Bullying and E-safety Policy

1.1   At Amber Education we believe that ICT is central to all aspects of education and very much a part of our today's society especially for adults, young adults and children in both the school and the wider community. Provision should reflect the rapid developments in technology.

1.1.1   ICT in the 21st Century is an essential resource to connect with others around you, to build connections and help generate everyday activities, this plays an important role in the everyday lives of children, young people and adults. Consequently, we need to build in the use of these technologies to equip our students and Amber education staff, with the skills to access easier flow of communication and workforce.

1.2   The benefits of technology:

1.2.1   This information may make the Internet or mobile phones, or email accounts all seem rather dangerous, but technology is morally neutral and can be a channel for comfort as well as threats. The phone line that carries a threatening text message may also carry information and advice to an anxious parent or a worried child. Whilst technology can be used to bully, the Internet can also be a sanctuary for the victims of bullying by masking their "differences" and allowing them to be part of communities beyond their local one. The problems we are now faced with bullying by email, on websites, social media, over the phone and by text message; images and videos with the use of digital cameras and camera phones to intrude on the privacy of individuals; with so-called "happy slapping" attacks; sexting; the posting of offensive websites; the impersonating of individuals through hijacking email accounts; abusive and threatening behaviour in chat rooms; on discussion boards and through instant messaging. There are also reports of school reunion sites being used to slander ex-pupils and teachers alike.

1.3   The Issues are:

1.3.1   • Technology allows the user to bully anonymously or from an unknown location 24 hours a day, 7 days a week.

1.3.2   • No place, not even a bedroom, provides sanctuary from the intrusion of a threatening text message or an abusive email.

1.3.3   • Cyber-bullying leaves no physical scars so it is, perhaps, less evident to a parent or teacher, but it is highly intrusive and the hurt it causes can be very severe.

1.3.4   • Young people are particularly adept at adapting to new technology, an area that can often seem a closed world to adults. The numerous acronyms used make it difficult for adults to recognise potential threats.

1.4   Information and Communications Technology covers a wide range of resources including; web-based and mobile learning. It is also important to recognise the constant and fast paced evolution of ICT within our society as a whole. Currently the internet technologies children are using include:

1.4.1   Websites
1.4.2   Learning Platforms and Virtual Learning Environments
1.4.3   Email and Instant Messaging
1.4.4   Chat Rooms and Social Networking
1.4.5   Blogs
1.4.6   Podcasting
1.4.7   Video Broadcasting
1.4.8   Music Downloading
1.4.9   Gaming
1.4.10   Mobile/ Smart phones with text, video and/ or web functionality
1.4.11   Other mobile devices with web functionality

1.5   All users need to be aware of the range of risks associated with the use of these Internet technologies. At Amber Education, we understand the responsibility to educate our pupils and staff on e-safety issues; teaching them the appropriate behaviours and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies. We also maintain a close relationship with the partnered schools about e-safety and bullying, ensuring that they have also reimburse the notion of how to be safe when using technologies and on the internet.

1.6   This e-safety policy reflects the need to raise awareness of the safety issues associated with information systems and electronic communication as a whole.

Whole company approach

2.1   • A Code of Conduct is set out in the Acceptable Use documents for Amber education which all users are required to agree to. Amber education operates a zero-tolerance approach to Cyber-bullying and any incidents will be dealt with in the same way as bullying in the physical sense.

2.2   • Pupils are also made aware of Cyber-bullying in their own school, in assemblies and as part of the Wellbeing Programme.

2.3 • Parent advice and information are given within the parent's handbook (welcome book) which explains who to contact if their child is being bullied.

2.4 • Pupils will be encouraged to talk to someone they trust if they feel they are being bullied. Their school will carry out a full investigation if the school network has been alerted, and so would Amber education. We will work hand in hand with the school in these instances to discreetly solve the bullying situation. Cyber bullying and bullying in general will be monitored closely by the guardian, keeping in contact with the student and making sure communication with the school and boarding houses or host families are fluent and positive.

2.5 • Pupils, parents and staff should be reminded that evidence will be needed, and they should keep any bullying emails, text messages or images.

