

# ITEC Equal Opportunities and Diversity Policy



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## EQUAL OPPORTUNITIES AND DIVERSITY POLICY

### INTRODUCTION

This policy is aimed at our Centres and Learners, who are delivering/enrolled on or have taken an ITEC approved qualification or unit.

It sets out our intention to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry.

### CENTRE'S RESPONSIBILITY

It's important that your staff involved in the delivery of our qualifications and your Learners are fully aware of the contents of the policy (e.g., via their induction when first embarking on ITEC qualifications)

### REVIEW ARRANGEMENTS

We will review the policy annually and revise it as and when necessary in response to customer and Learner feedback, changes in our practices, actions from the Regulatory Authorities or external agencies or changes in legislation.

If you would like to feedback any views please contact us via the details provided at the end of this policy.

### AREAS COVERED BY THE POLICY

#### **ITEC Staff**

ITEC commits to incorporating specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff.

ITEC will provide equality training and guidance as appropriate to our staff; including as part of staffs' induction training as well as further on-going courses as identified via our internal staff performance review arrangements.

#### **Qualification Development**

ITEC will ensure that there are no features that could disadvantage any groups of Learners that share a particular characteristic or barriers to entry other than those directly related to the purpose of the units or qualifications. The nature of any such features or barriers will be stated and the inclusion of the requirements that create the barrier justified in terms why they are required for the particular unit or qualification.

#### **Centres**

ITEC expects their Centres to enable Learners to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, colour, race, nationality or ethnic origin or disability. Assessment must similarly be undertaken without discrimination. Centres are required to have in place a policy to ensure that such discrimination does not occur either directly, indirectly or as a result of pressure from other bodies. This policy should apply to all satellite/associated venues and there should be arrangements in place to monitor its application and effectiveness. For further information please see the ITEC Reasonable Adjustment and Special Considerations Policy.



Where complaints relating to issues of inequality cannot be satisfactorily resolved by the Centre, Learners must be made aware of their right to appeal to ITEC via the arrangements outlined in our Appeals Policy.

## MONITORING THE SUCCESS AND RELEVANCE OF OUR ARRANGEMENTS

ITEC 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 and Northern Ireland Equality Law.

As part of the Learner registration and certification processes for qualifications and units, ITEC may collect information on diversity, requests for special considerations, access arrangements and feedback from Learners, Centres and other Stakeholders.

All relevant issues identified that suggests that our provision or services may have unnecessarily impacted on Learners will be reported back to our Development Managers who will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision and/or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications.

Details of our ongoing reviews will be made available to the Qualification Regulators upon request.

## CONTACT US

If you have any queries about the contents of the policy, please contact our Customer Services on 0044 (0) 208 994 4141 or email them at [customerservices@itecworld.co.uk](mailto:customerservices@itecworld.co.uk)

