



Community Code of Conduct

1. The University seeks to cultivate an environment that enables individuals to study, work and create to their fullest potential. It creates and supports resilient and inclusive individuals prepared for work in the ever-changing industries we serve and for living with wider societal and cultural flux in the 21st century.
2. For such a community, and the individuals who make it up, to thrive, there must be mutual understanding, respect and a commitment to the values and behaviours that underpin it; and individuals must be treated with courtesy and consideration where difference is valued and diversity respected
3. Instances of misconduct and poor behaviour are rare but to be open in our dealings with all, to ensure accountability for actions, and to ensure that all, without exception, have a strong understanding of the conduct and behaviour expected of them, the University has agreed this Community Code of Conduct with the Students' Union. Where the standards outlined in this Code of Conduct are not met, the University reserves the right to use disciplinary procedures to protect the rights of individuals and groups within the University and the local community.
4. The Code applies to everyone who is a part of the Ravensbourne Community, including staff, students, governors and visitors. For students, it applies from application until completion of their programme of study at the University (including the period up to and including attendance at graduation). The Code applies in respect of University activities and to external activities (including social media) when these violate this Code.
5. Below are the expectations the University has of its community:
 - a. not to bully anyone (e.g. make them feel frightened, less respected than others or put down or made fun of) either physically, verbally, in writing or online;
 - b. not to harass someone (e.g. unwanted behaviour or conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment) on the basis of their age, disability, gender reassignment, race, religion or belief, sex or gender, sexual orientation, marital or civil partner status, pregnancy or maternity, either physically, verbally, in writing or online;
 - c. not to engage in acts of domestic violence and abuse (which can involve control, coercion or threats) or stalking;
 - d. not to discriminate against someone by treating them unfairly on the basis of their age, disability, gender reassignment, race, religion or



- belief, sex or gender, sexual orientation pregnancy or maternity either physically, verbally, in writing or online;
- e. to respect the rights of others to live without fear of unwanted conduct of a sexual nature;
 - f. not to victimise someone for supporting an individual who has made a complaint as a result of bullying, harassment, discrimination or unwanted conduct of a sexual nature;
 - g. to use the internet, including social media, in a responsible way, respecting the rights of others and not post material which is racist, homophobic, misogynistic, sexist or transphobic;
 - h. to live, work and study within the boundaries of UK criminal and civil law and, in particular, those relating to disorderly or violent behaviour, drug offences, indecency, theft and fraud;
 - i. to respect the rights of others to live, study and work undisturbed by unreasonably excessive noise or disturbance;
 - j. to respect the property of the University, members of its community and local residents and to be careful not to damage their property;
6. The standards of behaviour expected online do not differ from those expected in other activities. Although internal media platforms, external groups hosted by staff or students and social media may not be routinely monitored, if unacceptable behaviour online comes to the University's attention and is deemed to be in breach of the Code, the University will take appropriate action and, if necessary, put into effect disciplinary proceedings.
7. The University recognises that individuals can have differences of opinion. As an academic institution, we respect the rights of our community to challenge received wisdom and to test the ideas and practices of others. Our Code does not imply a right not to be offended and protected free speech will not contravene this Code of Conduct. However, we expect these rights to be exercised in a collegiate and respectful manner which does not amount to bullying, harassment or discrimination.
8. Where a breach of this Code may be a breach of civil or criminal law, the University may bring legal proceedings or involve the police.

Specific Obligations

Student relationships with staff

9. Personal relationships between staff and students are discouraged as a professional relationship between staff and students is central to a positive student experience. Where such a relationship does exist, it must be declared to the course leader (or more senior member of staff, as appropriate), as should all business or employment relationships.
10. The University understands students may wish to show their appreciation of teaching and support staff. However, it is requested that students refrain from



offering gifts or other tokens of appreciation. Staff are required to declare such gifts (except where the gift is of no intrinsic value) as they may constitute, or be seen to constitute, a conflict of interest, particularly with regard to summative assessment. Gifts or tokens of appreciation can include:

- a. goods provided for personal or other private use;
- b. personal services;
- c. loans of equipment, vehicles etc for personal or professional use; or
- d. the provision of goods and/or services at preferential cost (including loans of money) for personal or other private.

