

# **Equality & Diversity Policy**



## **Equality & Diversity Statement**

Dh Associates is committed to providing high quality learning and assessment to all our potential customers. All subcontractors must comply with this policy.

Dh Associates will promote equal of opportunity to all learners and potential learners and will ensure effective equality and diversity by all employees of the company.

Dh Associates will ensure that all learners are treated with respect to their individuality. Any special assessment needs will be identified and resources and assessment adapted to take account of individual needs.

Dh Associates will work with contracting organisations to anticipate and plan to take account of the individual needs of their learners.

Dh Associates will ensure that no discrimination occurs during any of its internal procedures and processes. All employees have been trained and are aware of the policy and its implications for practice.

Dh Associates will comply with the equal opportunities requirements of QCA, the Code of Practice and awarding bodies.

## **Implementing Equality & Diversity Promotion**

Dh Associates will promote the training and qualifications it offers ensuring access to underrepresented groups. We offer 24 hour access to learning ensuring learning reaches part time, shift and night staff.

## **Entrance Requirements**

Learners will be able to access training and qualifications based on their identified needs. We will identify any barriers to learning with contractors and work with them to reduce these.

## **Enrolment and Registration**

The Centre registration form enables the early collection of equal opportunities information. For learners and the centre this enables identification of any need to adapt resources or the programme.

## **Induction**

All learners receive an induction and are given a copy of the centre handbook explaining our commitment to equal opportunities and their rights as a learner. We explain at induction the support that is available to them from the centre and how to proceed if a complaint arises. All learners complete an initial skill scan and self evaluation to identify any learning or special assessment needs. We also discuss the actions we would take if a learner discriminated or experienced discrimination within their work place.

Reviewed Updated 23 May 2017

### **Programme**

During the delivery of programmes all learners would experience equal opportunities being promoted and if necessary reviewed. At 3 months we review all learners' progress looking at any issues regarding access to assessment and agreeing solutions.

We have and will continue to adapt assessment practice and resources to take account of special assessment needs. We will engage interpreters to ensure access to Deaf candidates, ensure access to adapted materials for candidates with visual impairments, provide alternative assessment methods to those with English as a second language.

### **Assessment**

Assessment will be based on the requirements of the qualifications. Learners will be assured equal access to fair assessment and have the right to appeal assessment decisions. The appeal procedure is explained at induction. The internal quality assurance arrangements will actively monitor fair assessment will not be influenced by gender, race, age, disability or any other factor. Reasonable adjustments will be made to meet special assessment needs provided this does not compromise the integrity of qualifications and advice will be sought if necessary from awarding bodies through the external verifier.

### **Facilities**

To ensure equal access to assessment all meetings will take place at the learners workplace.

### **Complaints Procedures**

There is a complaints procedure for learners and this is explained to all learners at induction. Learners can complain if they experience discrimination or sexual or racial harassment or bullying.

### **Staff Development**

All employees have had training on equal opportunities. Up dates are incorporated into personal development plans. For example all assessors have recently attended Deaf Awareness training and 1 assessor is doing a Basic Sign Language course.

### **Monitoring**

All information on equal opportunities, progress and achievement is entered on the centre database to enable monitoring and comparisons to be made. Reports on groups of learners are sent to contract managers from the purchasing organisation on a monthly basis to enable issues affecting progress to be identified and addressed.

### **Action Plan**

The Quality Assurance Co-coordinator is responsible ensuring the implementation and monitoring of equal opportunities and diversity through the center's procedures and processes for managing contracts, learners and employees.

Reviewed Updated 23 May 2017



## Equality Action Plan

<b>Area for Improvement</b>	<b>Success criteria</b>	<b>Milestone</b>	<b>Person Responsible</b>	<b>Review</b>
Promote learning opportunities that are accessible to all	Learner cohort for 2015/16 reflects catchment population of sector	Promote accessible learning to all Employers and Learners	Subcontractors  DHA Employment Engagement Staff & Delivery Staff	
Maintain/improve achievement and retention across different groups of learners based on equality indicators	Achievement and retention rates show only minor variance across different groups of learners based on equality indicators	<p>Ensure delivery of learning matches individual needs and learning styles</p> <p>Provide resources to support learners with different learning needs</p> <p>Maintain options for paper and e documents and learning</p> <p>Monitor retention and achievement rates making recommendations based on findings</p>	<p>Subcontractors DHA Managers &amp; Assessors</p> <p>Subcontractors DHA Managers &amp; Assessors</p> <p>Subcontractors DHA Managers &amp; Assessors</p> <p>DHA Quality Assurance Manager</p>	

<p>Promote open and transparent culture and approach with learners and employers</p>	<p>Employers and learners value service and score highly in SFA surveys</p>	<p>Communication and relationships with learners and employers are based on clear contracts and agreements</p> <p>Comments and complaints from learners and employers are used to learn and improve the service</p> <p>Comments and complaints from learners and employers are dealt with at first stage with satisfactory resolution</p>	<p>Subcontractors</p> <p>DHA Employer Engagement staff, Managers &amp; Assessors</p> <p>DHA Quality Assurance Manager</p> <p>DHA Employer Engagement staff ,Managers &amp; Assessors</p>	