

Equality and Diversity Policy

Qualifi recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation to ensure that no employee or other representative of the organisation receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (protected characteristics).

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best.

We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all in our employment.

All employees and other related representatives, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for entry on to learning programmes and selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our staff will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of Qualifi's goods or services.

This policy and the associated arrangements shall operate in accordance with statutory requirements, particularly Equality Act 2010 <https://www.gov.uk/equality-act-2010-guidance>. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

Our Commitment

- To create an environment in which individual differences and the contributions of all our staff are recognised and valued;
- Every employee and every learner is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated;
- Training, development and progression opportunities will be available to all staff;
- To promote equality in the workplace and the learning environment, which we believe is good management practice and makes sound business sense;
- We will review all our employment practices and procedures to ensure fairness;
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings;
- This policy is fully supported by senior management and has been agreed with employee representatives;

- The policy document will be monitored and reviewed annually.

Responsibility of Management

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Chief Executive. Directors and managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all their staff are aware of the policy and the arrangements, and the reasons for the policy;
- complaints/grievances concerning discrimination are dealt with properly, fairly and as quickly as possible;
- proper records are maintained.

The Chief Executive will nominate a person who will be responsible for monitoring the operation of the policy in respect of employees and job applicants, including periodic departmental audits.

Responsibility of Staff

Responsibility for ensuring that there is no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all members of staff should:

- comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass or intimidate other staff or learners or groups who have, or are perceived to have one of the protected characteristics;
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic;
- inform their manager if they become aware of any discriminatory practice.

Third Parties

Third-party harassment occurs where an employee is harassed, and the harassment is related to a protected characteristic, by third parties such as clients or customers. The Company will not tolerate such actions against its staff, and the employee or other representative concerned should inform their manager or a senior member of staff, at once, that this has occurred. The appointed person responsible for monitoring equality and diversity will fully investigate and take all reasonable steps to ensure such harassment does not happen again. The issues will be reported to the senior management team and the Board of Directors.

Related Policies and Arrangements

All employment policies and arrangements have a bearing on equality of opportunity. This company's policies will be reviewed annually and any discriminatory elements removed.

Rights of People with Disabilities

Qualifi attaches particular importance to the needs of people with disabilities.

Under the terms of this policy, managers are required to:

- make reasonable adjustment to maintain the services of an employee or other representative opportunities who becomes disabled, for example, training, provision of special equipment, reduced working hours. (NOTE: managers are expected to seek advice on the availability of advice and guidance from external agencies to maintain disabled people in employment);
- include disabled people in training/development programmes;
- give full and proper consideration to disabled people who apply for jobs or for learning programmes, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job or the learning programme.

Equality Training

Equality information is also included in induction programmes for both employees and learners. Training will be provided for managers on this policy and the associated arrangements. All managers who have an involvement in the recruitment and selection process will receive specialist training.

Staff training records of all training, including equality will be maintained.

Equality of Opportunity in Assessment

Overall structure of the qualifications:

We are committed to ensuring equality of opportunity for Learners in the overall design of our qualifications and units, in order to widen participation, by:

- involving Learner representatives in the design of our qualifications and units to avoid unjustified barriers to entry,
- allowing Centres to design and adapt their course design and delivery to reflect the needs of particular Learners or groups, providing all the generic requirements of the qualification are met,
- designing an assessment process (as defined by the minimum assessment requirements) that accommodates different learning styles and needs,
- giving equal weight to tutor assessment of Learners and thus recognising that they are best placed to assess their Learners' individual learning needs and capability,
- using language that is free from bias and appropriate for the target group.

Internal assessment:

We are committed to ensuring equalities of opportunity for Learners in their Centres, in order to widen participation, by:

describing clear entry pathways to training for Learners and clear guidelines to Centres relating to Recognition of Prior Learning (RPL) and credit transfer which recognises other training and experience, requiring all registered Centres to have:

- an appropriate Learner support system in place, coherent and proactive framework for widening access and working with Learner diversity (including individual learning needs),
- arrangements in place for Learners with special assessment needs,
- ensuring these requirements are consistently being met by including them within the Qualifi Quality reviewer remit,
- providing clear guidelines and systems for Centres to request Reasonable Adjustments.

External assessment:

We are committed to ensuring equality of opportunity in the design of our external assessment process by:

- providing external assessment which places emphasis on practitioner skills rather than academic ability, at appropriate levels,
- assessing Learners' understanding of working with difference and diversity as an integral part of all external assessments.

We are committed to ensuring equality of opportunity for Learners engaged in the external assessment process by:

- providing clear guidelines and systems for Centres to request Reasonable Adjustments and Special Consideration for individual Learners, so as not to create unnecessary barriers to achievement,
- providing clear guidelines to Learners for sourcing individual support for external assessment,
- recording, reviewing and reporting on Reasonable Adjustments and Special Consideration to ensure that these meet current legislation and guarantee fairness of assessment for all Learners.

Monitoring

- Qualifi deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation as a whole. Accordingly, a monitoring system will be introduced to measure the effectiveness of the policy and arrangements;
- The system will involve the routine collection and analysis of information on employees by gender, marital status, ethnic origin, sexual orientation, religion and beliefs. Analysis of employees by grade and

length of service in current grade will be made. Information regarding the number of staff who declares themselves as disabled will also be maintained;

- There will also be regular assessments to measure the extent to which recruitment to first appointment, internal promotion and access to training and development opportunities affect equal opportunities for all groups;
- We will maintain information on staff who have been involved in certain key policies: e.g. Disciplinary, Complaints;
- Where appropriate equality impact assessments will be carried out on the results of monitoring to ascertain the effect of the company policies and our services and services may have on those who experience them;
- The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose;
- If monitoring shows that the company, or areas within it, is not representative, or that sections of our workforce are not progressing properly within the company, then an action plan will be developed to address these issues. This will include a review of recruitment and selection procedures, company policies and practices as well as consideration of taking legal positive action;

Complaints

Employees and Qualifi representatives have a right to pursue a complaint concerning discrimination or victimisation via the company Complaints Policy.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under the company Disciplinary Procedure.

Communication within a Centre

It is important that both your staff involved in the management, assessment and quality assurance of our programmes and your learners undertaking our programmes are fully aware of the contents of the Policy. Please ensure that you have made your staff and all Users in the centre aware of the Policy. On their centre visits, any Qualifi appointed persons may check that you have not only received the Policy but also made your relevant staff and all your learners aware of its contents and purpose.

Contact Details

To access a copy of our Complaints policy and procedure, or to make a complaint, please write to The Quality Assurance and Compliance Manager:

Qualifi Limited
Synergy House
7 Acorn Business Park
Commercial Gate
Mansfield
NG18 1EX

Telephone: 0161 818 9904

Email: info@qualifi.net

Website: www.qualifi.net

Complaints about us, as a UK regulated awarding organisation.

If you have complained to us and are still unhappy with the outcome, you can take your complaint to Ofqual who will look into it. You can make Ofqual aware of your complaint by letter, phone or email.

Ofqual
Spring Place
Herald Avenue
Coventry
CV5 6UB

Telephone: 0300 303 3346

info@ofqual.gov.uk

Review

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the senior management team.