



Coventry & Warwickshire  
Chamber of Commerce  
Training  
Training | Skills | Growth

# **Equality & Diversity Policy Statement & Policy**

## Equality & Diversity Policy Statement

**CWCT** is committed to promoting equality and diversity, providing an inclusive and supportive environment for all. This shall mean fairness for all: the recognition, development and use of everyone's talents. This fairness will run through recruitment, selection, training, promotion, specialisation and career development.

Through our Equality and Diversity Policy we will strive to ensure that:

- ✓ Individuals are always given equality of opportunity. No individual will be discriminated against on the grounds of age, sex, gender, colour, marital status, race, nationality or ethnic or national origin, religion or belief, age, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, Trade Union membership, hours of work, disability. Ex-offenders will be considered on their merits as with other learners, though with any special criteria taken into account.
- ✓ By adopting a programme of action, we will seek to eliminate unlawful or unfair discrimination and promote positive action and ensure that everyone has a responsibility to adopt and embrace the policy.
- ✓ We are committed to improving the economic prosperity of the area, a region rich in cultural diversity, and believe that through diversity, as an employer and a provider of learning and development, we can ensure inclusion and fair treatment.
- ✓ As an employer we will ensure recruitment, selection, appraisal, training and promotion of staff is fair.
- ✓ We are committed to effectively promoting equality and diversity and tackling all forms of discrimination.
- ✓ We will seek to ensure that all learners are provided with effective support to enable them to fulfil their potential and in so doing we will narrow any differences there may be in the achievement of different groups.
- ✓ We are committed to safeguarding young people and vulnerable adults, providing a working and learning environment which enables individuals to flourish.
- ✓ We will ensure that individuals enjoy and achieve, feel safe, are able to make informed choices about their health and well being, empowered to make a positive contribution to their community and achieve economic well being.
- ✓ We will promote the policy throughout service delivery, creating a culture of fairness and inclusion, provide all staff with appropriate training, identify and prevent unconscious biases, challenge negative attitudes, develop and use resources with multi-cultural themes.

As a Provider of training and development, we will ensure open access to learning where individuals are recruited on the basis of merit with progress and achievement monitored to ensure equality of opportunity. **CWCT** is committed to monitoring and annually reviewing this policy to make it fully effective.



Signed: .....  
Sally Lucas, Executive Director

Date: 1<sup>st</sup> August 2025

## 1. Policy

- **CWCT** recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Company and its employees to utilise the skills of the total workforce. It is the aim of the Company to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics).
- Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best.
- We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all in our employment.
- All employees, whether part-time, full-time or temporary, and volunteers will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees and volunteers will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.
- Our staff and volunteers will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of the Company's goods and services.
- This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

As an employer, **CWCT** will operate its equality and diversity policy in the recruitment, selection, appraisal, training and promotion of staff and volunteers at all levels. Selection criteria and procedures will be monitored and reviewed to ensure that individuals are recruited and selected on the basis of their relevant merits and abilities by ways that can be shown to be not discriminatory. All employees and volunteers will be afforded the opportunity to undertake training appropriate to their present posts and future aspirations. It will use positive action to promote equality of access throughout its provision.

As a provider of training and development, **CWCT** will offer open access to its learning opportunities. Selection criteria and procedures will be monitored and reviewed to ensure that individuals are recruited on the basis of their relevant merits and abilities. Progress and achievement will be subject to monitoring and review to ensure that there is no discrimination.

