



Equality and Diversity Policy June 2019

Equality & Diversity Policy

1. Introduction

1.1 SEB Training Services (SEBTS) is committed to providing services that embrace diversity, promote equality of opportunity and assessments that are based on requirements only and do not discriminate against anyone.

1.2 The purpose of this policy is to explicitly state how this commitment and current legislation are applied by this Centre to training courses, qualifications and assessment practices.

1.3 This policy covers 3 broad areas: -

- a) **Equality** is where people are treated fairly and given an equal opportunity. It is not about treating everyone in the same way, but recognises that needs can be met in different ways. Equality focuses on those areas covered by the law, namely the 'protected characteristics' of race, gender, disability, religion or belief, sexual orientation and age. Legislation seeks to prevent discrimination in all these areas. This Centre believes we all have a duty to promote equality and remove discrimination. We do this by analysing statistical data and candidate/stakeholder feedback. We support ITC Awarding Organisation to analyse candidate data.
- b) **Diversity** is about recognising, valuing and managing individual differences to enable everyone to contribute in their own way feeling comfortable with and understanding various different needs.
- c) **Equal Opportunity** is about providing good practice guidance relating to candidates who are eligible for reasonable adjustments in activities and assessments or who require special considerations.

1.4 Scope of this policy

This policy will be applied to all training courses and qualifications offered by this Centre.

2. Equal Opportunities Statement

2.1 SEBTS is committed to providing equal opportunity for everyone who is employed by this Centre or takes advantage of the services provided by this Centre, regardless of age, gender, race, religion, disability, ethnic origin, national origin, marital status, sexual orientation, political persuasion or trades union activity. This commitment will be informed by current UK legislation and EU directive e.g. recognising restrictions on those working with young children and vulnerable adults.

2.2 It is legally and morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus it is our intention to ensure that no person is subject to unfair treatment in any way and we recognise our responsibilities and legal obligations under all the current legislation. This policy is underpinned by the requirements of The Equalities Act 2010.

3. Application of Equal Opportunities Statement

3.1 SEBTS will ensure equality for all learners by ensuring that:

- a) Responsibility for the full implementation, evidence collection, and maintenance of registers and review of this policy is taken by the manager of SEBTS. All such evidence is to be made available to the Awarding Body upon request.
- b) All qualifications used by this Centre are developed by Awarding Bodies with robust equality systems.
- c) All assessment instruments and processes used will be free from any bias, and inclusive for all candidates.
- d) All SEBTS Trainers and Assessors are made aware of our commitment to equality of opportunity during staff induction and CPD.
- e) All SEBTS candidates are made aware of this equal opportunities policy and its implementation on all training course.
- f) As many candidates, and as diverse a range of candidates as possible have access to our qualifications.
- g) SEBTS Candidates have the opportunity to feedback by evaluation forms to this Centre after every course.
- h) Candidates can utilise the Centre Malpractice & Misconduct procedures or Appeals/Complaints procedures for matters relating to alleged discrimination. Escalation to ITC procedures is an option if complaints are not resolved by the Centre
- i) This Centre, in conjunction with ITC, will collect sufficient data to allow monitoring and evaluation, on the grounds of race, disability and gender, via candidate registration, achievement documents and course evaluations.
- j) All information and data for review and evaluation is archived. Including:
 - i. Evidence of higher or lower participation by different groups; by collecting candidate registration data from each course.
 - ii. Evidence that different groups have different needs in relation to ITC qualifications; by collecting candidate evaluation data.
 - iii. Authentic sample of evaluation data that is gathered by ITC after training events; by informing candidates that ITC will request additional evaluation data by email completion, from all candidates.
- k) Where a barrier to learning has been identified (through review process, EV reports or complaints and appeals procedures being invoked, this Centre (in conjunction with ITC will) investigate and take appropriate action (withdraw assessment material - amend/update - provide training, as necessary) and then continue to monitor the evidence.

4. Diversity Statement

4.1 Diversity is about valuing and respecting the differences between learners, regardless of ability and/or circumstances or any other individual characteristic they may have.

4.2 This Centre believes differences should be acknowledged, celebrated and embraced to help ensure that all learners feel included in the learning process and the learning environment is suitable for all.

4.3 SEBTS will consider the following list whilst preparing and undertaking its training activities:

- a) Environment and equipment E.g. adjustable height workstations, accessibility, CPR manikins reflecting age and/or ethnic origin of potential learners.

- b) Programme resources E.g. Handouts and presentations to be capable of adaptation to a number of formats, consider other languages, language level and jargon, illustrations to reflect diversity of potential learners.
- c) Staff development E.g. Ensuring all are well informed of current policies and procedures in good time for the knowledge to be meaningful.
- d) Information E.g. This should be accessible to all, email or notice-board or leaflet.
- e) Liaising with others E.g. Language interpreters may be required or staff who can use sign language.
- f) Feedback and evaluations should be obtained from all learners to ensure that current practices are responsive to their needs and any barriers to learning identified and mitigated.

5. Summary of Procedures during training and assessment session

5.1 Candidate Procedures

- a) For any matter arising from or relating to this policy during a training course, candidates should:
 - i. Inform the Trainer delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the course evaluation form (03).
 - ii. If this does not resolve the matter make a complaints following the process set out in the complaints policy.

6. Data collection

6.1 It is SEBTS and ITC policy that all information and data be shared with the regulatory authorities upon request. Data forms are:

a) Candidate Registration Form (02)

- i. Gender - male or female (tick box)
- ii. Special needs or reasonable adjustments requested (text box)
- iii. Ethnicity - ethnic group definitions based upon 2011 census question (tick box)

b) Candidate Evaluation Form (03)

- i. Each candidate is asked to complete an end of course evaluation form. Answers are entered to the ITC website which allows Centre training courses to be analysed in relation to the information asked for.
- ii. Candidates have an opportunity to add 'amplified comment' to possible areas of concern, each comment received is scrutinised by a representative of SEBTS. Any area for concern is investigated. Specific evaluation questions ask for a candidate response relating to:
 - The assessment component of the qualification
 - The teaching component of the qualification
 - The qualification courses materials
 - Special adjustment requirement

c) Access to Training & Assessment Form (C4)

Each completed form will be logged then forwarded to ITC.

d) Special Considerations Form (C7)

Each completed form will be logged then forwarded to ITC.

e) Awarding Body Annual Assessment by Centres - Feedback Form (F2)

Each completed form will be forwarded annually by SEBTS to ITC

7. Equality Impact Monitoring

7.1 SEBTS will maintain an Equality & Diversity complaints register that will be reviewed annually. (see Incident and Complaints Log).

7.2 SEBTS will review this policy as part of IQA procedures.

Appendix: Equalities Act

The **Equality Act 2010** legally protects people from discrimination in the workplace and in wider society

More information can be found at:

www.gov.uk/guidance/equality-act-2010-guidance

Next review date: June 2019