2.6 • Serious cyber-bullying should be reported to the police, for example, threats of a physical or sexual nature. All members of Amber education and the schools have a responsibility for promoting and supporting safe behaviours.

2.7 Bullying in the context of staff with the use of technology through similar platforms to the students, are also monitored by the CEO and project manager. Staff are advised to keep a written format of communication such as emails, messaging and writing. And also where communicating with parents and students or other staff members, it is advised to do it within a group chat, where transparency is practised. This will prevent bullying through online platforms. If bullying is performed out of the cyberworld, the staff member, parent or student is advised to go:

2.7.1 Staff: Speak to direct manager, Project manager Alex Leung, or CEO Harry Lee.

2.7.2 Parent: Guardian, direct manager of guardian, or project manager Alex Lueng.

2.7.3 Student: Guardian, Head of subjects at school, parents, DP, or project manager (HR).

2.8 Training is available for staff, with safeguarding children, CEOP (Child Exploitation and Online Protection), LGFL advice and Child Net.

Guidelines for all Parents and students- Training bullying awareness

3 **The importance of Bullying awareness** for students, is to encourage schools, students, teachers and guardians to make a positive change in the students learning, achievement

and well-being by promoting a safer learning environment, which is essential to their success. By promoting bullying awareness:

- Help students, parents and school staff become more aware of what constitutes bullying and where and when it may be happening.
- Help students know where to turn for help if they experience or know about acts of bullying.
- Help students succeed — research shows that a healthy school environment helps to support student success.
- Increase student and community engagement in this important issue.
- Making aware that the students are not alone and are supported in every aspect of their academic social life.

3.1   Students should be encouraged to talk to someone they trust if she feels they are being bullied by email, text or online.

3.2   Serious bullying should be reported to the police - for example threats of a physical or sexual nature.

3.3   Keep and save any bullying mails, text messages or images. If applicable, take a picture of the message or picture.

3.4   If you can, make a note of the time and date bullying messages or images were sent, and note any details about the sender.

3.5   Use blocking software - you can block instant messages from certain people or use mail filters to block emails from specific email addresses.

3.6   The student should change mobile number and make sure she/he knows only to give it out to people she/he trusts.

3.7   Students should not reply to bullying or threatening messages - it could make matters worse.

3.8   Remind the student not to give out personal details on line.

3.9   Remind your child that they should not forward abusive texts or emails or images to anyone - they could be breaking the law just by forwarding them.

3.10   Remind the student not to give out passwords to their email or mobile account.
3.11   Remember that sending abusive or threatening messages is against the law.

3.12   Be aware that there are age limits for joining social networking sites (13 years of age for Facebook, Instagram and Snapchat).

3.13   Keep the channels of communication open and encourage the students to discuss their thoughts and actions.

Understanding and discussion

4.1   • Staff will receive training in identifying cyber-bullying and understanding their responsibilities in developing online safety. In this training all staff will be helped to keep up to date with the technologies that children are using.

4.2   • Pupils will be educated about cyber-bullying through a variety of means: welcome pack, and schools.

4.3   • Parents will be provided with information and advice on online safety and cyberbullying within the welcome pack (parents handbook).

4.4   • Pupils and staff will be involved in evaluating and improving policies and procedures through Heads of Digital, Houseparent meetings, and Head of School meetings.

Policies and procedures

5.1   • Ensure regular review and update of existing policies to include cyber-bullying where appropriate.

5.2   • Amber Education will keep good records of all cyber-bullying incidents. In addition, every complaint or report of bullying must be recorded.

5.3   • The IT department will use filtering, firewall, anti-spyware software, anti-malware software, anti-virus software and secure connections to safeguard the staff and the same will be done by the schools for the students. Guardian communication with the students and parents will have to also be done through a group chat including the direct office manager. To protect the guardian from any harming behaviours from the parents or students. Everything discussion should be written down or recorded.

Making reporting easier

6.1 • Ensure staff can recognise non-verbal signs and indications of cyber-bullying with regular safeguarding training.

6.2 • Publicise and promote the message that asking for help is the right thing to do and shows strength and good judgement.

