

QA Apprenticeships Anti-bullying Policy

Prepared by: Clare Stuart

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Version control

Revision History			
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29/06/23	1.1	Brett Cuming	Formatting and grammar changes clarified investigation process in section 3. Added annual review by People Team
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04/06/2026	1.4	Clare Stuart	Review completed. No change to content.

Document Approval		
Name	Position	Viewed / Comments
Brett Cuming	Head of Quality	01/07/23 approved
Naomi Lavender	Quality Director	12/06/25 approved
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1. Policy Statement

QA is committed to ensuring that learners have a safe and enjoyable experience throughout their time with us. We have a zero-tolerance approach to bullying of any kind, and this policy aims to ensure that all instances of bullying are dealt with quickly and seriously.

All members of staff at QA are trained to safeguard our learners, including from bullying. They are held to high standards for their own behaviour, both generally and around learners.

The Anti-Bullying Policy should be read in conjunction with the Learner Code of Conduct, Staff Disciplinary Policy, Equality and Diversity Policy, and the Safeguarding Policy.

2. Purpose

The purpose of this policy is to ensure that all QA learners can enjoy their experience with us in an environment where bullying, harassment or discrimination of any form are not tolerated.

In doing this, QA will:

- Promote fundamental British Values to all learners, staff and employers.
- Discuss Equality and Diversity with learners, staff and employers.
- Challenge any discrimination.
- Promote an environment where bullying is not accepted or condoned.
- Discourage learners from 'standing by' when it comes to bullying.
- Ensure that learners know who to approach if they are being bullied or feel unsafe.
- Promote and implement the Anti-Bullying policy, in addition to the Safeguarding policy.

3. Scope

Aim:

- To define bullying and behaviours which are considered to be bullying.
- To ensure that learners, staff and employers know how to report bullying.

This policy applies to:

- All learners currently within a QA training centre.
- All learners via virtual learning.
- All learners within the workplace.
- Any learner who might be working offsite.

4. Definition

Bullying is defined by the government as behaviour that is:

- Repeated
- Intended to hurt someone either physically or emotionally
- Often aimed at certain groups, e.g. because of race, religion, gender or sexual orientation.

It can take many forms and can include:

- Physical assault
- Teasing
- Making threats
- Name calling
- Cyberbullying- bullying via mobile phone or online (e.g. email, social networks and instant messenger)

Source: <https://www.gov.uk/bullying-at-school/bullying-a-definition>

Physical- This is bullying which involves any form of physical contact with the victim, for example hitting, spitting and kicking. Damage of property also counts as physical bullying.

Verbal- This kind of bullying involves verbal remarks, for example calling names, insulting, teasing, homophobic or racist comments.

Covert or hidden- This is where bullying is carried out behind the victims back, and could include things such as lying or spreading rumours, making fun of someone, making physical or facial gestures, playing nasty jokes, encouraging others to exclude the victim.

Sexual bullying- This is where the bullying that takes place is sexual in nature, and could include inappropriate comments or contact, and could take place to the victim's face or behind their back.

Cyberbullying- This is any bullying which takes place using digital technology such as computers, social media, mobile phones etc. Cyberbullying can take many forms, such as sending nasty messages through text or social media chat, spreading rumours, or pretending to be the victim.

5. Procedures

1 Identifying and responding to concerns about bullying

Every allegation of bullying will be investigated by a member of the QA Safeguarding Team. Where the allegation involves a QA staff member, the Safeguarding Team will work with QA People Team.

Learners should be informed that they can contact a member of the Safeguarding Team to discuss concerns over bullying, and staff members who are concerned that a learner is being bullied should report this to a member of the safeguarding team. Signs that someone is being bullied might include reluctance to attend work or training, taking large amounts of time off, becoming withdrawn, or a lack of concentration.

2 Reporting bullying

All bullying experienced, observed or suspected should be reported to safeguarding@qa.com and or via the relevant referral form:

- Safeguarding Referral Form (Staff/Employers/Peer) [Safeguarding Referral Form \(Staff/Employer/Peer\) QA Ltd](#)
- Safeguarding Self-Referral (Apprentices) [Safeguarding Self-Referral Form \(Learners\) QA Ltd](#)
- Low-Level and Behavioural Safeguarding Concern [Low-Level & Behavioural Safeguarding Concern](#)
- For urgent enquiries please contact the safeguarding team on [07552597253](tel:07552597253)

For any allegations of bullying by a QA staff member, this should immediately be reported to People.Team@qa.com who will deal with staff and employee related allegations and concerns.

3 Response to bullying

Reports of bullying of learners will be investigated by the Safeguarding Team.

If bullying is suspected by a member of staff or an employer (including if a learner reports this to them), adjustments will be made to protect the learner. Where a member of QA staff has been accused or is suspected of bullying, the QA People Team will investigate and handle this process.

The Safeguarding Team will keep a record of any bullying incidents and actions taken. Where bullying has taken place, appropriate disciplinary measures will take place, in accordance with the Learner Code of Conduct.

Follow up should be taken with the victim to ensure that they are safe and that the bullying has stopped.



Review of policy- The Anti-Bullying Policy will be reviewed annually by a member of the Safeguarding Team and the QA People Team.

Next Review Date: June 2027

