

Havering College of Further & Higher Education

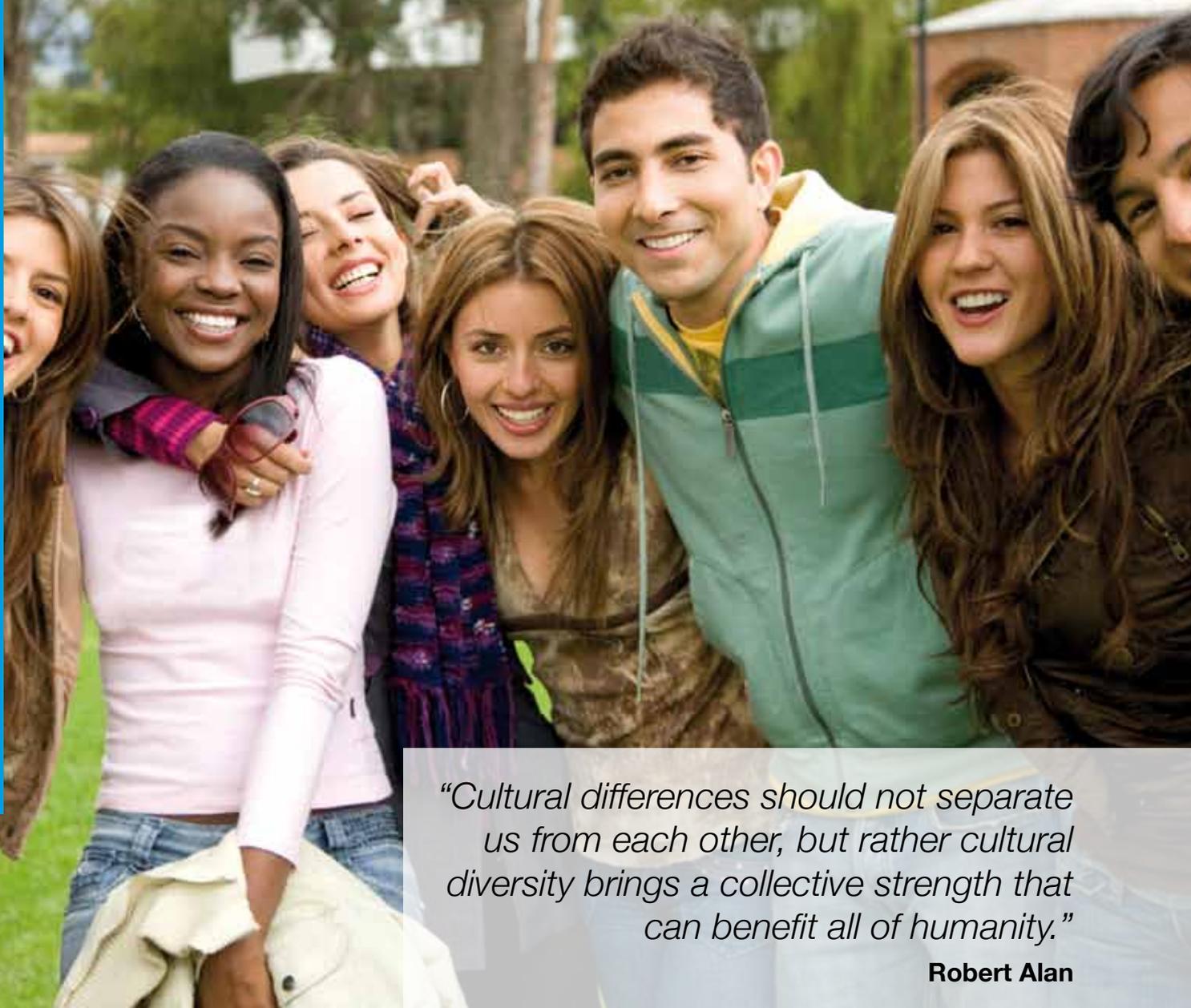
# Creating A Respectful And Harmonious College Community

A Guide For  
Work Based Learners



*“Uniformity is not nature’s way;  
diversity is nature’s way”*

**Vandana Shiva**



*“Cultural differences should not separate us from each other, but rather cultural diversity brings a collective strength that can benefit all of humanity.”*

**Robert Alan**

# Welcome

Welcome to Havering College of Further & Higher Education. We're delighted to be helping you with your studies as a Work Based Learner and wish you every success in your course and your employment.

