



ESTAR

ELITE SKILLS, TRAINING
& RECRUITMENT

CP-019

**Bullying & Harassment
Policy**

REV: 00



Address: 4 Westway, Westway House, Blaydon on Tyne, NE21 4EE

Policy Owner: Board of Directors

Applies to: All staff, learners, apprentices, employers, contractors and visitors

Review Frequency: Annual

1. Statement of Intent

ESTAR Education is committed to providing a **safe, respectful and inclusive environment** where all individuals are treated with dignity.

We operate a **zero-tolerance approach** to:

- bullying
- harassment
- discrimination
- victimisation

This applies across:

- learning environments
- workplaces (apprenticeships)
- online and remote delivery

All individuals have the right to feel safe and supported.

2. Scope

This policy applies to:

- learners and apprentices (16–18 and 19+)
- staff and associates
- employers and workplace environments
- visitors and contractors

It covers behaviour:

- on ESTAR premises
- in employer workplaces
- during remote learning
- online (including social media where relevant to ESTAR)

3. Definitions

Bullying

Bullying is behaviour that is:

- repeated, persistent or targeted; and
- intended to hurt, intimidate or undermine

Examples include:

- verbal abuse
- threats
- exclusion
- humiliation
- spreading rumours

Harassment



Harassment is unwanted conduct related to a protected characteristic that:

- violates dignity; or
- creates an intimidating, hostile or degrading environment

Protected characteristics include:

- age
- disability
- gender reassignment
- race
- religion or belief
- sex
- sexual orientation

Victimisation

Treating someone unfairly because they:

- made a complaint; or
- supported a complaint

4. Types of Bullying and Harassment

4.1 Physical

- hitting, pushing, damaging belongings

4.2 Verbal

- insults, name-calling, threats

4.3 Psychological

- intimidation, manipulation, isolation

4.4 Cyberbullying

- online abuse via social media, messaging or email
- sharing harmful or inappropriate content

4.5 Discriminatory Bullying

- based on protected characteristics

5. Expectations of Behaviour

All individuals must:

- treat others with respect
- act professionally and responsibly
- challenge inappropriate behaviour
- report concerns

6. Responsibilities

ESTAR Leadership

- ensure safe environment
- enforce this policy
- investigate concerns

Staff



- model appropriate behaviour
- challenge unacceptable behaviour
- report concerns immediately

Learners


- behave respectfully
- report bullying or harassment
- support others where safe to do so

Employers

- provide safe workplace
- cooperate with ESTAR
- report concerns

7. Reporting Bullying and Harassment

Concerns can be raised via:

- any staff member
- Designated Safeguarding Leads
- online reporting system:
 <https://estareducation.com/safeguarding-concern-submission/>

All concerns are taken seriously.

8. How Reports are Handled

ESTAR will:

- respond promptly
- investigate fairly
- maintain confidentiality
- take appropriate action

Possible actions include:

- mediation
- warnings
- disciplinary action
- safeguarding referral

9. Support for Individuals

ESTAR will provide:

- emotional support
- safeguarding support where needed
- reasonable adjustments

No individual will be disadvantaged for reporting concerns.

10. Link to Safeguarding

Bullying and harassment may constitute a **safeguarding concern**, particularly where:

- learners are vulnerable



- behaviour is persistent or severe
- exploitation or abuse is suspected

All serious concerns will be escalated under the **Safeguarding Policy**.

11. Online Behaviour

ESTAR expects:

- respectful online communication
- no abusive or harmful content
- appropriate use of social media

Online behaviour linked to ESTAR will be treated the same as in-person behaviour.

12. Communication to Learners

This policy is communicated through:

- induction
- learner handbook
- tutor reviews
- safeguarding sessions
- online platforms
- employer engagement

Learners are informed of:

- what bullying is
- how to report it
- how they will be supported

13. Monitoring & Review

ESTAR monitors:

- reported incidents
- learner feedback
- behaviour trends


This policy is reviewed annually or following significant incidents.

Date of last Review	Print Name	Position
02/02/2026	Keiran Casey	Chief Executive Officer
	Darren Beach	Quality Manager

14. Related Policies

- Safeguarding Policy
- Equality, Diversity & Inclusion Policy
- Learner Discipline Policy
- Complaints Policy



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- Health & Wellbeing Policy