

Equality & Diversity Policy

Ash Training Ltd. is committed to equality and diversity and we have developed a strategy which we believe underpins our values of mutual respect, responsibility and teamwork. We believe that a positive attitude towards equality and diversity is right for us, our Clients and our business suppliers. This means that we must encourage all our people to welcome diversity and respect each person's individuality.

Ash Training Ltd. regards any form of direct or indirect discrimination, victimisation or harassment as a potentially serious disciplinary offence. We believe everyone has the right to be treated fairly and equally and to enjoy a working environment free from discrimination or harassment.

This policy applies to all trainers whether permanent, temporary, full time, part time or self-employed, as well as and other third parties dealt with by the Company.

Managing equality and diversity means valuing and utilizing the differences our people bring to business, regardless of sex, pregnancy or maternity, marital status, sexual orientation, disability, race, religion, colour, nationality, ethnic origin, age or gender reassignment and that no one is ever disadvantaged.

We work in partnership with a diverse client base in a variety of settings, delivering a diverse range of training courses. The purpose of this policy is to ensure Ash Training Ltd. shares this view in our clients venues and that it is implemented at all times during our professional relationship.

During the development of our courses, Ash Training Ltd. will ensure that learners with protected characteristics will not be disadvantaged. Furthermore, any barriers to entry will only be set in place if they directly relate to the purpose of the unit.

This policy will be available to all clients on request.

Ash Training Ltd. will work to ensure that all delegates have equal access to training and assessment for all courses & qualifications, irrespective of their sex, pregnancy or maternity, marital status, sexual orientation, age, religion, colour, race, nationality, ethnic origin or disability. Assessment for any qualification will be undertaken without discrimination.

In the event a delegate makes a formal complaint to Ash Training Ltd. relating to issues of inequality which can't be resolved, they will be made aware, of their right to direct their complaint to HABC via the arrangements outlined in their Complaints Procedure and provided with a copy of such either in paper or electronic version.

Examples of discrimination include, but are in no way limited to the following:

- because of colour, race, nationality, ethnic or national origins on grounds of sex, pregnancy or maternity, civil partnerships, marital status, and gender reassignment;
- because of a disability;
- because of age or perceived age;
- because of their actual or perceived sexual orientation (which includes bisexual, heterosexual or homosexual);
- because of or related to their actual or perceived religion or belief;
- or is disadvantaged in relation to any of the above characteristics as a result of any criterion policy or practice which cannot be shown to be justifiable; and
- or is disadvantaged because of her pregnancy or maternity.

Equality includes:

- providing assistance in order to provide all persons with the same opportunity.

Breach of Equality & Diversity Policy

Ash Training Ltd. will not tolerate any victimisation, harassment, discrimination and/or breach of its policy on equality and will take disciplinary action against offenders whom are members of staff, whether employed or self-employed. Should any trainer be involved in any victimisation, harassment, discrimination and/or breach of this policy, we will not fulfill any future bookings, and will highlight this issue to our clients. Unlawful discrimination can lead to criminal and civil proceedings being taken against them individually.

Glossary of terms:

- **Discrimination**
 - when a judgement or decision about a person is made on the basis of the differences that can be seen or may be assumed to be present.
 - When decisions about suitability or ability are made without the benefit of relevant objective information, the resulting decision may reflect the prejudices held by the decision maker or stereotyping and may therefore be discriminatory

- **Harrassment**

- when a person behaves in a way that another person finds unreasonable, unwelcome and offensive, which creates an intimidating, hostile or humiliating working environment, adversely affecting an individual's dignity. It is the person who is subjected to or the recipient of the behaviour who determines whether this behaviour is acceptable or not.
- Harassment may take different forms.
- Harassment can be either deliberate or unintentional.
- In some circumstances harassment may be a criminal offence.

- **Victimisation**

- form of discrimination where an individual is the subject of less favourable treatment because the discriminator knows or suspects that an individual has done or intends to bring a discrimination claim or give evidence against them in a discrimination claim or has made an allegation of discrimination.

Procedure

Initial Action If someone considers the treatment they have received amounts to discrimination, harassment, or victimisation in line with the definitions contained in this policy, where possible it will be made clear to the person concerned that their behaviour is unacceptable and offensive and you should ask them to stop. If the problem persists or the person feels unable to make a complaint directly to the individual they should make a formal complaint using the Complaints Procedure.

If a formal complaint is made which can't be resolved, the learner will be made aware, of their right to direct their complaint to HABC via the arrangements outlined in their Complaints Procedure.

Any complaint raised with HABC will be treated in complete confidence and will always be treated seriously and fully investigated.

All investigations will be carried out in the strictest confidence and all the people who are part of the investigation will be expected to respect this confidentiality; whether this be Ash Training Ltd. or HABC. Only once the facts have been established will a course of action be recommended.

As part of the investigation, the complainant/relevant persons may well be asked to attend a formal interview to provide evidence with Ash Training Ltd., they may bring a person for support.

Action

Where evidence suggests that any actions have been carried out in full knowledge of their unfair nature or their impact to the individual:

- any person, whether employed or self-employed, found to be inciting, encouraging or condoning discriminatory actions or behaviour will themselves be subject to punitive action.

- If the investigation finds that the allegations have been made maliciously or to slight a person's reputation, the accuser will be subject to disciplinary and/or punitive action, where they are employed by a client, a formal complaint will be made.
- When the investigation is complete, the complainant will be informed of the outcome in person and/or writing

Review of policy

Ash Training Ltd. is committed to complying with all current and relevant legislation and, which, at the time of writing, includes, but is not limited to, the Equality Act 2010, the Equality Act 2004 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

As part of our commitment to Equality & Diversity, we will review the policy annually and revise it as and when necessary in response to client and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

NCFE

As part of the learner registration and certification processes for NCFE / Cache qualifications and units, NCFE / Cache may collect information on diversity, requests for special considerations, access arrangements and feedback from learners, Clients and other stakeholders.

Contact NCFE / Cache

- By phone*: [0191 239 8000](tel:01912398000) (or for our skills assessment products, [0300 102 1023](tel:03001021023))
- By email: customersupport@ncfe.org.uk
- In writing: Customer Recovery team, NCFE, Q6, Quorum Park, Benton Lane, Newcastle upon Tyne, NE12 8BT