

# Equality and Diversity Policy

## Introduction

This policy is provided for our centres and learners, who are delivering, enrolled on or have taken a Training Qualifications UK 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.

## TQUK Internal Responsibility

The Quality Assurance Department is responsible for the maintenance and compliance of this policy. If the Quality Assurance Department is absent, the Managing Director would appoint another member of the SMT, to ensure all TQUK actions and activities are in line with the content of this policy.

## Centre's Responsibility

It's important that any of your employees 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 TQUK 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.

The annual review of this policy will be undertaken by the Quality Assurance Department approximately four weeks prior to the submission of TQUK's Statement of Compliance to Ofqual. Any amendments or updates to this policy will be approved by TQUK's SMT.

If you have any points or feedback regarding this policy, please contact us via the details provided at the end of this policy.

## Areas covered by the policy

- TQUK staff

TQUK commits to incorporating specific and appropriate duties in respect of implementing the Equality and Diversity Policy into job descriptions and work objectives of all staff.

TQUK will provide equality and diversity training and guidance as appropriate to our employees. This training will be included as part of employee induction training, as well as further on-going courses, as identified via our internal staff performance review arrangements. All TQUK full time, permanent staff members will undertake the Level 2 Award in Equality and Diversity (QCF) within six months of the commencement date of their employment with us.

- Qualification Development

TQUK 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 of why they are required for the particular unit or qualification.

The process of designing of assessments will include identifying and precluding any unjustifiable barriers in the assessment of qualifications and units that might prevent learners who share particular protected characteristics from demonstrating their knowledge, understanding or skills. This includes learners with physical disabilities.

- Centres

TQUK expects its centres to enable learners to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, 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.

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 TQUK via the arrangements outlined in our Appeals Policy.

#### Monitoring the success and relevance of our arrangements

TQUK 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, TQUK may collect information on diversity: requests for special considerations, access arrangements and feedback from learners, centres and other stakeholders.

All relevant issues identified that suggest that TQUK provision or services may have unnecessarily impacted on learners will be reported back to the Quality Assurance Department. They are responsible for ensuring that relevant staff member introduces, as appropriate, amendments to provision and/or services where necessary, and in accordance with TQUK procedures for developing and reviewing units and qualifications.

Details of 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 us on 03333 583344, email [account.managers@tquk.org](mailto:account.managers@tquk.org) or contact us through our website [www.tquk.org](http://www.tquk.org)