

EQUALITY AND DIVERSITY POLICY

1. Statement of Intent

Wildes Education is committed to being an Equal Opportunities Employer and Training Provider in accordance with the Equality Act 2010. Wildes Education value diversity by providing equality of opportunity to applicants, both learners and staff, and by following working practices that are free from unfair and unlawful discrimination and encourage mutual trust and respect for individuals.

While specific responsibility for eliminating unlawful discrimination and providing equality of opportunity rests with the Managing Director, Wildes Education expects that all learners and staff will treat others with dignity and respect.

Wildes Education aspires to provide total customer satisfaction and plans to achieve this by continually striving for positive outcomes through the delivery of all its programmes.

2. Aim of the Policy

The policy aims to ensure that no learner or member of staff receives less favourable treatment on the grounds of:

- Age.
- Disability.
- Gender, including trans-gender and gender reassignment.
- Race, colour, nationality, ethnic or national origins.
- Religion or belief, or not having a belief.
- Marriage, paternity or civil partnership.
- Sexual orientation.
- Those living in or leaving care.
- Young carers, young parents, or those caring for a family member.
- Young offenders or ex-offenders.
- Those from low socio-economic backgrounds, or those who are disadvantaged by conditions or requirements which can not be shown to be relevant to performance.

The policy also aims to ensure that no learner or member of staff is victimised or subjected to any form of bullying or harassment in the workplace. All learners and members of staff have the right to:

- Work in an environment free from discrimination, harassment and/or bullying.
- Have equal access to training, career development and promotion opportunities.
- Seek redress, without fear of victimisation, when they perceive that they have been discriminated against, harassed or bullied in the workplace.

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3. Our Commitment

Wildes Education commit to deliver quality teaching and learning opportunities that promote 'best practice', meet current and emerging requirements for the training sector and exceed expectations of all stakeholders.

- All learners, staff and visitors enjoy a safe environment free from discrimination, harassment and bullying.
- We are committed to building a diverse and socially inclusive workforce that is responsive and appropriate to all our service users. By embracing difference in terms of people, skills and cultures we can develop our creative thinking and arrive at winning solutions.
- We believe that 'talent' should be positively exploited, and people deliver their best when they feel valued, their opinions are welcomed and acted upon, they are included and when their needs are recognised.
- We will accept no less than an environment that provides equality of opportunity, respects and protects the dignity of individuals and is free from discrimination, harassment, victimisation or bullying of any kind.
- Breaches of this policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy will be monitored and reviewed annually.

4. Responsibilities

All learners and staff have a responsibility to ensure that they do not ignore, trivialise or condone discrimination, harassment, victimisation and bullying by others of any kind and to ensure their own conduct conforms to the expected standards and reflects this Policy document.

Managers are responsible for:

- Ensuring that everyone is treated fairly and equally.
- Ensuring that learners and staff are encouraged, supported and enable to reach their full potential.
- Implementing and supporting the aims of this policy.

Individuals are responsible for:

- Implementing and supporting the aims of this policy.
- Promoting equality and diversity.
- Contributing to an environment free from intimidation and celebrates diversity.

5. Dealing with Complaints

If a learner, member of staff or visitor believes that they have suffered any form of discrimination, harassment or victimisation, Wildes Education takes this very seriously. All complaints will be dealt with in accordance with the agreed procedures.

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Anyone who makes a complaint of discrimination will not be victimised and we will make every effort to ensure victimisation does not occur and that any complaints are dealt with promptly.

Participants can raise this matter through the Complaints Procedure.

Staff can raise this through the Grievance Procedure. Details are available from the staff handbook or the Human Resources Department.

6. Breach of the Policy

We will take seriously any breaches of this policy by learners, staff and visitors. Any such instances will be investigated and where appropriate will be considered under the relevant disciplinary policy for learners or staff. With regard to any breach of the policy by visitors we will take appropriate action in relation to the nature of the incident.

7. Facilities and Working Practices

Whenever reasonably practicable to do so, we will commit to making 'reasonable adjustments' to the working environment to give learners, employees or potential employees with disabilities equal opportunities.

