



Phoenix Training

Equality, Diversity and Equal Opportunities Policy

INTRODUCTION

Phoenix Training is committed to providing services that embrace diversity, promote equality of opportunity and assessments that are based on requirements only and do not discriminate against anyone.

The purpose of this policy is to explicitly state how this commitment and current legislations are to be applied by this Centre to training courses, qualifications and assessment practices.

Phoenix Training will advise all candidates where to find the current version of this policy via its website www.phoenixtmm.com. Candidates may request a paper version.

This policy covers 3 broad areas:

- **Equality** is where people are treated fairly and given an equal opportunity. It is not about treating everyone in the same way, but recognises that needs can be met in different ways. Equality focuses on those areas covered by the law, namely the key areas of race, gender, disability, religion or belief, sexual orientation and age. Legislation seeks to prevent discrimination in all these areas. This Centre believes we all have a duty to promote equality and remove discrimination in race, gender and disability. We do this by analysing statistical data and candidate/stakeholder feedback.
- **Diversity** is about recognising, valuing and managing individual differences to enable everyone to contribute in their own way, feeling comfortable with and understanding various different needs.
- **Equal Opportunity** is about providing good practice guidance relating to candidates who are eligible for reasonable adjustments in activities and assessments or who require special considerations.

SCOPE OF THIS POLICY

This policy will be applied to all training courses and qualifications offered by this Centre.

EQUAL OPPORTUNITIES STATEMENT

Phoenix Training is committed to providing equal opportunity for everyone who is employed by this Centre or takes advantage of the services provided by this Centre, regardless of age, gender, race, religion, disability, ethnic origin, national origin, marital status, sexual orientation, political persuasion or trades union activity. This commitment will be informed by current UK legislation. It is morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus, it is our intention to ensure that no person is subject to unfair treatment in any way and we recognise our responsibilities and legal obligations under all current legislation including the following Acts:

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- Equal Pay Act (1970)
- Rehabilitation of Offenders Act (1974)
- Sex Discrimination Act (1975)
- Race Relations Act (1976)
- Disability Discrimination Act (1995)
- Protection from Harassment Act (1997)
- Human Rights Act (1998)
- Data Protection Act (1998)
- Race Relations (Amendment) Act (2000)
- Special Educational Needs and Disability Act (2001/2005)
- Employment Equality (Religion or Belief) Regulations (2003)
- Employment Equality (Sexual Orientation) Regulations (2003)
- Equality Act 2010

APPLICATION OF EQUAL OPPORTUNITIES STATEMENT

Phoenix Training will ensure equality for all learners by ensuring that:

- Responsibility for the full implementation, evidence collection, maintenance of registers and annual review of this policy is taken by the Director of Phoenix Training. All such evidence is to be made available to the Awarding Organisation (AO) upon request.
- All qualifications used by this Centre are developed by Awarding Bodies with robust equality systems.
- All assessment instruments and processes used will be free from any bias, and inclusive for all candidates.
- All Phoenix Training Tutors, Assessors, Invigilators and Employees are made aware of our commitment to equality of opportunity during staff induction and cpd.
- All Phoenix Training delegates and candidates are made aware of this equal opportunities policy and its implementation on all training courses.
- As many candidates, and as diverse a range of candidates as possible, have access to our courses and qualifications.
- Phoenix Training candidates have the opportunity to feedback by evaluation forms to this Centre after every course.
- Candidates can utilise the Centre Malpractice & Misconduct procedures or Appeals/Complaints procedures for matters relating to alleged discrimination.
- This Centre will collect sufficient data to allow monitoring and evaluation, to ensure that there is no discrimination on the grounds of race, disability and gender, via candidate registration, achievement documents and course evaluations.
- This policy and statement is reviewed by Phoenix Training.

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DIVERSITY STATEMENT

Diversity is about valuing and respecting the differences between learners, regardless of ability and/or circumstances or any other individual characteristic they may have. This Centre believes differences should be acknowledged, celebrated and embraced to help ensure that all learners feel included in the learning process and the learning environment is suitable for all.

Phoenix Training will consider the following list whilst preparing and undertaking its training activities:

- Environment and equipment.
- Programme resources.
- Staff development.
- Information.
- Liaising with others.
- Information may need to be shared between businesses and learners have to agree to their disclosure to be shared with legitimate agencies. The Disability, Discrimination Act (DDA) describes the duty to comply with learner requests for confidentiality.
- Feedback and evaluations should be obtained from all learners to ensure that current practices are responsive to their needs and any barriers to learning are identified and mitigated.

SUMMARY OF PROCEDURES DURING TRAINING AND ASSESSMENT SESSION CANDIDATE PROCEDURES

For any matter arising from or relating to this policy during a training course, candidates should:

- Inform the Trainer delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the course evaluation form.
- Inform Phoenix Training in writing at their earliest opportunity if the situation cannot easily be resolved.
- Inform the Awarding Organisation (AO) if Phoenix Training cannot resolve the matter according to published timescales.
- All Phoenix Training tutors, assessors, invigilators and employees know this procedure and are informed at staff induction or CPD sessions.

DATA COLLECTION

It is Phoenix Training's intention that all information and data be shared with the regulatory authorities upon request.

Data forms are:

a. Candidate Registration Form

- Gender – male or female (tick box)
- Special needs or reasonable adjustments requested (text box)
- Ethnicity – ethnic group definitions based upon 2001 census question (tick box)

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b. Candidate Evaluation Form

- Each candidate is asked to complete an end of course evaluation form.
- Candidates have an opportunity to add 'amplified comment' to possible areas of concern, each comment received is scrutinised by the Phoenix Training Director. Any area for concern is investigated.

Specific evaluation questions ask for a candidate response relating to:

- The teaching component of the qualification
- The qualification courses materials
- Special adjustment requirement

EQUALITY IMPACT MONITORING

Phoenix Training will maintain an Equality & Diversity complaints register that will be reviewed annually. Phoenix Training will review this policy annually as part of QA procedures.

AWARDING ORGANISATION (AO)

CILT(UK) Awarding Organisation

The Chartered Institute of Logistics and Transport in the UK
Earlstrees Road
Corby
Northants
NN17 4AX
Tel: 01536 740100
Fax: 01536 740101

CILT (UK) is an awarding organisation recognised by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.