

## EQUALITY & DIVERSITY POLICY

### Equality & Diversity Policy

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### General Statement

The company is committed to the advancement and promotion of equality and diversity for all of its learners, employees, and all other key stakeholders. Our ethos is to create and maintain conditions whereby learners and staff are treated solely on their own merits, abilities and potential, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex (gender), and sexual orientation.

We will ensure that this commitment applies to all areas of its business including our collaborative partners and supply chain who deliver learning on behalf of the business, and in our procurement processes.

We will advance the equality and diversity agenda with other partners/suppliers and organisations working with us either via tender or provision of goods and services, so that appropriate legislation is fully complied with and effectively met.

We will actively promote a culture of celebrating diversity and will take all reasonable steps to prevent discrimination occurring. This includes promoting the importance of the Policy and what is expected of learners, employees and all other freelance associates of the business whilst they study or work within the company.

## Reference to the Equality Act 2010

Educationwise Group provides a wide range of quality training to learners nationwide to ensure they achieve their individual, educational and employment goal whilst meeting the skill needs of the industry.

EDUCATIONWISE ACADEMY seeks to promote equality of opportunity and treat all persons fairly in relation to all of its activities, such as the employment of staff, consultants and contractors and the provision of training and other services to individuals and organisations.

The policy reflects national legislation and guidelines on good practice covering all current legislation. EDUCATIONWISE ACADEMY recognises it has obligations under the Equality Act 2010. We will promote equality, diversity and treating everyone fairly between people of different age, racial groups, disability status, religion and beliefs, sex, sexual orientation, marriage & civil partnership status, pregnancy & maternity status and gender reassignment status.

EDUCATIONWISE ACADEMY will annually review the planning and delivery of the training to ensure that they reflect and promote equality and diversity.

Participation, retention, achievement and success will be monitored and appropriate action taken if required.

### **EDUCATIONWISE ACADEMY will work hard to make progress in:-**

**Discrimination by** – eliminating any discrimination within the content, delivery and management of training, eliminating any discrimination in relation to interaction with staff, learners and visitors and promote goods relations between people of different groups.

**Harassment by** - ensuring that all learners, staff and visitors can and are able to go about their business in an environment free of intimidation or abuse.

**Participation by** – encouraging people of all social backgrounds, cultures, languages and abilities to a wide range of courses and provide support appropriate to their needs.

**Celebrating Diversity by** – recognising, reflecting and celebrating the positive contributions of all people of different social backgrounds, cultures, religions, abilities, gender, race, ages and sexual orientation.

### **EDUCATIONWISE ACADEMY is aware of it's responsibilities in preventing the following:**

- Direct Discrimination - Someone is treated less favourably than another person because of a protected characteristic (PC)
- Associative Discrimination - Direct discrimination against someone because they associate with another person who possesses a PC
- Indirect Discrimination - Direct discrimination against someone because others think they possess a particular PC

- Harassment - Employees can now complain of behaviour they find offensive even if it is not directed at them
- Harassment by a third party – Employers are potentially liable for harassment of their staff by people that they don't employ
- Victimisation – Someone is treated badly because they have made/supported a complaint or grievance under the Act

## Responsibilities

The Management are responsible for promoting equality and diversity on behalf of the Company, also for ensuring that the effective policies and procedures are in place and that Equal Opportunities exist throughout the company. The policy will be reviewed annually and the Management team will:-

- Ensure that equality and diversity is continuously promoted and implemented across the company
- Ensure that all aspects of the Company's Equality and Diversity policy is implemented relating to the employment of staff
- Provide appropriate and accessible accommodation and resources which are reasonable to meet the needs of staff and learners.
- Devising and implementing actions plans with any concerns that may arise.

## Accessibility arrangements

In making alternative access arrangements to allow a candidate/delegate to meet training requirements, steps must be taken to ensure that the person is still able to meet the required learning outcomes.

