



# Equality and Diversity Policy

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## Document History

Version	Issue Date	Owner	Revision Notes	Next review date (annual review)
V1	15.07.2021	Vicky Harold	Updated to Branding and CMC code	15.07.2022
V2	18.10.2021	Wendy Shepherd	Full review	18.10.2022

This document is issued, controlled, and can only be modified after proposed modifications have been accepted by the Operations Director and have been accepted by the Company Directors.

The latest version will be maintained on the company central storage area (Intranet).

## Scope

This policy applies to all employees, learners, contractors, stakeholders, colleagues, employers, customers, and prospective employees.

When referring to learners within this policy, this includes all those on an apprenticeship, a traineeship or undertaking an AEB funded qualification.

## Purpose

The overall purpose of this policy is to ensure that Key Training is a place where learning and working exists in an environment that promotes equality of opportunity, celebrates diversity, and allows everyone to achieve to their potential.

This policy will be communicated through different means to all staff, learners, and customers and will be available on our website. Key Training wishes to secure genuine equality of opportunity whether required by legislation or not, in all aspects of its activities as an employer and training provider.

To this end, Key Training will take every reasonable and practicable step to ensure that there be no discrimination against any individual or individuals, including staff, directors, beneficiaries, trainees, and customers on account of their disability, age, sexual orientation, race, religion or belief, gender reassignment, gender, marital status and civil partnership, pregnancy and maternity or any other criteria.

## Our Commitment

- Every employee is entitled to a working environment which promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Managers will share and promote successful actions that work in the learning, teaching and work setting.
- Every customer, stakeholder, employer, and contractor are entitled to receive a service from Key Training that is free of bias and all unreasonable barriers.
- Every employee and learner are entitled to expect equality of opportunity in all aspects of their employment including its terms and conditions.
- Every potential employee and learner are entitled to expect the recruitment process to be free of all unreasonable barriers
- The commitment to diversity and equality in the workplace is good management practice and makes sound business sense.
- Promotion and embedding of equality and diversity is at the fore front of our organisation.
- We are committed to advancing equality of opportunity, respecting, and celebrating differences, eliminating discrimination, harassment, and victimisation, and fostering good relations, between all who work or learn at Key Training, or use our services.
  - We are committed to eliminating discrimination, harassment, and victimisation, advancing equality of opportunity between people who share a protected characteristic and those who

do not, and fostering good relations between all who work or learn at Key Training, or use our services.

- Breaches of our diversity and equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management and improvement practices are embedded into the equality and diversity development plan.
- The policy will be monitored and reviewed annually.

## Principles

The Equality and Diversity Policy of Key Training is underpinned by principles to which all staff, learners and stakeholders should adhere, namely:

- The creation and maintenance of an environment in which individual differences and the contributions of all our staff and learners are recognised and valued.
- That successful implementation of the Equality and Diversity Policy is the responsibility of all staff, learners, and stakeholders.
- All learners, staff and other stakeholders of Key Training will be treated with fairness, respect, and sensitivity.
- The creation and maintenance of a working and learning environment where all will have the opportunity to fully participate to achieve their full potential in a climate free from discrimination, bullying or harassment.
- Training, development, and progression opportunities are available to all learners and staff.
- We will regularly review our employment practices and procedures to ensure fairness.

The Company actively promotes shared British values through tutorial and classroom delivery using the following key themes:

- Democracy
- The rule of law
- Individual liberty
- Respect and tolerance

All staff will be required to attend development opportunities to ensure that they are aware of and adhere to the company's Equality and Diversity Policy.

## Aim of the policy

To comply with the Equality Act 2010

To ensure an environment free from bullying and harassment and unfair or unlawful discrimination

To develop an ethos of equality of opportunity and to take positive steps to promote it

## Objectives of the policy

- To regularly review the policies and procedures that protect and promote equality and diversity.
  - To make all partners aware of their personal obligations to avoid discrimination in accordance with this Equality and Diversity Policy
  - To organise or access opportunities that foster a culture of equality for all
- To discourage and/or actively oppose any unfair or unlawful discrimination
- To monitor procedures and activities to ensure the effectiveness of Key's approach
- To take account of the needs of all, particularly those with protected characteristics.
- To take positive action to redress unjustified disparities in training and/or employment.

## Equality & Diversity Statement

Key Training is committed to being an equal opportunities company, promoting and developing equality and diversity in all its functions across the business. It will seek to do this by:

- communicating its commitment to equality and diversity to all
- creating an environment where there is mutual respect and equality of opportunity
- provide relevant training for all staff
- developing mechanisms for implementation, monitoring, evaluation, and review
- treating acts of discrimination as a disciplinary offence
- dealing with harassment and bullying
- engaging staff in the development, implementation, and execution of our policies
- actively promoting equality and diversity with our customers, learners, and others
- engage a team of equality and diversity champions to share good practice

People that we deal with will receive equal treatment regardless of sex, marital status, race, colour, ethnicity, nationality, disability, age, sexual orientation, gender identity, religion, or belief (protected characteristics).