Bullying, Harassment, Discrimination and Victimisation

11. The University takes the safety and welfare of its community seriously and as thus has created robust measures to safeguard all from harm or abuse. The specific aims of the bullying, harassment, discrimination and victimisation policy include:
 - a. providing a safe and supportive environment in which children and adults are protected from harm;
 - b. ensuring staff are aware of their roles and responsibilities and boundaries in relation to the protection, safeguarding, and reporting of incidents involving children and adults. This will be done by;
 - i. taking seriously suspicions or allegations of bullying, harassment, discrimination and victimisation;
 - ii. providing a clear policy giving confidence to those involved in reporting or responding to any such incident
 - iii. reviewing processes and outcomes to ensure that the policy and procedure is operating effectively in practice;
 - iv. ensuring robust recruitment procedures for staff and students entering the University; and
 - v. ensuring staff are trained so they are alert to the signs of abuse and can take action to report their concerns and to protect themselves.

12. Bullying, harassment, discrimination and victimisation shall have the same meaning as in the Code in para 5(a),(b), (d) and (f), respectively, above, and include actions undertaken physically, verbally, in writing or online.

13. Victims should be treated with dignity and respect. Those accused or suspected of bullying, harassment, discrimination or victimisation should be treated consistently and offered support from a different person to the investigating officer.

Social Media

14. The University employs a range of internal and external social media in its learning and teaching and the delivery of the student experience. It also encourages its community to exploit these technologies for creative purposes and to build an online profile as part of their development as professionals. Members of the community may also use a range of social media in their personal life. The University expects members of its community to understand



their own responsibilities when posting, publishing or interacting online. Where comments are made online, it is expected that they will comply with this Code.

15. As a Higher Education Institution, the University is committed to ensuring Freedom of Speech and Academic Freedom, provided that comments do not pose or cause harm to:
- others or the reputation of the University or its partners;
 - the wellbeing of others in the community;
 - incite dissatisfaction through the posting and perpetuation of inaccurate or unproven information.

Freedom of Speech does not include hate speech nor does it include the raising of issues in an inappropriate or vexatious manner or in meetings and contexts where the view raised is not within the remit of the group or matter of business at hand.

Sexual Misconduct

16. The University takes the safety and welfare of its community seriously and as thus has created robust measures to safeguard its community from sexual misconduct. The specific aims of the sexual misconduct policy include:
- providing a safe learning environment in which children and adults are protected from sexual misconduct;
 - ensuring staff are aware of their roles and responsibilities and boundaries in relation to the protection, safeguarding, and reporting of incidents involving children and adults. This will be done by;
 - taking seriously suspicions or allegations of sexual misconduct;
 - providing a clear policy giving confidence to those involved in reporting or responding to any such incident;
 - reviewing processes and outcomes to ensure that the policy and procedure is operating effectively in practice;
 - ensuring robust recruitment procedures for staff and students entering the University; and
 - ensuring staff are trained so they are alert to the signs of sexual misconduct and can take action to report their concerns and to protect themselves.
17. Within the University, sexual misconduct is taken to include (whether the actions take place physically, verbally, in writing or online):
- sexual harassment (where one person engages in unwanted conduct of a sexual nature and the conduct violates the other person's dignity or creates an intimidating, hostile degrading, humiliating or offensive environment for that person);
 - assault (the intentional sexual touching of one person by another, where the sexual touching is not, and the other person does not reasonably believe the touching is, consensual)
 - rape (penetration of the vagina, anus or mouth with a penis where the penetration is not, and the other person does not reasonably believe the penetration is, consensual);



- d. unwanted physical advances;
- e. intimidation, or promising resources or benefits in return for sexual favours; and
- f. distributing private and personal explicit images or video footage of an individual without their consent.

18. Victims should be treated with dignity and respect. Those accused or suspected of sexual misconduct should be treated consistently and offered support from a different person to the investigating officer.

1.1.1 Chapter 2 – Breaches of the Code

General Concerns

1. Where a student or member of staff believes there has been a breach of the Code they can report the matter, in confidence, to the Head of Academic Quality or nominee (quality@rave.ac.uk). Examples of breaches include the use of hate speech (e.g. racist, homophobic, misogynistic, sexist or transphobic language), the sharing of inappropriate images or using social media to bully, harass, discriminate or victimise others.
2. Where a matter is reported to the Head of Academic Quality or nominee, they will investigate the allegation(s) and where it appears there is a breach, refer it for resolution to the Student Disciplinary Procedures. Complainants can appeal a refusal to refer to the disciplinary process in accordance with the University's Appeals Policy. Those accused or suspected of breaching the Code will be able to put their case to the relevant panel, which will be sufficient to remedy any defects in the initial investigation.

