisors and employee contact officers and student support officers
- encouraging reporting
- fair and timely procedures for managing reports of bullying.

All reports of workplace bullying will be:

- taken seriously;
- handled promptly and fairly in accordance with natural justice principles; and
- treated with sensitivity and confidentiality.

All staff and students have a right to raise a genuine concern in relation to bullying without being victimised or punished. Vexatious, malicious or false complaints in relation to bullying against one or more individuals will not be tolerated.



STAFF

In the first instance where appropriate the staff member may consider directly approaching the person or persons concerned. Where the direct approach is not appropriate staff should report incidents of bullying directly to the CEO.

STUDENTS

In the first instance students should report incidents of bullying to their teacher. If this is not appropriate, students are required to report bullying to the Academic Manager/Head of Student Support. Upon engagement of the Academic Manager or HSSA, they will pursue the matter or engage other student support officers who are able to provide a supportive and responsive environment for students who raise concerns of bullying. These officers assist with the provision of support and information on the operation of the relevant Institute procedures.

BREACH OF POLICY

Where a report of workplace bullying is substantiated, the Institute will consider the individual circumstances of each issue to determine the appropriate course of action, including disciplinary action, in accordance with Institute Policies and Procedures. For more information in this regard please refer to P&P-011 STAFF CODE OF CONDUCT and P&P-040 STUDENT CODE OF

CONDUCT. The consequences for breaching this policy will depend on the seriousness of the case.

In some circumstances it would be a recommendation that the matter be reported to the police, particularly incidents which involve assault, serious bullying or stalking.

If a serious breach of this policy by a client, contractor or visitor, while engaging with Institute staff or students is confirmed, appropriate action must be taken in accordance with the relevant service contract or agreement with the Institute.

VERSION CONTROL TABLE

The following table is NOT a part of the policy and can be updated from time to time without affecting the version of the document.

Related Documents				Version Control	
1. P&P-011 STAFF CODE OF CONDUCT 2. P&P-040 STUDENT CODE OF CONDUCT				• V1.0 June 2020 Document Created	
Teamwork PM Task List					
Task#	Task Name	Task List	Project	Frequency	Task Description



Document Location					