Our College has a responsibility to ensure that everyone can study in a safe environment. In addition we take steps to make learners aware of issues that affect their safety in everyday life.

This guide is designed to make you aware of issues in three key areas:

- **Promoting Equality & Diversity**
- **Maintaining A Respectful College Community**
- **Safeguarding Yourself & Others**

## Equality & Diversity

Our College is a diverse community made up of people of different race, sex, disability, age, gender identity, sexual orientation and religion and belief.

These differences are called '**protected characteristics**'.

**Equality** is about fairness. We are all entitled to be treated fairly wherever we live, work or socialise, regardless of our protected characteristics such as disability and race.

**Diversity** in its simplest form means 'difference.' Promoting Equality & Diversity is about recognising and valuing difference.

Our diversity is protected under the 2010 Equality Act which sets out very clearly how each of us are protected from prejudice, discrimination and harassment based on our individual characteristics.

The law gives severe penalties to those who break the Equality Act. Individuals, employers, businesses and other organisations are all obliged to comply with this law or face costly penalties and damage to their reputations for breaching the rules.

Our College has a Single Equality Scheme which aims to promote equality, eliminate discrimination and promote good relations within our college community. This is all designed to make our college a welcoming and diverse place to study and work. You can view this scheme on the College Intranet.  
[www.havering-college.ac.uk/the-college/equality-and-diversity.aspx](http://www.havering-college.ac.uk/the-college/equality-and-diversity.aspx)

Throughout our working lives, we will come into contact with people from a wide variety of backgrounds. Our colleagues, fellow students and neighbours display immense diversity. It is important that we recognise these differences and value them to ensure that everyone has an equal opportunity in life.

## What Do We Mean By Equality?

**Equality** isn't about treating everyone in the same way. Instead it is about recognising people's individuality and their individual needs to ensure that they have the same opportunities as other people.

## Promoting Equality & Diversity Involves:

- **Treating everyone fairly and without prejudice**
- **Focusing on the abilities of the individual**
- **Allowing all those who learn and work within the college to achieve progress, success and fulfilment**
- **Taking into account each person's circumstances and varying needs**
- **Celebrating diversity**

## What Does This Mean?

- **We should respect and value people's differences**
- **We should accept and learn from other people's differences.**
- **We should challenge disrespectful behaviour, language and attitudes that insult our differences**

## What Is Discrimination?

Discrimination is treating someone unfairly because of their:

- **Age**
- **Sex**
- **Race**
- **Disability or presumed disability**
- **Sexuality or presumed sexuality**
- **Marital status**
- **Pregnancy**
- **Religion or belief / non belief**
- **Nationality, colour or national origin**

The 2010 Equality Act identifies key areas where individuals, businesses and other organisations may breach the law. It explains how the law can be broken through:

- **Direct Discrimination**
- **Indirect Discrimination**
- **Harassment**
- **Victimisation**

## Direct Discrimination

This is where a person or organisation intentionally treats someone less favourably because of one of their protected characteristics i.e. their age, sex, race, disability, sexuality, religion or belief, marital status or pregnancy. An example could be where an employer only allows male employees to apply for a management promotion and refuses an application from a woman.

## Indirect Discrimination

This occurs where there is a policy or a way of doing things that might appear on the surface to be fair, but actually has an unequal effect on certain groups of people. i.e A department store prohibits its employees from wearing hats when serving customers. This may seem like a legitimate professional requirement concerning uniform or dress, however it indirectly discriminates against anyone who wears a head covering as part of their religious beliefs or because of a health issue.