**CWCT** will:

- Ensure that people are treated solely on the basis of their abilities and potential, regardless of race, colour, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, age, gender, gender reassignment, marital status, sexual orientation, disability, socio-economic background.
- Promote diversity and equality for learners, staff, volunteers, stakeholders and value the contributions made by individuals and groups of people from diverse cultural, ethnic, socio-economic and distinctive backgrounds
- Promote and sustain an inclusive and supportive learning and work environment which affirms the equal and fair treatment of individuals in fulfilling their potential and does not afford unfair privilege to any individual or group
- Ensure that different groups of learners, whether that be in terms of gender, ethnicity or disability, are provided with effective support so that they can achieve on par with all learners
- Treat part time staff and volunteers fairly and equally and wherever reasonable and practicable, promoting flexible working arrangements
- Challenge inequality and less favourable treatment and wherever practicable ensure individuals experience a level playing field for achieving opportunities
- Promote greater participation of under-represented groups of learners and staff/volunteers by encouraging positive action to address inequality
- Promote an environment free of harassment and bullying on any grounds in relation to all staff, learners and visitors

The Company believes that all employees, volunteers and learners have a right to be treated with dignity. Harassment is unwanted behaviour, which a person finds to be intimidating, upsetting, embarrassing, humiliating or offensive. Sexual harassment in or related to the workplace and training environment will not be permitted or condoned – employees and learners have a right to complain about it should it occur.

The Company is aware of and will observe the requirements of the Disability Discrimination Act 1995 and recommendations within the associated Code of Practice. **CWCT** will not treat anyone who is disabled less favourably for something which relates to the disabled person's disability, and will always endeavour to make reasonable adjustments where in the alternative the disabled person concerned will be at a substantial disadvantage in comparison with persons who are not disabled. A published Disability Statement summarises provision for anyone with special needs.

Furthermore, the Company recognises that employees and volunteers of all racial groups have a right to equal opportunity. This Policy will apply whenever the Company is recruiting, transferring, promoting, assessing performance, disciplining or offering training or other opportunities for advancement.

If employees, volunteers or learners of a particular race or sex are significantly under-represented in a certain type of job and training, special encouragement and training may be given to that group in order to develop their potential. This special treatment will not extend to affecting job selection decisions.

It is recognised that the principal responsibility for providing equal opportunities in employment and training rests with the Company. Each employee, volunteer, learner and Line Manager is required to be familiar with and to implement this Company Policy and is urged to comply at all times not only with the letter but with the spirit of Equal Opportunity Legislation and relevant Codes of Practice. The Company's view is that it is in everyone's interests that the working environment encourages harmonious, respectful and dignified working relations between races and sexes.

It is the responsibility of each Line Manager within the Company to ensure that his or her treatment of employees, volunteers and learners, and the decisions and approach taken within their own sphere of operations are devoid of discriminatory practices.

The individual responsible for overseeing and checking upon satisfactory implementation of this Policy is the Executive Director, who is empowered to investigate thoroughly, and if appropriate redress, any identified or claimed discriminatory incident or practice.

The scope of this policy encompasses equality based on:

- age
- disability
- race, colour, nationality, national or ethnic origin
- gender or gender identity
- marital or civil partnership status
- sexual orientation or gender reassignment
- religion, religious or political beliefs
- pregnancy and maternity
- caring responsibilities for children, family or dependants
- social class, income or housing circumstances
- trade union membership or trade union activity
- any other status identified within the European Convention of Human Rights

**CWCT** is committed to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people from different groups.

This involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics
- encourage people with protected characteristics to participate in activities where their participation is low
- foster good relations between people from different groups. This involves tackling prejudice and promoting understanding between people from different groups

## **2. Purpose of the Policy**

This policy's purpose is to:

- provide equality, fairness and respect for all in employment, whether temporary, voluntary, part-time or full-time as well as receipt of training services
- not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
  - i. age
  - ii. disability
  - iii. gender reassignment
  - iv. marriage or civil partnership
  - v. pregnancy and maternity
  - vi. race (including colour, nationality, and ethnic or national origin)
  - vii. religion or belief
  - viii. sex
  - ix. sexual orientation
- oppose and avoid all forms of unlawful discrimination. This includes:
  - i. pay and benefits
  - ii. terms and conditions of employment
  - iii. dealing with grievances and discipline
  - iv. dismissal
  - v. redundancy
  - vi. parental leave
  - vii. requests for flexible working
  - viii. selection for employment, promotion, training or other development opportunities
  - ix. access to training services

