 CEU <i>Universidad Cardenal Herrera</i>	ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)	BULLYING
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ACTION PROTOCOL:

IMPLEMENTATION OF THE BULLYING PREVENTION AND INTERVENTION PROTOCOL

<https://www.uchceu.com/docs/en/regulations/bullying-prevention-protocol.pdf>

- 1. Definition and scope**
- 2. Process**
- 3. Monitoring and measurement**
- 4. Retention of the information collated**
- 5. References/Regulations**

 <p>CEU Universidad Cardenal Herrera</p>	<p>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</p>	<p>BULLYING</p>
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1. DEFINITION AND SCOPE

This document, drawn up by the University Guidance Service (SOU), details the manner in which the CEU Cardenal Herrera University's **Bullying Prevention and Intervention Protocol**¹ is implemented, which has been in force since 2018.

Firstly, this protocol defines bullying as follows (basing itself on the definition provided by Piñuel & Oñate (2007)): **Continuous and deliberate verbal and behavioural abuse of a child by one or more other children [or of a student by other students, in our case], who treat him or her cruelly in order to subdue, terrorize, marginalize, exclude, intimidate, or threaten the victim, or to obtain something from him or her by blackmail, violating his or her dignity and fundamental rights.**

The aim of the Protocol is to protect and safeguard the physical and moral well-being and personal dignity of all our students, within a context of pacific coexistence, tolerance and respect. Its objectives are the prevention of bullying, and intervention where it exists.

Reflecting recent changes in young people's behaviour, the University recognizes the need to pay special attention to **cyberbullying**, which is more indirect and even sometimes anonymous in nature, and yet is equally damaging for the well-being and self-image of the victim.

This Protocol is applicable to any student enrolled at CEU UCH.

In those cases where the bullying concerned is not taking place between students of the University, but rather between one of our students (the victim) and a person without any relationship with the University, the role of the University Guidance Service (SOU) will be to provide support to the victim. This will occur in the same way in which the Service supports students in other situations of vulnerability, concerning, health, family, or social and emotional problems, for which this Protocol is not applicable.

¹ This document can be found here: <https://www.uchceu.com/docs/en/regulations/bullying-prevention-protocol.pdf>

 <p>CEU Universidad Cardenal Herrera</p>	<p>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</p>	<p>BULLYING</p>
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2. PROCESS

A case of bullying of a CEU UCH student may be identified and communicated by a variety of different informants: the student in question, a member of his or her family, a fellow student, or a member of the University staff. It is also possible that the University may be informed of such a case by the police or the courts, or the University may detect such a case itself by the proactive assessment of the social situation.

When a possible case of bullying is reported, the stages of the process are as follows:

1. The informant notifies a member of the Case Notification Group (which consists of the staff from SOU and the offices of the corresponding vice-dean and academic secretary).
2. SOU will then undertake an initial interview of the victim to assess the situation, collate as much information as possible and provide emotional support.

Depending on the characteristics of the case and the evidence provided during this initial interview with the victim, the guidance counsellor may then arrange an interview with the alleged aggressor or aggressors to gain more information and their version of events. The counsellor will also consider who is most suitable to carry out this second interview: for example, the vice-dean, degree coordinator, personal tutor or another person, as appropriate to the specific circumstances.

3. After the initial interview, the guidance counsellor will assess the information collated and put forward an intervention proposal and corrective measures for the aggressor or aggressors.
4. After receiving a request to this effect from the guidance counsellor, the academic secretary of the faculty or campus concerned will then arrange a meeting of the Assessment Commission, whose members will include SOU staff members, the relevant vice-dean and academic secretary, and any other persons that the aforementioned members consider should be present, according to the specific circumstances (for example, the lecturer who reported or was first notified of the case, the year or degree coordinator, etc.).

At this meeting:

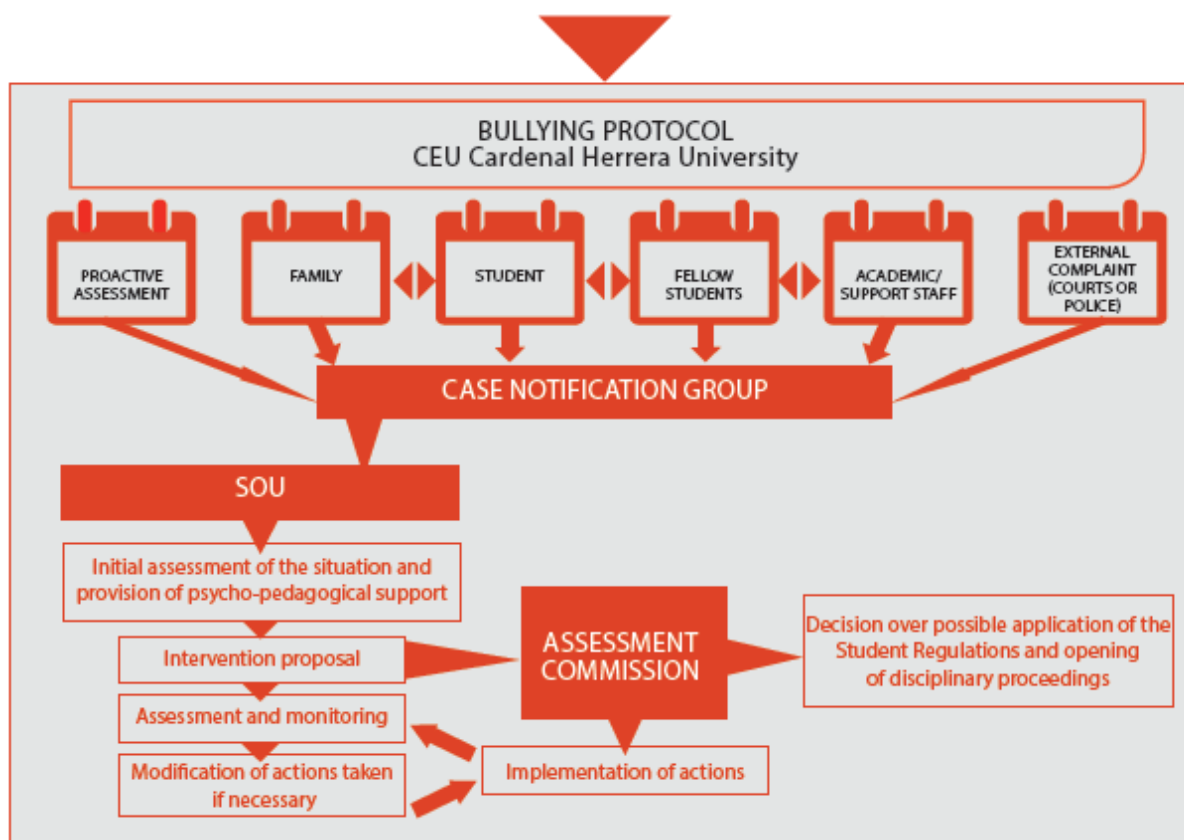
 <p>CEU Universidad Cardenal Herrera</p>	<p>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</p>	<p>BULLYING</p>
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- a. The guidance counsellor will present to the Assessment Commission the information of the case (or at least that part of the information whose sharing the victim has consented to). He or she will give an appraisal of the situation and a proposal for intervention and the measures to take.
- b. The Assessment Commission will then decide on the measures to take, with regard both to the victim and the aggressor, and will consider whether a sanction needs to be applied, in accordance with the University's Student Regulations.
- c. The guidance counsellor will record the measures agreed by the Assessment Commission, with regard both to the victim and the aggressor, and the names of those responsible for implementing them. He or she will then pass on the information regarding these measures (without divulging any confidential information that the victim or aggressor may have provided) to the relevant academic secretary, vice-dean and dean.

This process may be modified in cases whose gravity requires urgent measures to be taken to protect the victim, giving priority to his or safety.

 CEU <i>Universidad Cardenal Herrera</i>	ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)	BULLYING
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The image below, taken from the *Bullying Prevention and Intervention Protocol of the CEU Cardenal Herrera University*, provides a visual summary of the process.



3. MONITORING AND MEASUREMENT

The SOU staff will monitor the case, following up on the victim and the aggressor or aggressors and checking that those responsible for implementing the agreed measures are doing so.

If evidence were found that the bullying was continuing, a new meeting of the Assessment Commission would be arranged to determine whether further measures need to be taken.

The frequency of follow-up actions will be determined by the guidance counsellor (or other persons of responsibility, where appropriate) in agreement with the victim and the aggressor, as necessary.

 <p>CEU Universidad Cardenal Herrera</p>	<p>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</p>	<p>BULLYING</p>
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Follow-up actions will, preferably, be undertaken at the following times:

- One month after the last meeting with the victim and the aggressor.
- Three months after the aforementioned meeting.
- After the beginning of the following semester or academic year.

4. STORAGE OF THE INFORMATION COLLATED

The guidance counsellor will be responsible for recording the actions undertaken with the victim and the aggressor, the meetings of the Assessment Commission and the relevant dates. This information must be retained for at least five years.

5. REFERENCES/REGULATIONS

- The Bullying Prevention and Intervention Protocol of the CEU Cardenal Herrera University:

<https://www.uchceu.com/docs/en/regulations/bullying-prevention-protocol.pdf>

- Student Regulations of the CEU Cardenal Herrera University

<https://www.uchceu.com/docs/en/regulations/student-regulations.pdf>