## Harassment

Harassment is any kind of behaviour that is unacceptable to the recipient. Sometimes the behaviour that causes the distress might not have been intended to cause offence or upset. The impact of the words or actions you use is what is important, whether you meant to cause that effect or not. If the behaviour is "unwanted conduct related to a relevant protected characteristic, which

has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual", then it is harassment (Equality Act 2010). Employees can also make a claim for harassment even if the harassment is not directed at them. i.e. they overhear something that they also find degrading or offensive.

Harassment can be:

- **Remarks, looks or jokes**
- **Use of offensive language,**
- **Alluding to a person's private life or sexual orientation by innuendo, or remarks about their appearance.**
- **Name calling, insults and teasing**
- **Excluding people from group work**
- **Displaying pornographic, offensive, racist or suggestive material**

## Victimisation

This occurs when someone has been treated unfairly for complaining or helping others to complain about an incidence of discrimination. Victimising someone in this way is against the law because this behaviour punishes people for speaking out and stops people from highlighting discriminatory behaviour.

## Who Is Protected Under The 2010 Equality Act?

The Equality Act has extended the law relating to discrimination. Now, a person can bring a claim if they are directly discriminated against, harassed or victimised because they are associated with someone with a particular protected characteristic i.e. if an individual is treated less favourably because their boyfriend or girlfriend is a Muslim.

The Act also protects someone against discrimination, harassment and victimisation against perceived characteristics i.e. if someone treats you less favourably because of a protected characteristic that they believe you have, even if you don't actually have it. i.e. they treat you less favourably because they falsely believe that you are gay.

## Prejudices & Stereotypes

Everyone has **prejudices which influence us** to make our minds up about someone before getting to know them. We tend to **stereotype** people based on our previous experiences and knowledge. We assume that everyone with similar characteristics is the same; however this is **discrimination** and means that we are treating people differently because of our beliefs. To promote equality and diversity, we need to tackle prejudice and avoid stereotyping others.

## Why Do We Need To Consider Equality & Diversity?

Differences of culture, language, attitudes and social behaviour may mean that what is seen as being offensive behaviour or language by one person may be ok for another. We need to be aware that our words and actions can cause offence.

Inappropriate behaviour includes:

- **Using homophobic, sexist, racist or other discriminatory language**
- **Name calling**
- **Telling jokes that ridicule individuals because of their differences**
- **Unacceptable banter**
- **Sexual harassment, including provocative looks, remarks and physical contact**
- **Stereotyping**

To promote Equality & Diversity in our college, work and social communities, we should challenge unacceptable behaviour. However, challenging the behaviour of others is never easy, particularly if you are the victim or if it involves challenging your peers' behaviour towards others.

We can start by challenging our own behaviour; challenging our own inappropriate language and stereotypical remarks. Eventually we should try and speak out against jokes and slurs that target people or groups. Silence sends a message that you are in agreement and refusing to laugh at offensive jokes is not enough.

## How Can We Encourage Respect For Diversity?

- **Learn more about other people's backgrounds, culture and beliefs**
- **Treat people as individuals – don't assume people who have the same characteristics want to be treated in the same way**
- **Encourage team working to build trust and respect**
- **Adopt zero tolerance of bullying and discrimination**

## What This Means To You As An Individual

- **Do not prejudge people or discriminate against people because of their differences**
- **It is unacceptable in the college and in the workplace**
- **Failure to adhere to the College's Single Equality Scheme, your Employer's rules or the law relating to Equality & Diversity may result in disciplinary action at college or work and in some cases can lead to criminal prosecution for you and your employer.**

If we are respectful of the needs and differences of those around us, we promote equality within our community. We would all rather work and study in harmonious college and work communities, so let's work together to ensure we create an environment that values individuals for who they are, not what they are.



*“Just imagine how boring life would be if we were all the same. My idea of a perfect world is one in which we really appreciated each other’s differences: a world in which all of us are equal, but definitely not the same.”*

**Barbra Streisand**

If you believe that you or any of your classmates or work colleagues are being discriminated against, harassed or victimized, then you need to report it. In College you can speak to any of the following people about this:

- **Your College Tutor, Curriculum Manager, Area Head or Director – please refer to your course handbook to identify who they are**
- **Margo Lindsay – Head of Student Services Tel: 01708 455 011**

Ideally you should report the matter to your tutor, but if you feel that they are the person causing the problem, please speak to their line manager or anyone else on this list.