**CWCT** will regularly measure and review engagement of the policy through:

- Self-Assessment and Development Planning
- Employer and Learner surveys
- Data analysis, including retention, achievement and progression
- Collecting and disseminating examples of good practice
- Investors in People review process and annual Management Review

### **3. Scope of the Policy and Engagement**

The policy is applicable to all those who interact with **CWCT**. This includes:

- All learners
- All members of staff holding a contract of employment
- Voluntary employees
- Visitors
- Contractors
- Individuals and organisations working or acting on **CWCT**'s behalf, including suppliers of goods and services
- Applicants for study and employment

Decision-making in relation to **CWCT**'s activities will be based on objective criteria only and any irrelevant information will not form part of the process.

**CWCT** will embed this policy within all aspects of business operations and service delivery. This includes internal and external communications where the principles of the policy are broadcast to staff, volunteers, learners, employers and wider stakeholders. Systems and processes are in place to measure the extent to which engagement of the policy is taking place.

### **4. Key Principles**

**CWCT** believes that all forms of prejudice and discrimination are unacceptable.

## **5. Responsibility for Implementation**

The Executive Director has ultimate responsibility for the effective implementation of the policy. The policy will be reviewed at least annually to ensure it remains commensurate with the law and best practice. The Training Manager with responsibility for equalities issues will, as Chair of the Equality and Diversity Focus Group, oversee the implementation of this policy.

The Equality and Diversity Focus Group is responsible for monitoring the implementation of the policy and the action plan, reporting on the progress made. The Equality and Diversity Champion will take responsibility for cascading best practice across all areas of the business.

All staff, volunteers and learners have a responsibility not to discriminate against or harass other staff, volunteers and learners and anyone accessing **CWCT** services. Staff, volunteers and learners should challenge discrimination and/or report any unacceptable behaviour that comes from any person whether they be a member of staff, volunteer, learner, visitor or employee of other organisations, to their manager.

## **6. Liability**

All individuals remain personally responsible for ensuring that they act within the law. **CWCT** management team is responsible for ensuring that individuals perform their duties in a lawful manner and that proper training and support is provided accordingly.

## **7. Action Planning**

### **Staff Issues**

#### **i. Recruitment**

Recruitment and selection procedures will be reviewed and updated in the light of emerging equalities legislation and guidance offered to all relevant staff. Annual data monitoring will be undertaken in relation to recruitment, selection, appraisal, promotion, disciplinary cases, grievances and harassment in respect of gender, age, disability and race/ethnicity. Areas of identified inequality will be addressed.

#### **ii. Training**

All individuals undertaking recruitment and selection will be trained in equality issues. Equality and diversity training will be included in induction sessions and induction packs for all newly appointed staff. Managers with responsibility for staff will receive training in equality and diversity matters, including the relevant law and their duties. Managers are responsible for ensuring that their staff and volunteers attend equality and diversity training as per the company training and development plan.



## **Learner Issues**

### **i. Monitoring**

Regular monitoring will be undertaken in respect of gender, age, race/ethnicity, sexual orientation and disability in relation to applications, course documentation, retention, progression, achievement, destination, complaints, appeals and harassment cases in order to help identify and thus address any unjustified less favourable treatment and/or inequality.

### **ii. Recruitment**

**CWCT** welcomes applications from potential learners irrespective of background. Specific positive action measures may be put in place for particular groups that are underrepresented, such as disabled and those from disadvantaged socio-economic backgrounds.

### **iii. Widening Participation**

**CWCT** will maintain and review its actions towards securing widening participation seeking to recruit and support learners from disadvantaged socio-economic, black and minority ethnic and other diverse backgrounds.

### **iv. Teaching, Learning and Assessment**

All learning will encompass equality and diversity objectives. All staff and volunteers will be offered guidance in relation to working with learners from diverse backgrounds, including disabled learners and those from black and minority ethnic communities. Training will include anti-harassment and anti-bullying awareness. Subject development will take account of equalities issues where relevant; specifically in relation to race, cultural and religious diversity, disability, gender and sexual orientation.

