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## Equality, Diversity and Inclusion Policy

### Purpose Statement:

The purpose of this policy is to provide guidance to all staff, learners, and stakeholders, including employers in relation to equality, diversity and inclusion.

Clear Quality Limited is an Equal Opportunities employer and aims for equality of opportunity in every aspect of the services we provide, this includes apprenticeship training, other funded delivery and commercial delivery.

Clear Quality's policy and ethos is, discrimination, harassment, and bullying are unacceptable and that it is in the interests of the organisation, its employees, learners and the employers we work with that the skills of each individual are effectively utilised.

Clear Quality promotes tolerance to all learners by providing learner launch and employee induction training, that covers equality, diversity and inclusion throughout all provision.

We aim to be a model employer and training provider.

We ensure no staff member or learner receives less favourable treatment and acknowledge and embrace the Protected Characteristics, as defined in the Equality Act 2010. These include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

This policy will operate in accordance with statutory requirements, any Codes of Practice issued by the Equality and Human Rights Commission, and other relevant statutory bodies.

Our intention is to allow our staff and learners to work in an environment which allows them to fulfil their potential without fear of discrimination or harassment. Our commitment to equality, diversity and inclusion extends to all aspects of professional relationships, including:

- Recruitment and selection process
- Terms of employment including pay and benefits
- Training, career development, and promotion
- Sales and Marketing
- Work practices, conduct issues, allocation of tasks, discipline, and grievance
- Work-related social events
- Termination of employment and matters after termination



Promoting equality, diversity and inclusion to our learners, and the employers that we work with

- Demonstrating responsiveness to the needs of learners and organisations
- Effectively challenging and eradicating discrimination and stereotypes
- Supporting all employers in creating an associated curriculum and staff development

plan that supports equality, diversity and inclusion, best practice

The principles of this policy also apply for the way staff treat visitors, clients, and suppliers. We aim to ensure that staff achieve their potential, and all employment decisions are taken without reference to irrelevant or discriminatory criteria. Our Equality, Diversity and Inclusion Policy helps us to achieve these aims.

## Roles and Responsibility

Clear Quality's Boards will have the overall responsibility for ensuring effective implementation and operation of these procedures. The CEO and Senior Management Team will ensure that they and their staff and learners operate within the policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination.

Each Senior Management Team member will ensure that for staff:

- Are aware of the policy, arrangements, and reasons for the policy. This will be promoted for learners and employers from induction and throughout the programme delivery.
- All staff will receive training through various meetings/workshops /focused CPD activity either delivered/facilitated by internal staff or external agencies, as minimum, annually.
- Grievances concerning discrimination are dealt with properly, fairly, and as efficiently as possible.
- Records will also be maintained relating to the recruitment, selection, training and development and employment practices

The Training & Certification Director, supported by the Quality Lead, is responsible for overseeing the management and implementation of our Policy. The Policy will be reviewed annually at a minimum. All staff and stakeholders, including apprentices and employers, have a duty to support and uphold this policy. Any members of staff who do not adhere to our Policy will face disciplinary action. Any apprentice or employer not upholding this policy will be reviewed, and in exceptional circumstances, may be removed from programme.



### **Promotion Of Our Equality and Diversity Policy**

Clear Quality will ensure promotion of this Policy through the Employees Handbook Staff, 1-2-1 reviews, Performance and Development Reviews, team meetings, and standardisation sessions. We will also promote our Policy to learners and employers through the induction process, our website, tripartite review sessions and all training and training materials. This will also be monitored through Observation of Teaching, Learning and Assessment process.

### **Engagement Towards Our Equality and Diversity Policy**

Clear Quality will engage staff, learners, and employers with this Policy through regular reviews. We will also monitor and manage through feedback and surveys, through our Quality Calendar. Any concerns will be dealt with promptly, through the reported personnel, and also through our complaints/improvements policy, including grievances. These will be managed objectively by our Quality Lead and monitored by our CEO/Senior Management Team.

