

## DIGNITY AND RESPECT GUIDELINE

The National Construction College (NCC) welcomes the full participation of the UK's multi-racial and multi-cultural society, and strives to provide a well-resourced and pleasant environment for learning. The NCC requires the full co-operation of all of its learners and employees to ensure that it runs smoothly and provides a pleasant environment for all.

The following guidelines, therefore, are designed to enable you and all those who learn and work to gain maximum benefit from the programmes and facilities, which NCC has to offer.

### ENTITLEMENT STATEMENT

As a learner, you have the right to:-

- be treated fairly with dignity and respect
- learn without fear of being discriminated against, bullied, harassed or suffer any other form of detriment
- learn without being distracted by inappropriate behaviour. Such behaviours might include:-
  - the use of aggressive, threatening or offensive language
  - persistent bad behaviour that interrupts learning
  - failure to respect your property.
- be provided with a confidential whistleblowing process that you can access.
- access to a Safeguarding Designated Person if you have any concerns

### WHAT NCC EXPECTS

We expect learners to act responsibly at all times by adhering to NCC policies and procedures. This includes and is not limited to:-

- respecting our buildings and venues, furniture, equipment and our environment.
- being courteous and respecting the rights of others
- not participating in emotional or physical bullying
- not telling jokes or discriminating on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
- causing offence or disturbance to other learners and employees. For example, by making excessive noise, using bad / abusive/ offensive language, blocking entrances/exits, or any other discourteous behaviour
- not making sexual remarks, ogling / leering, wolf-whistling or cat calls
- not displaying pin-ups, pornographic photos, offensive material or creating graffiti
- making unwelcomed physical contact

### COMPLAINTS

If you feel you have been subjected to unfair and/or discriminatory treatment, you may raise a grievance either formally or informally. We will deal with your complaint fully and sensitively. In some cases this may involve initiating disciplinary action against those who do not comply with these guidelines.

You may make a complaint or give feedback about the services provided through the customer feedback portal on our website: <https://www.citb.co.uk/about-citb/contact-citb/comments-compliments-and-complaints/>

Support to learners is also available through our:

- Teaching team
- Welfare Services team (available at our NCC centres)