6.3 • Provide information for all students and staff including reassurances about 'whistleblowing' and the appropriate way of informing appropriate staff or parents about incidents they have witnessed.

6.4 • Provide information on external reporting routes e.g. mobile phone company, internet service provider, Childline and CEOP Evaluating the effectiveness of prevention measures.

Other features of cyber bullying

7.1 However, some features of cyber-bullying differ from other forms of bullying and may prompt a particular response. The key differences are:

7.1.1 • Impact: the scale and scope of cyber-bullying can be greater than other forms of bullying.

7.1.2 • targets and perpetrators: the people involved may have a different profile to traditional bullies and their targets

7.1.3 • location: the 24/7 and anywhere nature of cyber-bullying

7.1.4 • anonymity: the person being bullied will not always know who is bullying them

7.1.5 • intent: some pupils may not be aware that what they are doing is bullying

7.1.6 • evidence: unlike other forms of bullying, the target of the bullying will have evidence of its occurrence.

7.1.7 • it is possible that a member of staff may be a victim and these responses apply to them too Investigation.

7.1.8 • The safeguarding of the student is paramount, and staff should investigate in accordance with the Amber education Safeguarding Policy.

7.1.9 • All cases will be logged by the data protection officer.

7.1.10 • Interviews will be held in accordance with the Amber education anti Bullying Policy and Equality Monitoring.

7.1.11 • Staff and pupils should be advised to preserve evidence and a record of abuse; save phone messages, record or save-and-print instant messenger conversations, print or produce a screenshot of social network pages, print, save and forward to staff whole email messages

7.1.12 • If images are involved, determine whether they might be illegal or raise child protection concerns. If so, contact the DSL, who may involve the LADO (Local Authority Designated Officer), the local police in cases of actual/suspected illegal content, or CEOP

7.1.13 • Any allegations against staff should be handled as other allegations following guidance in Keeping Children Safe in Education Sept (KCSIE) 2016

7.1.14 • Amber education will ask the school to Confiscate device(s) if appropriate.

Legal duties and powers

8.1 • Amber education has a duty to protect all its members, parents and students and provide a safe, healthy environment to work in and communicate in.

8.2 • If the occurrence of the student being bullied at school staff may request a pupil to reveal a message or other phone content and may confiscate a phone; and this information will also be passed onto the guardian, unless the information is about the guardian then the information will be passed straight onto the direct manager or project manager.

8.3 • If they consider that a mobile phone may contain evidence of bullying or a crime or the potential of a crime they may investigate the specific contents relating to the Education Act 2011; please refer to the Conducting a Search Policy and Electronic Devices - Searching and Deletion Policy for further guidance.

8.4 • Some cyber-bullying activities could be criminal offences under a range of different laws including Protection from Harassment Act 1997.

8.5 • All data collected and recorded will be managed in accordance with the Data Protection officer and project manager.

Homestays

9.1   • Amber education ensures that all homestays are aware that they may only use reasonable, appropriate and lawful means of control and contact with students so as to provide comfort if in distress and to maintain safety and good order in the home. If there is any form of physical restraint, then the homestay must contact Amber education immediately to explain the circumstances. By all means no corporal punishment is at any point be used towards students. It is clarified to the student that if there is any harm or bullying towards them they will have two emergency numbers of both guardians, and the contact of their education consultant. Once the claim has been reported the information will be sent straight to the data protection officer and project manager. And the guardian will organise an immediate pick up of the student and sent to an emergency homestay (host family). The contact details to whom homestays should contact is detailed within the homestay contract. And the information to whom the student would need to contact is within the student welcome pack.

9.1.1   Importance of awareness of Bullying and training is vital in the need to keep students safe in all environments during their study within the UK. Regarding homestays (host families), training provided to host families will be given on the day of interview visit and discussed two times a year (every time the host family is checked for health and safety). The importance of the overall understanding of bullying, how to look out for characteristics of bullying behaviour and how to reflect upon our own behaviours when communicating with others will be discussed. The safety and satisfaction of the students within the UK is Amber education's priority.

Additional Information

10.1   Roles and responsibilities for online safety as part of the companies safeguarding strategy are defined in the safeguarding policy.