At work, you should refer the matter to your Line Manager, their Line Manager or your Union Representative if you have one.

If you would like to read further information

and annual reports on the Single equality scheme please view our website at **[www.havering-college.ac.uk/the-college/equality-and-diversity.aspx](http://www.havering-college.ac.uk/the-college/equality-and-diversity.aspx)**

## Respect For Our Community

When we join a community, we must accept that we have to abide by the rules of that community. If we choose to ignore those rules, then there will always be a consequence.

We all have our own individual characteristics, beliefs and needs. However, when we choose to join a college or business community, these individual needs must be balanced with the needs of others to ensure we can all study and work together

[www.havering-college.ac.uk](http://www.havering-college.ac.uk)

in harmony. In most cases, organisations will create sets of rules or codes of conduct to ensure that everyone behaves appropriately.

Havering College of Further and Higher Education has a **Code Of Conduct** that all learners are required to sign before they start their course.

The College Code Of Conduct creates a set of rules that all students agree to follow. It is designed to make the college a more pleasant place for everybody, whether you are a student, member of staff, a neighbour of the college or a visitor.

Under The College Code Of Conduct Students Must:

- **Show respect for people and property on the college premises, and in the vicinity of the college and whilst on college trips.**
- **Comply with all health and safety policies including those covering smoking and fire evacuation**
- **Maintain satisfactory standards of academic performance**
- **Respect the diversity of everyone using the college facilities**

## What Is Respect?

Respect is:

- **Listening to what others have to say**
- **Keeping an open mind**
- **Agreeing to disagree**
- **Non violence**
- **Building a person up, not knocking them down**

- **Understanding and acknowledging the rights of other people to have their beliefs**
- **Trying to understand people's beliefs, values and needs**
- **Treating others with civility and courtesy**

Respectful people show:

- **Respect for the places they live and work in and the places they visit.**
- **Respect for the people they work with, learn with, travel with and share the community with**
- **Respect for the rules of the community they are in**

## Ways To Show Your Respect For Our Community

- **Treat people in the way you would like them to treat you**
- **Don't insult people or make fun of them.**
- **Listen to others when they speak.**
- **Value other people's opinions.**
- **Be considerate of people's likes and dislikes.**
- **Don't mock or tease people.**
- **Be sensitive to other people's feelings.**
- **Do not damage or steal other people's property**
- **Do not invade people's personal space**
- **Avoid offensive behaviour i.e. spitting or swearing**

Lack of respect for other people and their property causes distress. How we behave in the local environment outside of the college, and on the way to the college, is just



*“We may have different religions, different languages, different colored skin, but we all belong to one human race.”*

**Kofi Annan**

as important as what happens on college premises. Your actions have consequences. What you might think is just a laugh can have devastating results. Disrespectful behaviour in the vicinity of the college can also lead to disciplinary proceedings in College.

Remember - Breaking the college code of conduct could lead to you facing disciplinary proceedings and depending on how serious your breach of the code is, you could be expelled.

If you would like another copy of the College’s Code Of Conduct, please speak to your College Tutor or contact Threshold Services on 01708 455011

At work, if you break your Employer’s Code of Conduct or the laws relating to discrimination, then you could lose your job.

**Remember -  
Your actions have consequences!**

## Keeping Safe

Whilst you are studying at Havering College we want you to **feel safe** and **be safe**.

We want you to be able to:

- **Be Healthy**
- **Stay Safe**
- **Enjoy and Achieve**
- **Make a Positive Contribution to the college and the wider community**
- **Achieve Economic Well-Being**

Our aims as a college are to

- **keep students safe from harm, such as illness, abuse or injury.**
- **raise awareness of issues such as forced marriage, domestic violence and psychological and emotional bullying,**
- **help students tackle alcohol and substance misuse**
- **help students recognise mental and emotional health issues**

Empowering individuals to recognise situations that are unsafe enables them to



*“In diversity there is beauty, there is strength”*  
**Maya Angelou**

take steps to change things and be safer in their everyday lives. To help with this, it is important that we all understand what counts as abuse and bullying.