The Board and Management Team recognise that they have responsibility for ensuring that the company operates within the legal framework for equality and for implementing the policy throughout the business.

All employees and learners of Key Training are responsible for trying to prevent discrimination which is within their control to prevent or challenge.

## Definitions

- Direct discrimination occurs when someone is treated less favourably relating to any of the protected characteristics
- Indirect discrimination occurs when an apparently neutral practice or requirement disproportionately disadvantages one group and cannot be justified by the company
- Discrimination by association is direct discrimination against someone because they associate with another person who possesses a protected characteristic

- Perception discrimination is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic
  - Victimisation is when someone treats you badly or subjects you to a detriment because you complain about discrimination or help someone who has been the victim of discrimination.
  - Harassment is recognised and means employees will be able to complain regarding behaviour that they find offensive even if it is not directed at them, and the complainant need not possess the relevant characteristic themselves

## The Law

The Equality Act 2010 provides the framework for Key Training practices and supersedes all previous legislation.

The Equality Act 2010 recognises the following types of discrimination:

- Direct discrimination, including associative and perception discrimination
- Indirect discrimination
- Harassment
- Victimisation
- Discrimination arising from disability
- Failure to make reasonable adjustments.

## Legal background

Discrimination is unlawful when it takes place against all the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Gender Sexual Orientation
- Marriage and civil partnership.

## Accountability

All staff, learners, customers, and visitors to the company are made aware of the policy. Where staff or learners are working at premises other than company locations they will be subject to the policy. The policy covers behaviour in the virtual learning environment, by email and other social media. Breaches of this policy will be taken seriously and may lead to disciplinary proceedings. The company has a role in promoting good practice in equality and diversity in the workplace. Staff will monitor equality and diversity



through progress reviews, meetings with learners and employers/workplace supervisors. The company expects that an employer with a work based, or placement learners will have Equality and Diversity Policy. Key Training will work alongside its partner employers to improve equality and diversity in the workplace and to eliminate discrimination.

Specifically:

**Board is responsible for ensuring that:**

- They are aware of and take ownership of the Company's responsibilities as outlined in this policy and equality legislation
- They review Company equality and diversity information and consider this with regards to setting targets for the company
- They consider the diversity of the company and how this compares to the learner numbers
- Before any major strategic decisions are made, the company considers equality issues

**The Management Team is responsible for ensuring that:**

- The company's strategic plan encompasses our commitment to equality of opportunity and action plans deliver equality
- The quality improvement plan has equality at its core
- The company recruits and retains an inclusive and diverse workforce which is appropriately developed to ensure everyone has the opportunity to achieve their full potential. Equality Objectives deliver aspects of equality that apply most to the company
- Equality impact assessments are conducted for major decisions and changes and to ensure that all policies have been written and maintained so that their outcomes are fair to all. Where any part could potentially lead to unequal outcomes, the policy then justifies why this is a proportionate means of achieving a legitimate aim.
- They promote this policy amongst their staff and ensure compliance
- All programmes of learning offered, will be regularly reviewed through the SAR and curriculum planning processes. They will examine how far they meet the needs of all learners with reference to equality of opportunity
- Learners' participation, attendance and success is monitored throughout the year and early remedial action is taken (EDIMS)
- They take appropriate action where necessary to assist minority or under-represented groups to increase participation, retention and achievement tailored to any patterns within curriculum areas (e.g., gender bias)
- Teaching observation reports include an evaluation of how successfully equality and diversity is embedded and advanced
- Internal quality assurance procedures include scrutiny of equality and diversity
- Schemes of work, lesson content and teaching resources of staff within their areas are reviewed against the commitments within this policy and take action to make improvements or adjustments accordingly

### **Staff are responsible for ensuring that:**

- They are aware of this policy and their duties in relation to all the protected characteristics under the Equality Act
- They demonstrate sensitivity to issues of diversity and that they attend and complete staff training to help their understanding of the issue in this area
- Whatever their role, they challenge, within their ability, inappropriate behaviour of any person wherever it might occur within the company or during its activities
- Any issues that are raised by colleagues, employers, or learners, are reported to the Equality and Diversity Champion, or that safeguarding processes are followed if that policy is better suited to the situation.
- Visitors and subcontractors are made aware of and comply with the policy
- They conduct themselves throughout their employment in a way that positively supports this policy and protects the company's reputation
- Learners have the opportunity to comment on equality and diversity issues
- Employers have the opportunity to comment on equality and diversity issues

### **Learners are responsible for ensuring that:**

- They undertake induction, enrichment, and tutorial activities to expand their knowledge of equality and diversity
- Their coursework reflects sensitivity to issues of equality and diversity and does not include any discriminatory content
- They do not use any company equipment or resources to produce or research material in such a way that could be considered discriminatory or in opposition to the commitments within this policy
- They use the Safeguarding Handbook to locate contact details to report any inappropriate behaviour by any staff, visitors, or fellow learners to a member of staff.
- They act as good role models to peers and challenge inappropriate behaviour where they are confident in doing so.