8. Learners

- All learners will be given equal consideration and will not be discriminated against on any grounds referred to in section 2 of this policy.
- We welcome and support people with disabilities, including specific learning disabilities, and will make reasonable adjustments and endeavour to meet specific requirements.
- All selection processes will be thorough, carried out objectively, and will only address the learner's suitability for the programme requirements.
- All members of staff who are in contact with learners are responsible for promoting equality and to avoid bias and discrimination in these areas.
- Learning materials should be non-discriminatory and accessible to all. If discriminatory material is used to make a point, the discriminatory nature should be pointed out by the staff member using the material.

9. Staff

- All staff will have access to the same training regardless of their working arrangement.
- All new employees will attend a thorough induction programme that will cover their responsibilities as employees, the company's responsibilities to them in respect of all aspects of their employment, training, development, equal treatment and health and safety.
- As an Investor in People, we provide a range of training and development opportunities to help employees grow and achieve in their roles. All our training content and materials are free from discriminatory assumptions or language.
- We endeavour to create a learning environment in which all employees feel comfortable regardless of their protected characteristic.
- We facilitate regular appraisal and development reviews where all parties are encouraged to provide constructive feedback and evaluation based upon skills and behaviours assessment.

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- Promotion opportunities will be advertised to all staff. We will assess all applications for promotion on merit and will follow a thorough recruitment and selection process.
- All appropriately qualified applicants will be given equal consideration during the recruitment process and will not be discriminated against on any grounds referred to in section 2.

10. Monitoring

- Statistical information is collected and passed to the Management Team in order to ensure adherence to this policy and to identify any shortfalls in equality of opportunity.
- Diversity/Equal Opportunities is an agenda item at Management/Team meetings. Reports and recommendations are discussed.
- A record of all incidents and complaints is maintained by the respective manager. Action will be taken as appropriate.
- Wildes Education will review this policy in accordance with the results shown by the monitoring. If changes are required, we will ensure these implemented.

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APPENDIX A – MONITORING PERFORMANCE

Performance of the Quality System shall be monitored by the Quality & Compliance Manger to ensure compliance in delivering and developing our programmes and services. This is to be achieved by embedding and regulating our documentation in line with our systems and procedures, referring to written policies, procedures and controlled documentation.

These systems and procedures ensure that all staff at Wildes Education adheres to and works to the following:

- To ensure that each individual has access to a thorough and appropriate initial assessment to ensure that we can identify and respond to individual needs whilst ensuring that we have the right learner on the right programme at the right level.
- To monitor learner progress towards qualifications, collecting sufficient data to enable us to identify patterns and trends over defined periods of time.
- To collect learner perceptions at different stages throughout their programme and to use this information to inform our development plan which emerges as an integral part of our self-assessment process.
- To observe all teaching and assessment practice that is carried out across all our programme, provide constructive feedback and identify areas for further development.
- To hold regular meetings at department and management level where staff will have the opportunity to discuss and share best practice to our training delivery, and to make suggestions for improvement, whilst embedding a consistent approach to delivery, assessment and verification through standardisation activity.
- To provide access for staff development opportunities that provide an effective response to identified needs and/or presents new challenges that will benefit staff and learners.
- To build effective relationships with examining boards that enable us to contribute to the development of standards and curriculum design so that we are able to effectively recognise and meet the needs of a diverse target audience, increase access and provide equality of opportunity.
- To monitor policy development across the Learning and Skills Sector to ensure that Wildes Education are aware and can respond to new and emerging developments that will affect our working practices.
- Employer and learner evaluations are carried out twice yearly which is intended for feedback and to measure both their experiences whilst training under the apprenticeship programme.

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- Monitor any sub-contractors, where appropriate, to ensure that they adhere to our standards and processes.

Wildes Education is committed to continuous improvements and development of its programmes. Our staff are an integral part of this review process and it is their input and actions that should mould this document to be a true reflection of the activity, results and performance of the organisation they represent.

This ensures that all staff are involved in the process to reflect a whole organisational approach, along with making sure the information and data they collect is fit for purpose. Wildes Education value the views of all our partners, employers and learners and through our evaluation opportunities we use this information to inform us further in relation to programme development.

We have developed an observation of teaching and learning process to ensure that our staff and sub-contractors, where applicable, are delivering programmes to a high standard and that any areas of improvement are identified, and any corrective action required is dealt with immediately. This also allows for us to highlight and share best practice throughout the organisation.