Abuse can be:

- **Physical Abuse** – including hitting, slapping etc
- **Sexual Abuse** – including rape and sexual assault
- **Psychological/Emotional Abuse** – including emotional abuse, threats of harm or abandonment.
- **Neglect** – Poor physical care and attention to a child’s basic needs

No one deserves to be abused or neglected. Our Human Rights protect us from this kind of treatment.

Bullying can be:

- **Physical** - hitting, kicking, pushing or spitting
- **Verbal** - calling you names, making verbal threats, sending threats by phone or through the internet

- **Indirect** - spreading rumours, excluding you from the group, writing graffiti about you, posting photos or information about you on line
- **Cyber** bullying through the computer or mobile phones, including text messages, nasty comments online and sending images.
- **Homophobic** bullying because you are gay, or someone thinks you are gay, or calls you gay
- **Sexual bullying** - saying or doing things to you in a sexual way that makes you feel uncomfortable
- **Sexist bullying** - saying something discriminatory to you because you are male or female
- **Racist bullying** - bullying you because of your race or religion
- **Bullying because of a special educational need or disability**

**We can all be vulnerable at different times in our lives. Asking for help is not a sign of weakness. Recognising you need help and asking for it shows great strength.**

## Need Help?

If you need help you can contact any of the following at College:

- **Your Personal Tutor – please refer to your course handbook to identify who this is**
- **Your Curriculum Manager/Area Head/Director – please refer to your course handbook to identify who this is**
- **Student Services - via Margo Lyndsay  
Tel: 01708 455011**
- **Tutorial Support Co-ordinators – please refer to your course handbook to identify who this is.**

If you would like further information on the College's work on Safeguarding, please view our website at [www.havering-college.ac.uk/the-college/safeguarding.aspx](http://www.havering-college.ac.uk/the-college/safeguarding.aspx)

### Remember

There is no problem too big. There is always someone who can help you. You just need to ask for help.

## Other Sources Of Help & Advice

### Drugs and Alcohol

#### **FRANK**

[www.talktofrank.com](http://www.talktofrank.com)

A website for young people providing free, confidential drugs information and advice 24 hours a day.

### Ask Brook

#### **Ask Brook**

[www.brook.org.uk](http://www.brook.org.uk)

Provides free and confidential sexual health advice and contraception to young people under the age of 25.

### Self Harm

[www.selfharm.org.uk](http://www.selfharm.org.uk)

A website for young people that provides information about self-harming.

### Samaritans

#### **Samaritans**

**Call: 08457909090**

[www.samaritans.org.uk](http://www.samaritans.org.uk)

### Physical, Mental And Sexual Health Matters

#### **YoungMinds**

[www.youngminds.org.uk](http://www.youngminds.org.uk)

A national charity committed to improving the mental health of all children and young people.

### E Safety

Guide to internet safety and safe surfing for young people

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

### Reporting abuse

**(CEOP) Child Exploitation and Online Protection Centre**

[www.ceop.gov.uk](http://www.ceop.gov.uk)

# E-Safety

The internet is a wonderful tool for keeping in touch with relatives, keeping up to date with the news, shopping and accessing entertainment. However, the internet can also be a source of danger. It is important that we recognise the dangers posed by the internet both to our personal safety and to our financial security. By understanding the implications of sharing personal details on line, we can develop strategies in e-safety that ensure we can enjoy the best that the internet has to offer without jeopardising the safety of ourselves or our families.

Guidance On e-safety is often divided into the 4 C's:

- **Content**
- **Contact**
- **Conduct**
- **Commerce**

## Content

The internet is home to a wealth of information, but not all of it is factually accurate. Once you access a site, you cannot always control the content that you see. Not all content is suitable. It can cause offense, be degrading to others and break the boundaries of what most people would deem to be acceptable.