## **The Key Training Approach**

### **Staff and recruitment**

- Job selection process will promote our commitment to Equality and Diversity and be examined to ensure any advertisement does not discourage applicants from underrepresented groups
- Job descriptions will contain without discrimination, the clear requirements based on the needs of the role and will as standard contain the employee's responsibilities related to equality and diversity
- Candidates' information relating to equality and diversity will not be shared with the recruitment staff and will only be used for monitoring purposes
- Pre-employment health questionnaires will not be used as part of the selection process

- Successful candidates with protected characteristics will have their needs reviewed and catered for, where reasonably possible.
- All employees will monitor their conduct and language to eliminate discriminatory remarks or practices. All employees should challenge colleagues where this is not adhered to

At interview, applicants will not be asked questions which may be considered discriminatory, and members of the interview panel will have received specific equality and diversity training for this role.

## Job applicants'

All staff will be asked to complete a form denoting their protected characteristics. In addition, staff will be invited to disclose sexual orientation and their Religion and Belief. This information will be used for monitoring the effectiveness of policy, including the promotion of race equality, and, as above, will remain anonymous.

The company will pursue non-discriminatory practices relating to pay and conditions. All staff will have access to induction, regular performance development reviews, training and development reviews and appropriate staff development in equality and diversity, to equip staff to recognise and embed diversity and to challenge any form of discrimination.

All employment policies and procedures will be developed and reviewed within the context of the Equality and Diversity Policy.

Any employee may use the grievance procedure to complain about discriminatory conduct. If the matter relates to harassment on the basis of disability, then the grievance may be raised directly with their line manager. The company wishes to ensure that staff feel able to raise such grievances and no individual will be penalized for raising such a grievance unless it is untrue and made in bad faith.

Any employee who harasses any other employee on the grounds of any of the protected characteristics will be subject to the Disciplinary Procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct and as such could result in dismissal.

We will provide reasonable adjustment for any staff who need it.

We will embed equality and diversity throughout workforce practice, for example providing good customer care, embedding equality and diversity in teaching, and learning and providing a high-quality service for all.

To enable employees to reach their potential, Key will provide support and guidance to all employees. Specific support for employees with protected characteristics may include:

- Tailored training programmes
- Job sharing
- Flexible working hours
- Negotiated career breaks
- Paternity and adoption leave
- Enhanced maternity leave
- Rehabilitation adjustments

The company training programme will include a range of events relative to equality and diversity. All employees should be aware of the complaints and bullying and harassment procedure. Key Training will monitor the makeup of the workforce against the protected characteristics and compare this with similar sectors.

## Staff

The company is an equal opportunity employer. Equal opportunity is about good employment practices and enabling an efficient contribution by our staff.

We will actively monitor our performance to ensure we are meeting our commitments. For example, we will gather and use the following information to monitor and improve practice:

- Staff profile
- Grievance Records
- Disciplinary Records
- Complaints
- Staff Progression
- Access to and satisfaction with staff development opportunities.

Recruitment advertisements will indicate the company is an equal opportunity employer. Neither recruitment advertisements nor post details will include conditions or requirements which have an adverse impact to the protected characteristics.

## Learners

- Learner recruitment processes will promote our commitment to equality and diversity and be examined to ensure any advertisement encourages applicants from underrepresented groups
- Learner eligibility will be established prior to starting the course
- Key Training will actively use images and undertake activities that promote diversity
- Learners' equality and diversity information will not influence the admission processes and will only be used for monitoring and determine support requirements
- If required all reasonable adjustments will be made for learners with protected characteristics and will include
  - Additional learning support
  - Provision of an area for pray
- Bespoke provision of workwear to suit religion or belief
- Purchase of specialist equipment
- Flexible timetabling
- Ensuring suitable physical access arrangement
- Participation, retention, and achievement rates for underrepresented groups will be analysed and actioned for improvement where required

- Where possible work experience will be provided across a wide range of employer's learners from underrepresented groups
- Curriculum activity will look to promote equality and diversity and monitor learners ongoing understanding. This may include:
  - Questioning within progress reviews
  - Learner surveys
  - Discussions and debate
  - Bespoke project research
  - Observation of practice

## Other Stakeholders, including employers

The services you provide should be easily accessible to others regardless of their personal characteristics. Under the Equality Act 2010, protection is given on the basis of the following protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The ethos of good customer service applies to all providers: everyone, regardless of background, is entitled to the same good level of customer service.