### **Training Employees to Effectively Implement our Equality and Diversity Policy**

Appropriate training will be provided to enable staff to implement and uphold our commitment to equality and diversity. Working patterns will be reviewed so as to enable Clear Quality Limited to offer flexible working to staff with childcare responsibilities wherever possible. Where necessary, special provision will be made for training those staff returning to work following a break for domestic reasons.

We have devised and written an Equality and Diversity eLearning course which all staff must complete as part of their induction process. All staff working in the apprenticeship part of the business must also complete mandatory equality and diversity training for them to be able to train. Our apprenticeship trainers go through a 12 to 24-week induction period where they deliver, assisted by a senior trainer or manager. They are trained to embed the Equality and Diversity policy during this time, and this is repeated throughout the 12-week review process, complete with employers and learners.

### **Fair Recruitment, Delivery and Working With Employers and Apprentices**

Our recruitment policy positively supports equality of opportunity. Our approach is to achieve a workforce that represents the diversity of the communities from which we recruit and the apprentice/learner population. All candidates' CV's for consideration will be anonymised to ensure fair and transparent recruitment. Recruitment and employment decisions will be made on the basis of fair and objective criteria. Our selection procedures are reviewed annually at a minimum to ensure they are appropriate for achieving our objectives and avoid unfair and unlawful discrimination. Person and job specifications shall be limited to requirements that are necessary for the effective performance of the job. Interviews will be conducted on an objective basis and personal or home commitments will not form the basis of employment decisions, except where

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necessary and stated in the job specification. In accordance with recommended practice, the ethnic and gender composition of our staff and applicants for jobs will be monitored on an anonymous basis at all levels. All potential employees will also be subject to an enhanced DBS check or delivering to learners, and a basic DBS check for other roles (this is clearly defined in our recruitment policy).

Our Training and Certification Director or CEO will monitor the recruitment profile of all applicants for employment.

Clear Quality captures information on Special Education Needs and/or Disabilities and Equality & Diversity at enrolment from this information consideration will be given to developing and establishing a support plan with the apprentice. This will include, where appropriate, a programme of positive action to encourage the development of those who are comparatively underrepresented in certain positions so that they can benefit from employment opportunities on equal terms.

All staff have a right to equality of opportunity and a duty to implement our Equality and Diversity Policy. Breach of the Equality and Diversity Policy is potentially a serious disciplinary matter. Anyone who believes that they may have been disadvantaged on discriminatory grounds is entitled to raise the matter through Clear Quality Limited's Grievance Procedure. We will discuss our Equality and Diversity policy with employers and apprentices at induction, to further promote engagement and ensure appropriate workplace policies and procedures are implemented to protect apprentices. Our organisation will review, through feedback surveys and progress reviews, how well employers, apprentices, and suppliers can demonstrate that they maintain effective equality and diversity policies and procedures and how they undertake periodic equality and diversity reviews.

The Equality Act 2010 covers several kinds of prohibited conduct. These include:

### Direct Discrimination

1. Direct discrimination occurs where someone is put at a disadvantage on discriminatory grounds in relation to his or her employment, direct discrimination may occur even when unintentional.

Examples of direct discrimination:

1. A woman with young children fails to obtain a job because it is feared that she might be an unreliable member of staff.
2. A Sikh applicant for a senior post is not appointed because he might not 'fit in' with the existing (all white) team.
3. A person is subjected to sexual innuendo or other offensive conduct of a sexual nature at work.

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## Indirect Discrimination

Indirect discrimination occurs when the individual's employment is subject to an unjustified condition which one sex or race / nationality may find more difficult to meet although on the face of it the condition or requirement is neutral.

Examples of indirect discrimination:

1. A requirement for GCSE English is a selection criterion. This would have a disparately adverse impact on people educated overseas and may not be justified if all that is required is to demonstrate a reasonable level of literacy.
2. Full time work – this would have a disparately adverse impact on more woman with small children as they are generally accepted as taking the primary childcare role. It may not be justified if Clear Quality Limited 's business needs can still be met by more flexible working arrangements.