Reasonable adjustments will be made to assessment methods to meet the needs of disabled learners and those from diverse ethnic and religious backgrounds. Language support may be offered to learners whose first language is not English.

### **Age**

**CWCT** recognises that people can develop throughout their lives and that an individual's life experiences add value to their role as a member of the community and work force.

**CWCT** will actively promote and support achievement for people of all ages. We will promote positive images of achievement by people of all ages that recognise and celebrate the knowledge and experience, which people bring to their learning throughout life.

## **Disability**

**CWCT** will make reasonable adjustment to arrangements, facilities, support in order for a disabled person to participate in the recruitment and selection process or learning experience. This includes potential staff, volunteers and learners with physical or mental disabilities.

**CWCT** will:

- Value positively learners' achievements and support them to realise their full potential
- Assess all potential learners or job applicants on their individual merits and their ability
- Provide an inclusive learning experience which is challenging, intensive and adds value
- Provide adjustments to enable disabled staff and volunteers to work and develop in their post
- Encourage and enable learners to progress and to achieve appropriate outcomes
- Make reasonable adjustments to ensure learners with disabilities are supported
- Celebrate success of learners, staff, volunteers and stakeholders

## **Gender**

**CWCT's** aim is to create a supportive environment for all, which is conducive to excellent practice in training and employment.

**CWCT** will:

- Take positive action work towards creating equality of opportunity in all areas of **CWCT** activity for learners and potential learners, employees, volunteers and potential employees
- Encourage applications from potential learners and potential employees and volunteers into non-traditional areas of work or learning
- Work towards addressing gender imbalance in some areas of work and/or learning.

## **Race**

**CWCT** will seek to create a working and learning environment based on positive relations between members of different racial groups. The aim is to create a positive inclusive ethos with a shared commitment to respecting diversity and difference, and to encouraging good relations between people of diverse backgrounds.

**CWCT** will:

- Provide training and support for staff and volunteers
- Consult with staff, volunteers and learners from different racial groups
- Provide diverse images in any material which it produces for individuals
- Raise the awareness of all parties
- Assess the impact of its policies on learners, staff and volunteers from different racial groups
- Monitor the recruitment and progress of learners

## **Religion or Beliefs**

**CWCT** respects the rights of individuals to hold different religious beliefs.

**CWCT** will:

- Work to create a learning environment, which is welcoming and supportive of people of all religious beliefs
- Respect and, where necessary, provide for the practices, which support the religious beliefs of learners and/or employees and volunteers
- Support the personal development of learners to understand different religions and beliefs

## **Sexual Orientation and Gender Reassignment**

**CWCT** believes that a person's sexuality does not have any bearing on their ability or suitability for employment or learning opportunities

**CWCT** will:

- Encourage an openness of approach to all potential job applicants and learners
- Raise awareness and understanding of staff, volunteers and learners
- Respect the sexual orientation of all employees, volunteers and learners
- Support individuals with gender re-assignment

## **Pregnancy and Maternity**

**CWCT** will protect individuals who are pregnant or subject to maternity provision from experiencing discrimination.

**CWCT** will:

- Encourage an openness of approach to all potential job applicants and learners who may be pregnant or under maternity provision
- Raise awareness and understanding of staff, volunteers and learners

## **8. Equality Principles within Employment**

**CWCT** embraces diversity in all of its aspects and aims to employ a work force, which reflects, at every level, the community, which it serves.

In seeking to achieve a balanced workforce at all levels, **CWCT** will ensure that no employee, volunteer, job applicant or candidate for promotion will be disadvantaged, or treated less favourably because of conditions or requirements that are not related to the job. Reasonable adjustments will be made to arrangements and premises to ensure equal access for employees or potential employees who are disabled.

