

Equality and Diversity Policy

The purpose of this policy is focus on our responsibilities as an ILM centre to ensure:

We are committed to equal opportunities for all (ourselves, team members, clients, candidates, partners, associates), regardless of sex, gender reassignment, marital status, civil partnership, physical status or any disability, racial or ethnic origin, nationality, creed or religious belief, sexual orientation, age, pregnancy and maternity or employment status.

We seek to ensure implementation of our qualifications and programmes are without disadvantage to any learner that has or any group of learners that may share any of these characteristics. We do everything possible to ensure that no discrimination occurs during any of our procedures and processes, whether it is selection, delivery, support, assessment or external verification.

We make all our staff and contractors aware of this policy.

This policy applies to all staff, learners, volunteers, contractors and visitors.

Staff are to ensure that all learners understand this policy by explaining it to each individual learner in a way which is person-centred and appropriate to any learning disability they may have. Staff need to ensure that learners and potential learners are aware that they should advise us of any special needs they have so that these may be catered for. Learners may also notify us in writing would they prefer.

No staff member or person applying for a place in our learning programmes will be considered any less favourably than any other applicant on any of the above grounds. Decisions will be taken in strict adherence to the law, with equality in mind and with a sense of justice.

Staff are to ensure that the learning environment is welcoming and supportive enabling learners to work together in harmony. Staff should be vigilant to specific needs and issues of diversity and equality, such as but not limited to: people with auditory, physical or visual impairments, people with learning differences, people who are not contributing and may be excluded; people with limited access to workplace environments or equipment for assignment completion.

Furthermore, all team members, visitors and contractors are to be treated with dignity and respect. Strategies will be adopted across the whole of our organisation's life and curriculum/learning programmes that will affirm the diversity of society and positively portray people of all groups.

Tutors/trainers/assessors/verifiers will pay full regard to equality and diversity when teaching/assessing/evaluating groups or individuals. They will carefully observe learners' needs and ensure sufficient time and support is given to respond to each learner in accordance with their needs. They will pay special attention to ensuring that all participants in learning feel included and valued.

Staff are expected to act as good examples to learners in their conduct and the performance of their duties and to act as mentors and supporters of people in learning.

Staff are expected to ensure that the personal dignity of all the staff, learners, visitors and contractors is upheld by the prevention of any incidents of harassment, bullying or inappropriate behaviour.

Learners will receive induction training and ongoing updating training on relevant areas of equality and diversity. We will collect and monitor personnel records to ensure that equality of opportunity exists throughout the organisation. Statistics will be kept on a range of equality aspects in order to measure the level of fairness to all and to ensure positive action is taken where additional support is required. The legal, professional, and common-sense rules of confidentiality will apply in all relevant circumstances.

Whenever contractual arrangements, including service level agreements or work placement or partnership agreements are being made with other agencies, we will seek a mutual verbal or written commitment to equal opportunities. We are committed to maintaining a working environment free from harassment, bullying, intimidation and offensive behaviour in any form, verbal or non-verbal. All staff are expected to carry out their duties effectively, confidently and competently; and they and their learners have the right to work without fear of harassment or bullying. If a complaint is made to management about harassment or bullying, it will be investigated promptly and appropriate action taken.

If any staff member, or any learner feel they have been treated unfairly and not in accordance with this Equality policy, the matter should be raised in writing specifying the details and referring to our Complaints Policy.

Assessment: assessment is entirely related to performance and in no way influenced by age, disability, gender reassignment, marriage, civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation.

We are committed to fair assessment (where relevant, such as internally Assessed qualifications).

Our facilities: Our programmes are conducted either at client's premises or at Conference Centres, and we shall work to ensure we are aware of any specific needs concerning materials, access, dietary in advance so that we can do our utmost to make this available.

Staff development –awareness training is available for staff where necessary and will be updated in line with Policy Reviews.

Staff Behaviour – we expect all team members, associates and contractors to treat people as they would wish to be treated – fairly, equally, with courtesy, respect, welcoming diversity and challenging inappropriate behaviour; being open and honest in dealing with other people and organisations, whilst protecting personal privacy and keeping commercial confidence.

For further information on complaints, enquires and appeals please see the Complaints Policy and the Appeals Policy.

Continuous Improvement We aim to improve our processes and our response to customers in the light of learning from the feedback we receive.