Behaviour & Culture Framework

IMPERIAL COLLEGE UNION

INTRODUCTION

The Activities Team has created a Behaviour and Culture Framework for student group members, leaders and staff to abide by. This document ties into the wider Imperial College Union Disciplinary Policy, Imperial College Student Code of Conduct and Imperial College Union Strategy. This framework primarily refers to the interactions and behaviours by student leaders accessing support from ICU staff.

This framework was created to provide clear guidance on behaviours and culture when interacting with union staff (permanent and temporary) for student groups accessing our services or support, whether in-person or online. It will also outline an escalation framework that empowers staff and students to resolve any incidents at local level and utilising internal/external escalation.

The framework relates to all aspects of student group activity, including all support services we facilitate, specifically:

- Room Bookings
- Drop-ins
- Emails
- Meetings
- Helpdesk Interactions
- Events (internal & external)

The purpose of the framework is to promote ICU's strategic goals of creating fun, inclusive environments for students and staff. We believe this will help staff in supporting student groups to put on fun, ambitious activities to maintain a culture of respect and transparency.

KEY POLICIES TO CONSIDER IN RELATION TO THIS FRAMEWORK:

- Imperial Student Code of Conduct
- Room Bookings Terms & Conditions
- Imperial College Union Bye-Law H Discipline

BEHAVIOUR & INCLUSIVITY STATEMENT

- We believe that all staff and students should be treated fairly and with respect when providing or accessing support.

- All ICU student groups should be inclusive and accessible to all students.

- This framework applies to all students, student group committees and staff. We expect all our staff to act in a way that exemplifies inclusive and respectful behaviours presented in this framework.

- We will address any behaviours or culture that goes against the Imperial Student Code of Conduct, specifically concerning communication, committee responsibilities and space sharing.

Any behaviour or culture that contradicts these statements will be addressed through this framework or college/union disciplinary escalation.

What do we consider unacceptable behaviour or poor culture?

- Any behaviour that could be perceived as discrimination, bullying, harassment, and victimisation.
- Rude or dismissive communication through online platforms (email, teams etc).
- Rude or dismissive communication when interacting with staff in-person, this can be at the Helpdesk, drop-ins, events or any physical environment.
- Bypassing ICU processes to run activities that could put students in danger.
- Not actively promoting an inclusive, accessible environment for current or potential members.
- Any behaviours or culture that goes against the College's Code of Ethics or Student Code of Conduct.

What do we consider good culture and inclusive, respectful behaviour?

- Active promotion of your student communities and removal of barriers that may affect students' ability to get involved.
- Treat others as you expect to be treated yourself, with dignity and due respect always.
- When accessing support or services from staff, please communicate in a polite and respectful way.
- Acting within the Student Code of Conduct and Ethics and addressing any behaviours you experience through the appropriate channels of communication.

LEVEL DEFINITIONS

This framework is split into 'levels' that mimic the ICU Disciplinary Policy.

Level One:

Local resolutions should seek to allow ICU staff to employ direct action to any 'minor' issue that can be resolved without escalation toward an ICU or Imperial College disciplinary process. Any 'Level One' disciplinary action must be able to be implemented by staff on to the individual or group. This level will include an internal escalation if needed to an Activities Manager depending on the nature of the issue.

Level Two:

A 'Level Two' disciplinary action will contribute towards an official ICU investigation and potentially initiate an official disciplinary process. This process will be dependent on the severity of the incident or whether there are repetitive issues with a member or group. This level should empower the activities team to put restrictions on members or groups accessing our services.

The intended outcome of this level will be to have a tangible and meaningful impact with the individual or group to change culture and behaviour. All outcomes are detailed in the disciplinary structure.

Level Three:

An escalation toward an Imperial College disciplinary following an ICU investigation from an isolated or repetitive issue with an individual member. This can be recommended by staff following an incident with a student or staff member.

Process Specific Categories/Themes

- Communication both in-person and digitally
- Room Bookings
- Events
- Finances
- Space and Storage
- External Stakeholders

Disciplinary Outcomes and Categorisation

Any outcomes in level one or two resolutions will impact individual members and groups accessing our services. All disciplinary actions will be tracked to identify repetitive behaviour from members or groups. Our services are split into the following groups:

- Financial
- Support Services (drop-ins, helpdesk, emails, and meetings)
- Facilities and Venues
- Systems and Software

APPLYING THE FRAMEWORK INTO PRACTICE

This framework is **not** comprehensive and can be interpreted by activities staff in an appropriate way according to the incident.