## **9. Equality Principles within the Teaching and Learning**

**CWCT** will aim to make courses accessible to as wide a range of learners as possible via increased flexibility, modularisation of programmes, open/distance learning courses and outreach provision in accordance with the philosophy and practice of inclusive learning.

**CWCT** will provide impartial careers guidance and counselling to all learners and ensure that learners receive appropriate learning support to meet their individual needs.

Support to learners will be available through a nominated Training Advisor (Assessor). Specific support will be provided where reasonably practicable to enable a learner with a difficulty /disability to use particular facilities or services. Training Advisors (Assessors) will include a discussion on an aspect of equality and diversity during a quarterly progress review meeting. This will be documented on the review.

Trainers will embed the policy throughout delivery, ensuring learners' knowledge and understanding of equality and diversity is stretched and challenged at all opportunities. Themed weeks on topical matters, including those relating to equality and diversity, will take place throughout the year.

## **Access to Assessment**

**CWCT** will ensure that all learners for assessment under the provision of its nationally accredited qualifications are treated fairly and on an equal basis.

Open access is provided to ensure equality of opportunity regardless of a learner's gender, age, racial origin, religious persuasion, sexual orientation, pregnancy or disability.

Learners with literacy and numeracy needs will not be prevented from accessing qualifications at an appropriate level.

## **10. Complaints**

### **Staff/Volunteers**

Any member of staff or volunteer may pursue any grievance relating to their employment via the Grievance Procedure. This is defined in the Staff Handbook. Staff or volunteers who experience bullying or harassment should follow the procedure outlined in the Harassment Policy.

### **Learners**

Learners may pursue any complaint via the Complaints Procedure. The Harassment Policy should be utilised for any act of harassment or bullying. This is stated in the Handbook issued at the commencement of learning and is available from the Executive Director on 024 7623 1122.

## **11. Supporting Policies and Procedures**

- Disability Statement
- Staff Handbook
- Learner Handbook
- Statement of Service
- Complaints Procedure
- Safeguarding Policy
- Safeguarding Statement
- Prevent Policy

## **12. Monitoring and Evaluation**

**CWCT** undertakes to conduct comprehensive and effective monitoring of all aspects of staffing, volunteering and learning programme participation.

**CWCT** will monitor all learners and potential learners in order to inform the setting of targets and the measurement of our progress in achieving them. In particular the age, gender, disability and racial group profile of learners in:

- Applications to programmes
- Retention and achievement rates
- Satisfaction levels
- Complaints

Equality and Diversity is given full consideration during the annual Management Review. The progress of the policy is evaluated and where necessary re-drafted or amended in order to progress the implementation of the policy.

## **13. Delivering Our Promise**

**CWCT** will ensure that:

- Staff, volunteers, learners and their employers are aware of our policy
- Promote the policy via a range of media, including the web
- Raise awareness during recruitment, induction and on and off the job training of the policy content and application
- Staff, volunteers, learners and their employers are aware of the value placed upon equality of opportunity and that action will be taken in the event of any breach of the policy
- Staff and volunteers have access to comprehensive information, which assists them to plan, implement and monitor actions to carry out their responsibilities under the policy
- We will also ensure the **CWCT**'s publicity materials present appropriate and positive messages about equality and diversity
- We will ensure learning resources reflect diversity and multicultural themes

## **14. Promotion**

**CWCT** will promote the policy through visual displays around the training facility; in electronic materials (Guide to Apprenticeships for learners and employers); on its website; in curriculum delivery; progress review meetings (scenario discussions).

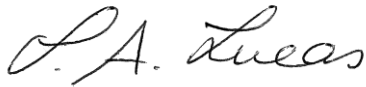
## **15. Policy Review**

The policy will be reviewed annually as part of CWCT's management review of business performance. This will be led by the Executive Director and will consider quantitative and qualitative data to measure the impact of the policy.

