

Staff Guidance

Handling Racist Incidents Toolkit



www.apex-educate.co.uk

1. Why Staff Guidance Matters

Learners look to staff for how racism will be addressed. A staff response can either:

- Rebuild trust and safety for those harmed.
- Model accountability for those who caused harm.
- Or unintentionally minimise and reinforce harm if handled poorly.

👉 **Key Principle:** Every staff member must respond with clarity, consistency, and confidence.

2. Key Principles for Staff

- **Name racism directly** → Avoid vague terms like “unkind behaviour” or “bullying.”
- **Affirm the harmed learner** → Reassure them it will be taken seriously.
- **Model calm confidence** → Responses set the tone for peers and bystanders.
- **Follow up, don’t just move on** → Immediate action is only the first step.
- **Consistency matters** → All staff must respond in the same way to build trust.

3. Step-by-Step Response Flowchart

Immediate Response → Recording → Restorative/Educational Action → Reporting → Monitoring

1. Immediate Response

- Interrupt the behaviour.
- Name it as racism.
- Affirm the learner harmed.

2. Recording

- Log the incident using consistent categories (see Section 8).
- Avoid vague labels (“conflict,” “bullying”).

3. Restorative/Educational Action

- Provide support for the harmed learner.
- Use restorative prompts or activities with the learner who caused harm.

4. Reporting

- Inform parents/carers (see Section 6).
- Ensure senior leadership is aware of patterns.

5. Monitoring

- Track if the learner feels safer.
- Identify repeat behaviours or wider patterns.