The internet also provides a means of downloading data. Music, movies and games can all be downloaded. However, not all downloads are legal. Downloading software, games or music from illegal sites is a criminal offence.

Lots of sites encourage us to upload information about ourselves. However, once this information is uploaded, it is no longer our property. If you don't want people to be able to access your information or photos, don't put them on the internet. Don't give up your privacy!

The internet gives us access to a wealth of information and resources, but we need to take a personal responsibility to ensure that we access the content safely and legally.



## Contact

The internet has caused a revolution in the way we communicate with each other. E-mail, social networking sites, blogs and chatrooms give easy access to our friends and relatives at the touch of a button. Sites like chat rooms allow us to meet new friends, but not everyone is who they claim to be. Every year we see examples of people who have innocently made contact with people on the internet, only to find that their new 'friends' motives are not what they seemed to be. We have a responsibility to ourselves and to our families, to ensure that we keep ourselves safe on the internet. If you're not sure about who you are in contact with, you should avoid giving out personal information that will enable you to be identified. Similarly, if you do decide to meet up with someone you have met on the internet, always meet in a public place and let other people know where you are.

## Conduct

Behaviour like bullying, racism, harassment and piracy is just as bad on line as in the real world. Some people mistakenly believe that they can hide behind the internet, but the law allows for the Police to force internet providers to provide information on who owns an internet site, who has sent a particular e-mail and who has been downloading illegal music and films. The laws on libel and slander apply to the internet just as they apply to the spoken and printed word.

You are responsible for your own conduct on the internet. If you choose to break the law, don't be surprised if there is a consequence.

## Commerce

The internet makes shopping cheaper and easier. Anything that helps us in our hectic lives is a positive thing, but we need to be careful when shopping on the internet. We work hard for our money and no one wants to get 'ripped off'. Thousands of innocent people find that their credit card details have been stolen from the internet every year because they have input their details on to insecure sites. Schemes such as 'Verisign' help to reduce credit card fraud as we know the site we are using has appropriate security measures in place. If you're not sure whether the site is safe, don't use it.

Similarly, if a deal on the internet looks too good to be true, then that's what it is. Don't be tricked into buying those impossible to get concert tickets from a site you don't know. You'll be disappointed, you might not get your money back, and the only person laughing all the way to the bank will be the fraudster that ripped you off.