## **16. Summary**

**CWCT's** Equal Opportunities Policy implementation is the responsibility of all staff and volunteers. It is integral to the business strategy and all facets of the organisation will adopt and promote this policy. No individual employee or volunteer will amend this policy, other than with the approval of the Executive Director. Those who hold management, supervisory or other senior positions within the organisation have additional responsibilities to ensure the effectiveness of its application and the commitment of all staff and others to it. The Board of Directors will give full backing to this policy and will support all those who endeavour to carry it out. This policy will be reviewed as often as appropriate.

**Signed:**  
**(Executive Director)**



**Date:**        **1<sup>st</sup> August 2025**

# **Code of Practice – The Policy in Action**

## **1. Introduction**

Discrimination is often the result of lack of understanding or consideration for a particular group. This passive rather than active discrimination, which often manifests itself in a lack of encouragement or a reluctance to accept changes designed to move towards equality of opportunity, is as unacceptable as more overt forms of discrimination. This code of practice aims to combat both active and passive discrimination by providing everyone in the organisation, employees and learners, with a framework into which to fit all employment and training practices.

## **2. CWCT as an Employer**

### **Recruitment**

When recruiting, it is generally unlawful to discriminate either in favour or against a particular group. It is permissible to encourage applications from a group historically under represented for certain posts but after encouraging such applications each candidate must be treated strictly on merit. It is not lawful to exercise discrimination in selection to achieve a quota.

**CWCT** gives due consideration to the following areas:

### **2.1 Advertising**

Notices must carry the words:

**'CWCT** is committed to equality of opportunity'

The wording of any advertisements must not exclude, or imply the exclusion or discouragement of particular groups. Rather they should be designed to appeal to a wide a spectrum as possible, and be advertised as widely as possible using such outlets as community based newsletters where applicable.

### **2.2 Short Listing**

All short listing must be carried out taking due regard to the job description required. Short listing must be based upon the information contained within the job specification.



### **2.3 Interviewing**

Suitably qualified and experienced individuals able to assess and evaluate applications must conduct staff interviews. Where expertise is not available additional members of staff may be co-opted to the process.

The criteria for each selection should apply equally to each candidate and be in accordance with the job description.

### **2.4 Appointment**

A file must be established for each vacancy, containing vacancy notification, application information, completed short list proforma (where applicable), interview schedule and associated documentation.

The file must then be archived for a minimum of 6 months for monitoring purposes.

## **3. CWCT as a Provider of Training & Development**

The criteria for accepting learners should be whether or not it is possible to provide the type of learning required by the learner and whether the learner is considered capable of achieving the desired outcome. It is not permissible to reject a learner on the grounds of ethnic origin or gender, disability, sexual orientation or where the potential learner is an ex-offender. Applications must be dealt with consistently, and that staff involved in the recruitment process should appropriate training and guidance.

Applications should be recorded and reasons for rejection detailed on file for a maximum of 6 months.

#### **4. Marketing**

Marketing methods used across all aspects of **CWCT** operations must reach both gender, all national/ethnic origin and people with disabilities and as a consequence do not unjustifiably narrow the pool of potential learners.

The following points will be considered:

- a. Marketing efforts should include local community based groups, publications aimed at women, people with disabilities and ex-offenders as well as the usual referral agencies.
- b. Direct personal contact with the above organisations is an effective means of communicating **CWCT's** commitment to its equality and diversity policy.
- c. Production of effective recruitment literature, which does not perpetuate gender, national/ethnic origin or disability, stereotypes and promotes positive self-image of such groups.
- d. No reliance upon 'word of mouth' or unsolicited approaches that may favour one group.
- e. Do not give preference to potential learners who are friends and relatives of existing learners, employees or volunteers.
- f. Ensure that all staff and volunteers are aware of equal opportunity issues in marketing and instruct them that all eligible people are to be considered, and that it is unlawful to indicate a preference for a particular racial group or persons of a particular gender, marital status or disability.

#### **5. Learner Interview and Creation of Individual Learning Plans**

**CWCT** is committed to ensuring all learners receive objective information, advice and guidance relating to learning and employment opportunities. Staff and volunteers involved in this activity will be assessed for their competence and will engage in ongoing personal development to maintain skill levels.