Concerns involving staff

3. Where a student believes a member of staff has acted contrary to this Code of Conduct, they should notify a member of the programme management or senior management team. The matter will be investigated under the Staff Disciplinary Policy.
4. It is noted that the University expects students to treat staff and others with respect. As an employer, the University will not tolerate threats, abuse or rudeness towards members of staff or visitors. Any incidents of such behaviour will be taken extremely seriously and disciplinary procedures may be put into effect, possibly leading to exclusion.

Concerns related to bullying, harassment, discrimination, victimisation and sexual misconduct



5. If a student believes they are being bullied, harassed, discriminated against, victimised or receiving unwanted conduct of a sexual nature support can be provided, in confidence, by our Students Services team (who can be contacted at: studentservices@rave.ac.uk).
6. Where a student suspects an incident of bullying, harassment, discrimination or victimisation or sexual misconduct has occurred they should refer it to the Head of Student Services or a member of staff to whom they feel comfortable talking. A member of staff who suspects, or has a suspicion raised with them by a student, must refer it to the Head of Student Services.
7. The procedure below applies to all situations where a complaint involves a University student. The Head of Student Services or nominee (who can be contacted at: studentservices@rave.ac.uk) will lead the initial investigation and lead in communicating with relevant parts of the institution as appropriate to clarify information for reporting.
8. Support or advice for students can be offered throughout this process by Student Services (although victims and those accused or suspected of bullying, harassment, discrimination or victimisation or sexual misconduct should not be supported by the same person). Staff who raise complaints about bullying, harassment, discrimination or victimisation from students can contact HR for support or advice during this process.
9. Any areas of policy overlap will be referred by the Head of Student Services to the Head of Academic Quality for determination.
10. As safeguarding lead the Head of Student Services (or nominee) is responsible for the initial investigation, including clarifying the incident, recording notes and making/recording a decision on process (e.g. referral to social services, police, the student disciplinary process or HR for disciplinary etc).
11. The Head of Student Services or nominee will investigate the allegation and make notes from the victim in a detailed report, wherever possible using verbatim accounts and recording dates, times and places of incidents/disclosures. Confidentiality should not be guaranteed at this stage. While it is important the victim's thoughts are central to the decision around whether to report to the police and/or social services and consent to refer should be sought, it should be explained that situations where someone may be at risk will need clarifying and possibly passing on to relevant agencies. Where the Head of Student Services goes against a student's wishes not to report, there must be a full explanation around why this is happening and clarity that it is to protect the individual from further harm or prevent a further crime from taking place. The victim should be told the police and/or social services may contact them.



12. Following the initial investigation, the investigating officer will determine next steps. The decision should be in writing and sent to the relevant parties. Complainants can appeal the decision in accordance with the University's Appeals Policy. Those accused or suspected of bullying, harassment, discrimination or victimisation or sexual misconduct, will be able to put their case to the relevant panel, which will be sufficient to remedy any defects in the initial investigation. Typically:
 - a. where the investigating officer believes an allegation against a student is made out, the matter and relevant information will be passed to the Quality Office to instigate the disciplinary process;
 - b. where the investigating officer believes an allegation against a member of staff is made out, the matter and relevant information will be passed to the Human Resources Department to instigate the disciplinary process; or
 - c. where the investigating officer believes a criminal offence has been committed, they may refer the matter to the police and any internal process will be suspended until criminal the process is complete.
13. In some instances, it may be appropriate to deal with the matter informally and as a teaching moment for the perpetrator. This may be appropriate where the perpetrator has admitted the facts of the case and has unequivocally apologised to the victim for their actions. Where a matter is dealt with informally, a record must be kept. It should be noted that the matter may be dealt with formally at a later stage if a further incident occurs.
14. The Head of Student Services report or subsequent relevant information about bullying, harassment, discrimination or victimisation or sexual misconduct concerns must either be stored in a locked filing cabinet (with restricted access to that filing cabinet) or held securely electronically. Where the matter involves a staff member, retention of these records should be kept until the person reaches normal retirement age or for 10 years if that is longer. Where the allegation involves a student, records should be kept until the student has completed all studies (including postgraduate studies, if applicable).