An arrangement must not weaken or invalidate these requirements and must reflect their normal way of working.

## Evaluation

The Management will monitor and evaluate the effectiveness of the Equality & Diversity policy through the quality assurance framework. EDUCATIONWISE ACADEMY's Self-Assessment Report along with key performance indicators will act as the catalyst for change.

## Complaints

Educationwise Academy is committed to providing a consistently high quality of service and although the majority of the time our training and services are provided to a very high standard, occasionally things do go wrong.

We welcome feedback from our customers, and complaints are a valuable source of information to help us:

- Improve the standard of services we deliver
- Put things right when they have gone wrong and

- Learn from our mistakes

The aim of this policy is to provide a fair consistent and structured process for our customers if they are dissatisfied with the service they have received.

Emphasis is placed on resolving complaints as quickly as possible and we will ensure that our staff are equipped to deal with complaints efficiently and effectively and any lessons learnt from complaint investigations will be used improve performance.

Customers can expect to receive a consistently high-quality service when they contact any member of staff with a complaint and we will deal with all complaints promptly and with courtesy and efficiency.

When dealing with complaints EDUCATIONWISE ACADEMY will:

- Treat all complaints seriously and confidentially
- Maintain a log of complaints received
- Monitor the nature of complaints to identify any weaknesses
- Learn lessons from complaints
- Monitor our performance in complaint handling against agreed targets

All complaints will be dealt with confidentially and in accordance with the requirements of the Data Protection Act

A complaint at any stage of the procedure may be made by telephone, in person, on feedback questionnaire, by email.

There are 2 ways EDUCATIONWISE ACADEMY will deal with the complaint dependant on; 1. Is the complaint regarding EDUCATIONWISE ACADEMY?  
2. Is the complaint regarding the qualification?

**You can inform us of a complaint at:**

Gavin Dean – CEO – 0117 379 0450

Email – [gavin@education-wise.org](mailto:gavin@education-wise.org)

Educationwise

24 Kinsale Rd, Bristol BS14 9HB

Or

Contact the awarding organisation or the regulator as identified in your support information provided at induction.

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### Complaints against Educationwise Academy

#### Stage 1

Any member of staff can receive a customer complaint and should attempt to resolve the issue, if it is not possible to resolve a complaint immediately, the complainant will be informed of the complaints procedure, any action to be taken and the timescale involved.

The majority of complaints will be considered at stage 1 of the process allowing EDUCATIONWISE ACADEMY the opportunity to resolve the issue quickly, however in certain circumstances it may be necessary for a complaint to go to stage 2 of the process for example if the complaint is complex and requires a more detailed investigation.

Timescales – full response within a maximum of 10 working days, if it is not possible to resolve the complaint immediately.

If at the end of Stage 1 of the procedure the complainant remains dissatisfied, they will be advised that they have 28 days from the date the response was given in which to request that the complaint is progressed to Stage 2.

#### Stage 2

A member of the management team will acknowledge the complaint, carry out a review of the complaint and inform the complainant of any action to be taken and the timescale involved. They will keep the complainant informed of the progress of the investigation and send the final response.

Timescales – acknowledgement within 5 working days and full response within a further 15 working days.

We aim to resolve all complaints within the above timescales, however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay and inform them of the new deadline.

All staff can provide advice on complaints procedure, deal and resolve complaints at Stage 1.

The management team is responsible for dealing with all complaints at Stage 2.

All staff to have access to the complaints file and record each complaint.

The management team are responsible for overseeing all complaints and ensuring that they are dealt with promptly and within the agreed timescales.

At any point if deemed appropriate the complaint can be escalated to the awarding organisation or the qualification regulator.

# EDUCATIONWISE ACADEMY

EDUCATIONWISE ACADEMY are committed to continually improving the services we deliver, information gained from complaints can be a valuable tool in identifying the needs of our customers and developing our services to meet those needs.