All learners will receive fair and equitable treatment from the commencement of contact with **CWCT**. Learners will receive a service that is:

- Impartial
- Confidential
- Need focussed
- Equal
- Open and transparent
- Accessible

In the process of creating a learning plan, staff or volunteers will assess, test, discuss and make objective judgements on learner needs. All of these processes have the potential to involve the use of stereotype assumptions about the learners or the use of testing and assessment procedures that are biased against certain learner groups.

The following points will be considered when creating training plans:

- a. Take all available options into consideration for all learners, and that training and employment opportunities are not classified in a particular way which may imply exclusion of a particular group. Reasonable adjustment should be made to ensure all available training options are open to learners with disabilities.
- b. Staff or volunteers responsible for creating training plans will receive training and guidance in equality and diversity issues.

Assessment tests will be regularly reviewed by **CWCT** staff to ensure that they contain no bias that would put particular groups at a disadvantage.

## **6. During Learning**

Equality and diversity does not cease to be an issue once a person has been accepted on to a learning opportunity. It is important to ensure that all learners receive equal treatment when they are in learning and that they have access to all relevant parts of the programme.

The following points will therefore be considered:

- a. Equality and diversity will be a standard part of the learner's introduction to their development learning programme. Learners will not be dissuaded from taking a particular form of learning or employment because they might have difficulty on account of their gender, national/ethnic group, religious beliefs or disability.
- b. Staff/volunteers, responsible for placing individuals in learning and employment, undertake regular training and receive guidance in equality and diversity issues.
- c. The appropriate line manager will promptly and firmly deal with any incidents of discrimination.
- d. Particular learner needs, such as language tuition or special help or equipment will be provided wherever possible.
- e. Embedding of equality and diversity within individual curriculum plans, where extension and reinforcement of knowledge of equality and diversity will take place.
- f. Embedding of equality and diversity within learner progress review discussions to extend and deepen knowledge and awareness.

## **7. Sponsor Companies**

**CWCT's** intention is to promote and provide learners with comfortable working conditions, free from discrimination.

- a. Staff/volunteers responsible for co-ordinating sponsor companies will have received training and guidance in equality of opportunity and diversity.
- b. Staff/volunteers are responsible for ensuring sponsor companies are aware of and committed to working in accordance with **CWCT's** Equality and Diversity Policy.
- c. Staff/volunteers are responsible for ensuring that any incidents of discrimination are dealt with firmly and promptly.
- d. Staff/volunteers are responsible for ensuring that employment/work experience opportunities are available to all learners regardless. Records are maintained of interviews attended and outcomes for monitoring purposes.

## 8. **Premature Exit / Rejection**

The premature exit of learners or the rejection of learners from learning opportunities is carefully recorded with reasons as to why and how such decisions were made. These records are maintained for a minimum of 12 months and available for monitoring purposes by **CWCT** management or appointed staff. The monitoring and evaluation of such data is a continuous process.

## 9. **Post Learning Destinations**

All learners must have equal opportunity in preparation for leaving learning opportunities.

- a. Staff/volunteers complete exit reviews
- b. Learners are consulted as to their satisfaction levels in relation to the opportunity they have received.

## 10. **Sexual Harassment or Bullying In or Related to the Workplace**

The Company's view is that it is in everyone's interests that the working environment encourages harmonious, respectful and dignified working relations between individuals and indeed all employees/volunteers. This policy and procedure sets out our approach to the handling of complaints alleging sexual harassment or bullying in or associated with the workplace together with the ways in which the Company will respond.

Sexual harassment is unwanted behaviour by colleagues which is of a sexual nature and which the recipient finds objectionable. Sexual harassment may be verbal, non-verbal or physical in nature. Both men and women may be victims or perpetrators. Both are entitled to equal protection under the law and will be given equal protection by **CWCT**.

Bullying may involve forms of physical or verbal assault, harassment, oppression, persecution or intimidation. Bullying may be designed or have the effect of undermining the confidence and self-esteem of the victim. It may or may not be associated with elements of sexual harassment. This includes online environments.

