

Ark Tuition / Ark Education Centre Zero Tolerance Policy

Date Prepared: 01-03-2025 | Last Reviewed: 14-10-2025 | Next Review Date: 01-10-2026

1. Policy Statement

Ark Education Centre is committed to creating a safe, respectful, and inclusive environment for all staff, learners, candidates, visitors, and stakeholders. To uphold this commitment, the Centre operates a strict **Zero Tolerance Policy** towards all forms of abusive, aggressive, threatening, discriminatory, or violent behaviour – whether verbal, written, physical, or online.

No member of staff, learner, or visitor should be subjected to intimidation or harassment in the course of their work or learning.

2. Purpose of the Policy

This policy is designed to:

- Protect the wellbeing, dignity, and safety of staff, learners, and visitors
- Prevent the escalation of aggressive or abusive behaviour
- Outline unacceptable conduct and the consequences of breaching this policy
- Support staff in managing incidents confidently and professionally

3. Scope

This policy applies to:

- All learners and candidates (including private exam candidates)
- All staff, contractors, and volunteers
- Parents, guardians, and visitors
- Any individual engaging with the Centre in person, by phone, email, or online platforms

It covers interactions on-site, during examinations, remote communications, and online activity associated with the Centre.

4. Unacceptable Behaviour

The following behaviours will not be tolerated under any circumstances:

4.1 Verbal or Written Abuse

- Shouting, swearing, or use of hostile, obscene, or offensive language
- Threats, intimidation, or aggressive tone
- Demeaning or discriminatory remarks

4.2 Physical Abuse or Threats

- Any act of physical aggression
- Threatening gestures or actions
- Damage to property or materials

4.3 Online Abuse

- Harassment or abuse via email, social media, or messaging platforms
- Defamatory or threatening statements about Centre staff or learners
- Misuse of communication channels to harass or intimidate

4.4 Discrimination and Harassment

- Any form of racism, sexism, homophobia, ableism, or religious intolerance
- Sexual harassment or inappropriate comments

5. Procedures and Consequences

Where an individual is found to have engaged in any behaviour prohibited by this policy, the Centre reserves the right to take any of the following actions, depending on the severity of the incident:

- Issue a verbal or written warning
- Request the individual to leave the premises immediately
- Terminate examination or tuition services with no refund
- Involve the police where criminal conduct is suspected
- Report incidents to awarding bodies (in exam-related matters)
- Withdraw, restrict or block further communication with the Centre

Serious or repeated breaches may result in permanent exclusion from Ark Education Centre services.

6. Staff Responsibilities

All staff are responsible for:

- Reporting any incidents of abuse or aggression
- Not engaging in retaliatory or inappropriate responses
- Recording incidents clearly and promptly in line with Centre procedures
- Seeking support from a manager or senior staff member where required

Managers are responsible for escalating serious incidents and ensuring this policy is applied fairly and consistently.

7. Support and Escalation

Ark Education Centre encourages anyone affected by abusive or aggressive behaviour to speak out. Support will be made available for staff or learners who have experienced such incidents.

For incidents that escalate beyond internal resolution, we will liaise with but not limited to:

- The police (if a criminal offence is suspected)
- JCQ or relevant awarding bodies (in exam candidate cases)
- External safeguarding or wellbeing agencies (where appropriate)

8. Complaints and Appeals

Anyone who has been subject to action under this policy has the right to appeal via the Centre's **Complaints Procedure**. However, complaints made in an abusive, aggressive, or vexatious manner will be dismissed.

9. Review

This policy will be reviewed annually or following any significant incident or legal update.

10. Approval and Implementation

Approved by: Head of Centre

Implemented by: Centre Management Team

Policy Owner: Ark Education Centre