Disciplinary Category	**Incident Details**	**When / Where?**
Communication	Challenging behaviour towards a staff member in-person that is not in-line with Imperial Student Code of Conduct	Drop-ins Helpdesk Meeting
Communication	Inappropriate language or tone during a digital communication or meeting	Meeting (Online) Emails Messaging
Finances	Lack of financial responsibility when interacting with our processes. This can relate to timing, accuracy, and completion of other processes.	Event planning Financial processing
Room Bookings	Any activity or behaviour that doesn't comply with Room Bookings Ts & Cs 23-24.docx (sharepoint.com) - signed as part of annual & ad-hoc processes	Event delivery Regular activity College & Union spaces
Events	Behaviour towards staff supporting safe delivery of CSP (Club, Society, and Project) (Club, Society, and Project) events	Emails Meetings Event delivery
Events	Bypassing ICU processes for CSP events, specifically event proposal, budget and risk documents.	Event planning/delivery
Venues	Challenging behaviour towards staff or students associated with a CSP and/or Union-led events.	ICU Venues Event planning & delivery
Storage Spaces	Misusing storage space around Beit and College spaces	ICU & College buildings

Disciplinary Category	Incident Details	When / Where?
Communication	Challenging, rude or aggressive behaviour towards a staff member in-person Repetitive behaviour from member or group	Drop-ins Helpdesk Meeting
Communication	Inappropriate language or tone during a digital communication or meeting Repetitive issues with the same member or group	Meeting (Online) Emails Messaging
Finances	Repeated lack of financial responsibility when interacting with our processes or substantial risk created by group or member. Clear disregard for ICU processes. This can relate to timing, accuracy, and completion of other processes.	Event planning Financial processing
Room Bookings	Repeated behaviour that doesn't comply with Room Bookings Ts & Cs 23-24.docx (sharepoint.com) - signed as part of annual & ad-hoc processes. Incident that causes damage or considerable disruption.	Event delivery Regular activity College & Union spaces
Events	Behaviour towards staff supporting safe delivery of CSP (Club, Society, and Project) (Club, Society, and Project) events	Emails Meetings Event delivery
Events	Bypassing ICU processes for CSP events, specifically event proposal, budget and risk documents.	Event planning/delivery
Venues	Incident around ICU or College venues that causes disruption or distress to staff or students. Any group behaviour that encourages against ICU Venues or Imperial Student Code of Conduct.	ICU Venues Event planning & delivery
Storage Spaces	Repeated storage space misuse. Storage misuse that leads to a Health & Safety risk.	ICU & College buildings

OUTCOMES & ACTIONS

Category	Level	Disciplinary Outcome
Financial	One	• Removal of a committee member(s) financial responsibility. • Refusal to support financial processes for the student group. • Follow up meeting with activities team for training/support.
	Two	• Removal of financial responsibility for the student group. • Mandatory training with the activities team. • Removal from committee position. • Probationary period accessing our financial services.
	Three	• Report to ICU disciplinary process as member disciplinary concerning financial responsibilities.
Support Services (drop-ins, helpdesk, emails, and meetings)	One	• Refusal to support student group or member. • Warning communicated to student group with information on other ICU support services. • Removed access to our support services for a defined period. • Escalation to manager with follow up meeting. • Removal from committee position.
	Two	• Escalation to line manager or member of SMT. • Restricted access to support services for a prolonged period. • Removal from committee position. • Probationary period.
Facilities and Venues	One	• Asked to leave facility or venue. • Written warning to the member or group. • Removal of ability to book spaces or organise events in our venues.
	Two	• Removal of existing bookings and ability to book space. • Costs or fines passed on to the group. • Removal of equipment and storage allocation(s). • Financial restrictions on specific processes. • Restrictions on accessing our facilities and venues.
Systems & Software	One / Two	• Restricted access to systems & software. • Access to our processes restricted for a period of time • Removal of eActivities access. • Processes blocked for a group or member.
Additional action	One / Two	• Requirement to repeat or take additional training • Written apology to individual(s)/other group(s)

ACTIVITIES TEAM AGREEMENT

The Activities Team will:

- Always treat students with dignity and respect when supporting groups or members accessing our services.
- To the best of our ability, honour our commitment to processing student group documentation needed to run diverse and ambitious activity which we receive within advertised lead times.
- Provide support, training and learning opportunities for student group committees.
- Reward and celebrate groups for their contribution to the student experience
- Promote the ICU impact report, which details volume, types, and processing times for the activities team.
- Work to continually improve our services with student input, remove barriers for groups running events, trips and successfully managing administrative tasks.
- Uphold the values and goals of the students' union strategy, including delivery upon fun and inclusive communities, and the values of integrity, inclusivity, and innovation.

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If this commitment is not upheld, students can access the ICU complaints procedure underlined here: https://www.imperialcollegeunion.org/help-and-support/make-a-complaint. Any complaint will be handled via the icu.complaints@imperial.ac.uk inbox by the Union Complaints Officer.