Key Training will work with and support our employers, with addressing any equality and diversity issues and provide information, advice and guidance where this is deemed necessary.

It is recommended that particular attention is paid to how you will meet the needs of:

- Learners with a disability who may require a reasonable adjustment to be made.
- Learners who are unable to communicate effectively in English.
- Learners who require reasonable adjustments or special considerations to support the achievement of the qualification being undertaken, will be consulted with to ensure fair and equal access to assessments, teaching, learning and formal testing requirements.

The above will be achieved by planning an individual programme of learning that meets the needs of the learner and the employer, considering any reasonable adjustments, personal needs, or additional learning support requirements.

## Active advancement through publicity and marketing

The image the company projects of itself in its promotional material, advertising, and public relations activity, send messages about the company's approach to equality and diversity. Company publicity will be regularly reviewed to ensure that:

- It is non-discriminatory to any group or individual
- It is provided in hard copy and electronic forms to ensure that information is widely available and accessible by individuals with a range of needs
- It gives a positive image of a place which welcomes all for education and training
- Where groups might be under-represented applications from members of disadvantaged/underrepresented groups are actively encouraged

Every effort will be made to ensure that appropriate publicity reaches all groups in the community, enabling the widest possible recruitment.

All company users and potential company users should be made aware of:

- Study support
- Support for childcare
- The services available within the company to support learners with learning difficulties and/or disabilities
- The company counselling and guidance services
- The availability of careers guidance
- Financial support
- The admissions process.

## Access to the programmes

- Course programmes, syllabuses and resources are regularly examined to ensure they do not discriminate, directly or indirectly, against any group of learner or employer
- Syllabuses and resources include positive acknowledgement of the contributions made to society by a diversity of cultures
- Courses are available to as wide a range of learners as possible by enhanced flexibility in both delivery and timing
- After due process of assessment of need, Learning Support is made available to all students requiring it. Ways of modifying curriculum delivery to allow access to classes for individuals with learning difficulties and/or disabilities continue to be sought
- Assistive technologies will continue to be developed and deployed to assist and enhance the participation of students with disabilities and impairments in their use of learning opportunities
- Procedures for accreditation and assessment will, wherever practicable, be flexible and responsive to the needs of the whole range of learners
- The company supports the entitlement, for the whole company community, to information, support, guidance, and wellbeing, which will enable individuals to manage their personal development
- By adapting and modifying the environment and facilitates the company will strive to make all groups feel welcome
- Offensive material of a discriminatory nature will not be displayed anywhere within the company
- Wherever possible, a facility at each of the company's locations will be made available to meet religious needs
- The company will comply with the requirements of all current legislation pertaining to the access rights of people with mobility problems.

## Other Considerations

- Make sure that employees, including reception staff, are sufficiently trained to deal with people with courtesy, politeness, and consideration regardless of their background.
- Take care to assess what customers, learners and employers understand and ask them how they need to communicate – rather than making assumptions about this based on their ethnic origin, age, or disability.
- Ensure that your premises and services are accessible to people with disabilities, as far as possible. This does not always mean that you must make expensive alterations or adjustments.
- Ask customers, learners, and employers if there are any adjustments that can be made to help them better access services, for example:
  - A client with a visual impairment may like to receive an audio message or may prefer to be contacted by email and receive electronic attachments.
  - A client with a hearing or speech impairment may prefer advice by email or text phone in replacement of a phone-based service.
  - Car parking arrangements can be notified in advance for those clients with mobility difficulties.

## Dealing with Discrimination

All matters of discrimination and bullying and harassment will be dealt with effectively and efficiently using the following processes where applicable.

- Complaint's procedure
- Grievance procedure
- Discipline procedure (staff)
- Learner etiquette and protocol for online learning

All incidents of discrimination and bullying and harassment will be dealt with through the appropriate processes and report to the Board.

## Impact Assessment

As a function of the quality and skills team, an Equality and Diversity impact assessment will be conducted on all company policy and procedures.

## Implementation

The Board carries the ultimate responsibility, under the law, for ensuring that the company meets the requirements of equality legislation. The authority for this is delegated to the Chief Executive who in turn has designated the Operations Director to take the strategic lead for championing equality, diversity, and inclusion. This role is shared with the HR Manager regarding the company as an employer. However, all staff have the responsibility to uphold the policy, comply with the law and support the company in fulfilling its duties and commitments.

Signed: 

Chairman of the Board

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