

SOLAS POLICY ON LEARNER RESPECT AND DIGNITY

Respect and Dignity [1]

- SOLAS staff will treat all customers with respect and dignity and our customers are requested to treat SOLAS staff and each other in a similar manner.
- SOLAS will not tolerate any form of verbal or physical abuse.
- SOLAS reserves the right to withdraw services from people who engage in such abuse of our staff or of other clients.
- Cases of extreme or persistent offending will be referred to the appropriate authority.

SOLAS is committed to a policy of equal opportunities and to ensuring that no learner will receive less favourable treatment than another.

Discriminatory Practices

It is SOLAS practice that freedom from discrimination or harassment is a condition of training for which every learner is entitled.

Learners who offend in this manner are liable to termination from their training programme and may be referred to the appropriate authority.

Bullying

Bullying is unacceptable, and can be grounds for disciplinary action being taken. SOLAS endeavors to provide an environment that will give all learners the freedom to learn without having to suffer bullying, intimidation or harassment. Bullying includes:

- Aggressive behaviour towards another person or persons.
- Repeated verbal harassment.
- Constant personal insults and name calling.
- Uncomplimentary remarks likely to cause serious offence.
- Constant ridiculing of a person by another person or persons.
- Intimidation and threats in general.
- The posting of any material perceived as offensive.

If you are subject to such behavior, you should consult in confidence, with your trainer / instructor, or any member of the SOLAS management team who will seek to address the issue.

[1] The above policy is an extract from the SOLAS Respect and Dignity Policy