



'Discrimination, hate crime and speech, racist and xenophobic narratives, in particular online, are not only illegal but they polarise our societies and question our European values. We need to continue to fight these dangerous trends together, be it online or offline.'

Věra Jourová, European Commissioner for Justice, Consumers and Gender Equality (March 2019)

Online Module: Executive Summary

Hate crimes are criminal acts that express intolerance and discrimination. They can be threats, assaults, intimidations or any other criminal offence, but they are always motivated by 'bias', which manifests as hate or prejudice.

Bias motivation is someone's preconceived negative opinions, stereotypical assumptions, intolerance or hatred directed to a particular group that shares a 'protected characteristic' – which is a characteristic fundamental to their identity, such as their ethnicity, nationality, religion or sexual orientation.

Examples of hate crime are a person who posts an anti-Muslim video on YouTube and comments that he will kill Muslims because of their religion, and a street assault made on a gay couple because they were holding hands.

The attention given to hate speech and hate crime has grown in recent years, and there is broad agreement that these phenomena have significant harmful effects and pose a problem for society in general.

This e-learning module aims at raising awareness and the sense of urgency as regards the issue of hate crime, to help law enforcement officers to better understand the phenomenon and to identify issues in police attitudes and response. It is aimed at police officers and other law enforcement authorities as well as judicial authorities.

The module consists of an introduction, nine topic chapters and a glossary of terms and abbreviations related to hate crime. Users can also check their levels of understanding for each of the topics by considering a selection of quiz questions.

The topic chapters are:

1. **Introduction**
2. **Concepts and Characteristics:** A description of different aspects of hate crime and hate speech, and of the different types of hate crime offenders, including extremists and terrorists.
3. **Bias Indicators:** What these are, why it is so important to identify them, and typical examples.
4. **Victims:** Understanding the perspectives of the victims of hate crime, and how the police and other organisations can support them.
5. **Impact:** The psychological distress and behavioural changes of the victim and their community or group that can result from hate crime.
6. **Legal Aspects:** The most important legal provisions relating to combating hate crime.
7. **Hate Speech and Online Hate:** What hate speech is, its causes and consequences, and its prevention and combating.
8. **Effective Response and Investigation:** The identification of hate crimes, and their proper investigation, prosecution and sentencing by national courts.
9. **Ensuring an Effective Victim-Centred Response:** The different steps on dealing with a hate crime case, including first response, providing victim support and follow-up actions.
10. **Prevention, Cooperation and Data Collection:** The features of these three aspects of combating hate crime.