10.2   Useful contacts will also be added into the student welcome pack as well as the parents welcome pack. Appendix 1 outlines the useful contacts for student facing problems with bullying or severe harm.

Department for Education:
http://www.education.gov.uk/childrenandyoungpeople/safeguardingchildren

User Signature
I agree to follow this code of conduct and to support the safe use of ICT throughout the company
Signature ………………………………… Date ……………………
Full Name ……………………………………………………………………….. (printed)
Job title: ………………………………………………………………..

Appendix 1

Some Useful Agencies/Resources Websites and resources that offer support guidance and strategies for children, young people, parents/guardians and staff to prevent all forms of bullying: Anti-Bullying Alliance This site offers information advice and resources on anti-bullying.

- http://www.antibullying.net AboutKidsHealth A Canadian resource and website being developed at The Hospital for Sick Children, one of the largest paediatric teaching hospitals in the world. It has excellent resources on a number of topics related to children and young people's emotional health, wellbeing and safety, including behaviour, bullying and a good section on cyberbullying.
- http://www.aboutkidshealth.ca/En/Pages/default.aspx British Youth Council The BYC brings young people together to agree on issues of common and encourage them to bring about change through taking collective action. http://www.byc.org.uk BBC Bullying This provides links and resources explaining how to stop bullying.
- http://www.bbc.co.uk/schools/parents/cyber_bullying/ Headliners Headliners are a UK-wide news agency producing news, features and comment by young people for everyone. It encourages young people to express their views through story, journalism, photos and images on all issues including bullying that affect them. http://www.headliners.org/ CEOP: (Child exploitation online protection) A government agency that is dedicated to promoting online safety for children who may be vulnerable to sexual exploitation in chat rooms. It works with a number of charities and police across the UK and has a website for secondary age pupils called 'thinkuknow'. http://www.ceop.gov.uk/
- ChildLine- This provides a 24 hour helpline for children and young people being bullied in the UK. Children and young people can call 0800 1111 to talk about any problem. It is a major charity that is now housed with NSPCC. It provides training in peer support for pupils and schools and has a range of publications and downloadable resources for children, parents and teachers.
- http://www.childline.org.uk Childnet International This is a charity that aims to make the internet a safer place for children and is dedicated to internet safety. It is concerned to prevent abuse on the internet and cyber bullying. It has advice for children and parents and has some useful resources for teachers of ICT at key Stage 3 on internet safety.
- http://www.childnet-int.org Children's Legal Centre This has produced a very helpful document called 'Bullying-a Guide to the Law' which can be downloaded. This publication is an essential tool for parents whose children are being bullied and for professionals providing advice in this area. It advises on actions schools are required to take to prevent and deal

with bullying effectively, as well as providing practical advice on what parents can do if a school fails to support their child.

- http://www.childrenslegalcentre.com Equality and Human Rights Commission This has examples of anti-harassment policies and links for education establishments to websites that provide relevant information on racist aspects of bullying.

- http://www.equalityhumanrights.com/ NSPCC The NSPCC works tirelessly and promotes public campaigns to stop cruelty to children. There is advice on a number of issues related to bullying, child protection, and abuse. Kids Zone which contains details for their child protection helpline for young people who have problems at home or are being bullied. http://www.nspcc.org.uk

Appendix 2 – Common types of cyber bullying

1. Text messages — that are threatening or cause discomfort – also included here is "bluejacking" (the sending of anonymous text messages over short distances using "Bluetooth" wireless technology).
2. Picture/video-clips via mobile phone cameras – images sent to others to make the victim feel threatened or embarrassed.
3. Mobile phone calls — silent calls or abusive messages; or stealing the victim's phone and using it to harass others, to make them believe the victim is responsible.
4. Emails — threatening or bullying emails, often sent using a pseudonym or somebody else's name.
5. Chatroom bullying — menacing or upsetting responses to children or young people when they are in web-based chatrooms.
6. Instant messaging (IM) — unpleasant messages sent while children conduct real-time conversations online using MSM (Microsoft Messenger) or Yahoo Chat.
7. Bullying via websites and social networking sites — use of defamatory blogs, personal websites and online personal "own web space" sites.