## Disability Discrimination

1. Disability discrimination occurs where an individual is unjustifiably disadvantaged in employment or recruitment for a reason connected to his or her disability unless the discrimination cannot be avoided by making reasonable adjustments.

Examples of disability discrimination:

1. A requirement for staff to hold a valid driving license for a job that involves no travelling.
2. Failure to recruit a wheelchair bound member of staff without first considering whether the working arrangements or premises can reasonably be adapted to their needs.

## Victimisation

1. Victimisation occurs where an individual is treated less favorably than his or her colleagues because he or she has taken action to assert their statutory rights or assists a colleague with information in that regard.

Examples of Victimisation:

1. Being denied a promotion due to a claim that has been made against a member of staff or the company.

2. Treating someone unfairly as they are deemed to support someone who has made a claim against a member of staff or the company.

### **Associative Discrimination**

Associative discrimination is the legal term that applies when someone is treated unfairly because either someone they know or someone they are associated with has a certain protected characteristic under the Equality Act 2010.

Example - An employee at work is due to receive a promotion at work. The employee encounters their line manager while out shopping. They introduce them to their partner, who is a person of colour. After the chance encounter, the manager treats the employee differently.

### **Perceptive Discrimination**

Perceptive discrimination is the legal term that applies when an individual is treated unfairly because it is believed that they have a certain protected characteristic under the Equality Act 2010, whether or not it is true.

Example - A member of staff refuses to supervise a learner because they believe that he or she is transsexual.

### **Harassment**

Harassment is unwanted behaviour which you find offensive, or which makes you feel intimidated or humiliated. It can happen on its own or alongside other forms of discrimination. Unwanted behaviour could be spoken or written words or abuse. offensive emails, tweets, or comments on social networking sites.

Examples - offensive or derogatory jokes, racial or ethnic slurs, pressure for dates or sexual favours, unwelcome comments about a person's religion or religious garments, or offensive graffiti, cartoons, or pictures.

### **Third-Party Discrimination**

Third-party discrimination is a form of harassment related to a protected characteristic e.g., race, gender, or sexual orientation, that is carried out by someone who isn't employed by your employer but who you come into contact with at work. This could include patients, visitors, or suppliers.

Example – a supplier refuses to make a delivery due to the race of the person receiving the delivery.

The intention of this policy is to build upon the statutory position and to pursue an effective policy of promoting equality of opportunity throughout the organisation.

The current statutory position is as set out in the Equal Pay Act (1970, amended 2010); the Sex Discrimination Act (1975); the Race Relations Act (1976, modified 2000); the Equality Act (2010); the Employment Relations Act (1999, modified 2004); the Human Rights Act (1998); the Employment Equality (Sexual Orientation) Regulations 2003; the Employment Equality (Religion or Belief) Regulations 2003 and the Employment Equality (Age) Regulations 2006.

Harassment may constitute unlawful discrimination under the Sex Discrimination Act (1975) and the Race Relations Act (1976, modified 2000). Under the Public Order Act (Amendment) (1996) (as amended by the Criminal Justice and Public Order Act (1994) a person will be guilty of a criminal offence if he or she intentionally causes a person harassment, alarm or distress by using abusive or insulting words or behaviour, or by displaying written material, signs or pictures, which are threatening or abusive.

### **Safeguarding & Prevent**

Clear Quality's Safeguarding and Prevent policy, relates to the protection of young people and vulnerable adults. The policy is issued and discussed with learners, employers, and staff at induction and is reviewed by the Designated Safeguarding Lead and approved by the Board.

### **British Values**

All Learning programs will include content that will, prepare learners for life equipping them to be responsible, respectful, active citizens who contribute positively to society (including Induction).

This will include:

- Developing their understanding of fundamental British values
- Developing their understanding and appreciation of diversity
- Celebrating what we have in common and promoting respect for the different protected characteristics as defined in law.