## Tips For Using The Internet Safely

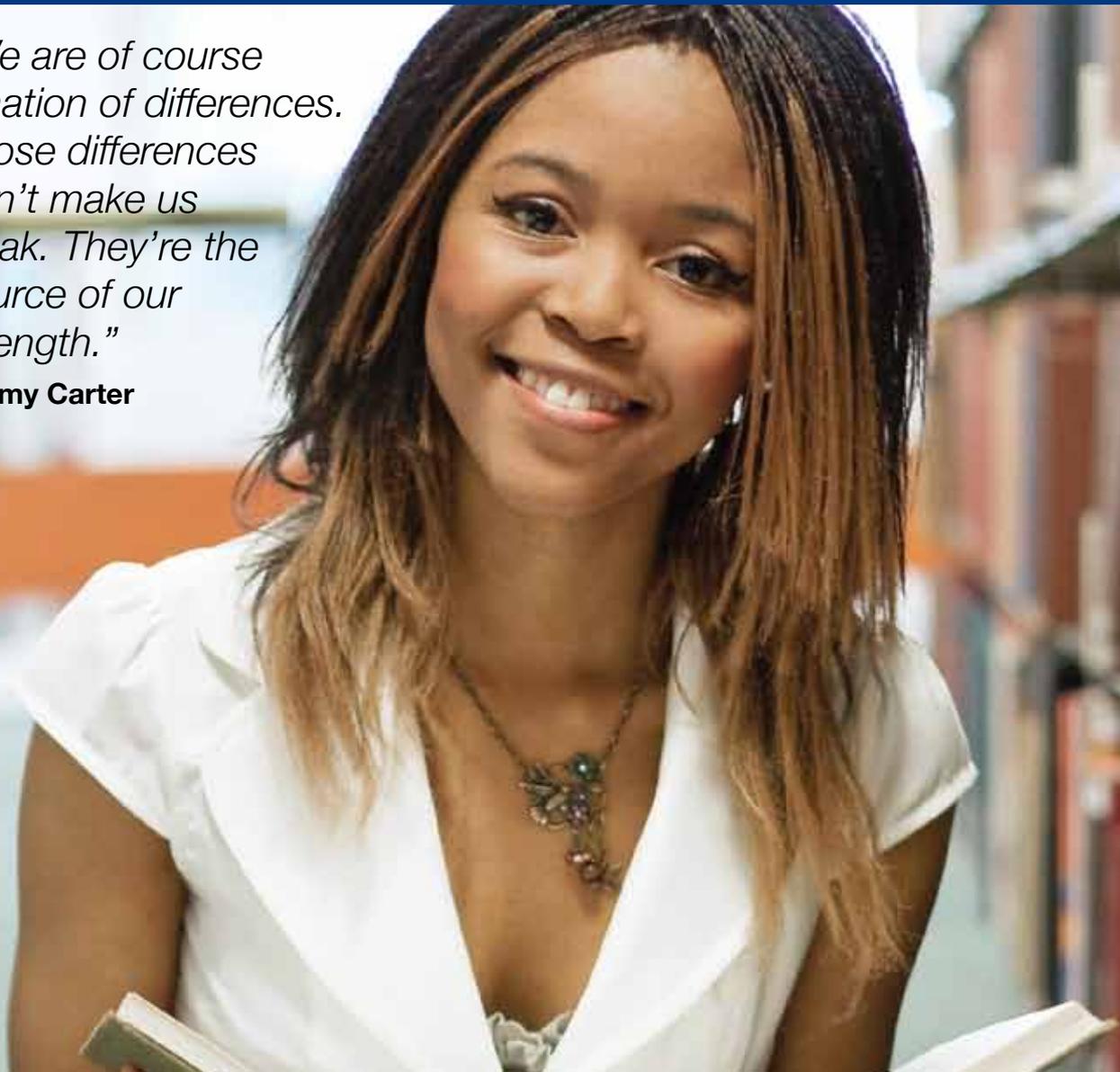
- **Always have anti-virus and anti-malware software on your computer as well as a good firewall.**
- **Don't store passwords on your computer in text files or online.**
- **Never give anyone access to any of your online accounts and memberships.**
- **Always use strong passwords for all of your online accounts/memberships.**
- **Keep your identity private**
- **Never give out your home address in any circumstances.**
- **Remember that not everyone on the internet is who they claim to be, people can lie easily over the internet.**
- **Don't give out your email address/msn address to strangers.**

One in ten internet users is a victim of internet fraud. Don't be one of them!

If you would like further information on the College's work on promoting E-safety, please view our website at [www.havering-college.ac.uk/the-college/esafety.aspx](http://www.havering-college.ac.uk/the-college/esafety.aspx)

*"We are of course a nation of differences. Those differences don't make us weak. They're the source of our strength."*

**Jimmy Carter**





# Language and translation options

If you have difficulty reading this because you require it in another format or English is not your first language, you can ask for a translation by ticking one of the boxes. Fill in your name and address and return this form to the address below.

Arabic

إذا واجهت صعوبة في قراءة هذه المطبوعة وكنيت تفضلها بصيغة أخرى، أو إذا لم تكن اللغة الإنجليزية هي لغتك الأولى، فبإمكانك طلب ترجمتها بتأشير المربع المناسب ثم تعبئة اسمك وعنوانك وإعادة هذه القسيمة إلينا على العنوان أدناه:

Urdu

اگر آپ کو اس کو پڑھنے میں مشکل پیش آرہی ہے کیونکہ آپ کو یہ کسی اور صورت میں چاہیے یا پھر انگلش آپ کی پہلی زبان نہیں ہے، آپ دینے ہوئے خانوں میں سے ایک خانے پر ٹک کرنے کے ذریعے اس کا ترجمہ لینے کے لئے کہہ سکتے ہیں۔ اس فارم پر اپنا نام اور پتہ لکھئے اور اسے نیچے دیئے ہوئے پتے پر واپس بھیج دیجئے۔

Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਪੜ੍ਹਨੇ ਵਿਚ ਤੁਹਾਨੂੰ ਮੁਸ਼ਕਿਲ ਪੇਸ਼ ਆ ਰਹੀ ਹੈ ਕਿਉਂਕਿ ਤੁਹਾਨੂੰ ਇਹ ਕਿਸੇ ਦੂਸਰੇ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਇਹਨਾਂ ਵਿਚੋਂ ਕਿਸੇ ਇੱਕ ਬੋਕਸ ਵਿਚ ਟਿੱਕ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾ ਕੇ ਤੁਸੀਂ ਇਸ ਦੇ ਅਨੁਵਾਦ ਲਈ ਕਹਿ ਸਕਦੇ ਹੋ। ਆਪਣਾ ਨਾਮ ਅਤੇ ਪਤਾ ਭਰ ਕੇ ਇਸ ਫ਼ੋਰਮ ਨੂੰ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਤੇ ਵਾਪਸ ਭੇਜ ਦਿਓ

Gujarati

જો તમને આ દસ્તાવેજ બીજા કોઈ સ્વરૂપમાં જોઈતો હોવાને કારણે અથવા અંગ્રેજી તમારી પહેલી ભાષા ન હોવાને કારણે, આ વાંચવામાં મુશ્કેલી પડી રહી હોય, તો તમે કોઈ એક ખાનામાં ટિક્ક કરીને ભાષાંતર મેળવવાની વિનંતી કરી શકો છો. તમારું નામ અને સરનામું ભરીને આ ફોર્મ નીચે જણાવેલા સરનામે પાછું મોકલી આપો:

Chinese

如果你需要以另一種格式提供的資料，或由於英文並非你的母語而不明白這份文件的內容，你可以索取一份中文譯本。請在以下適當的空格內劃上勾號，並填寫你的姓名和地址，然後將這份表格寄回以下的地址：

Polish

Jeśli masz trudności ze zrozumieniem tego tekstu, ponieważ angielski nie jest twoim pierwszym językiem, możesz poprosić o jego tłumaczenie. Wystarczy zaznaczyć jedno z okienek, wpisać swoje imię i nazwisko oraz adres i wysłać ten formularz na adres podany poniżej.

Albanian

Nëse keni vështirësi për të lexuar këtë informacion sepse ju e kërkonin një formë tjetër ose Anglishtja nuk është gjuha juaj amtare, ju mund të kërkonin një përkthim duke shënuar një nga kutiyë. Plotësoni emrin dhe adresën juaj si dhe kthejeni këtë formë ne adresën e mëposhtme.

Somali

Haddii aad dhibaato kala kulantid akhriska warbixintan sababtoo ah waxaad jeclaan lahayd iyadoo qaab kale u qoran ama afka Ingiriisiga ayaan ahayn luqaddaada koowaad waxaad codsan kartaa turjumaad adiga oo saxaya mid ka ah khaanadaha. Ku buuxi magaca iyo cinwaakaaga kadib foomka ku soo celi cinwlaanka hoose.

Audio  Braille  Large Text  Other (please state).....

Document title:.....

Name: .....

Address: .....

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Please return forms to:

Publicity Office, Havering College of Further and Higher Education  
Ardleigh Green Campus, Ardleigh Green Road, Hornchurch, Essex RM11 2LL

*“Internal peace is an essential first step to achieving peace in the world. How do you cultivate it? It’s very simple. In the first place by realising clearly that all mankind is one, that human beings in every country are members of one and the same family.”*

**The Dalai Lama**



**Email:** [information@havering-college.ac.uk](mailto:information@havering-college.ac.uk)

**Course enquiries:** 01708 462801

**General enquiries:** 01708 455011