The policy of **CWCT** as regards sexual harassment or bullying is:

- **CWCT** will not tolerate sexual harassment or bullying in or associated with the workplace in any form. Allegations against an employee or learner that they have been responsible for behaviour which constitutes sexual harassment or bullying will be dealt with via the Company's published Disciplinary Procedure.

- An employee, volunteer or learner concluded to have been guilty in or related to the workplace of any act of sex discrimination, harassment or bullying is liable to serious disciplinary action, which could involve dismissal.
- **CWCT's** management team will act promptly to stop any sexually offensive behaviour and will take whatever steps are necessary to prevent such behaviour happening again.
- The Company recognises that victims of sexual harassment or bullying may feel humiliated and intimidated and that it may be difficult for them to complain. Anyone who believes they have been the subject of sexual harassment will be treated sensitively. Appropriate assistance, for example counselling, will be made available in efforts to ameliorate any significant after effects or trauma associated with incidents of sexual harassment or bullying.
- **CWCT's** management team will encourage the development of a culture within the workplace which means that employees or learners will not feel threatened by instances of sexually harassing behaviour or bullying and will be able to challenge the perpetrators of such behaviour should it occur.
- The Company will ensure that offensive material (e.g. literature, photographs, cartoons, data stored images, etc.) are not displayed or circulated within the Company and that the language in common use within the workplace is not offensive to either gender.
- Each employee, volunteer or learner has a duty to report any instances of sexually harassing behaviour or bullying which they witness, whether or not they themselves are the victim.

## **Prohibited Sexually Harassing Behaviour**

An employee, volunteer, learner, visitor or subcontractor must not:

- Make threats or offer inducements to a person in association with sexual advances
- Touch, hold, grab, hug, kiss or make any other unwanted physical contact
- Stare excessively or pointedly at a person's body
- Lean or stand exceptionally or uncomfortably close to another person
- Use offensive language, tell offensive jokes, make personal sexual comments, suggestions or gestures
- Circulate or display any offensive written material, images, photographs
- Victimise any member of staff who has lodged complaints of sexual harassment.

## **Prohibited Bullying Behaviour**

An employee, volunteer, learner, visitor or subcontractor must not:

- Make verbal taunts and jokes
- Use online platforms to disseminate offensive content
- Publicly denounce or humiliate an individual
- Perpetrate any type of physical assault
- Apply undue pressure or coercion to any individual
- Withdraw co-operation from any individual or isolate them
- Spread malicious gossip

This list is indicative and not exhaustive.

## **11. Safeguarding**

**CWCT** has a statutory and moral duty of care to safeguard and promote the welfare of all vulnerable adults and young people. By young people, we mean those under the age of 18, whilst also recognising that some adults are also vulnerable to abuse, those defined in the Safeguarding Vulnerable Groups Act 2006 as receiving support because they have physical or mental health disabilities.

**CWCT** recognise there are 2 main aspects to safeguarding and promoting welfare of young people and vulnerable adults. These are minimising risks and taking all appropriate actions to address concerns and actively promoting the safe learner. We will help young people and vulnerable adults to be healthy, stay safe, enjoy and achieve, make a positive contribution to the world around them and achieve economic well being.

**CWCT** will ensure that;

- The welfare of the learner remains paramount.
- All children and vulnerable adults whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/ or sexual identity have the right to be protected from harm.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff/volunteers (paid/ unpaid) working in the organisation have a responsibility to report concerns to the designated protection person identified in the Safeguarding Policy.

It is not the organisation's responsibility to decide whether abuse has taken place or not, however it will pass on information to the appropriate authority immediately.

## **12. Online Bullying**

Online bullying, like all bullying, will be taken very seriously. This may take different forms: threats and intimidation; harassment or "online stalking"(e.g. repeatedly sending unwanted texts or instant messages); vilification / defamation; exclusion or peer rejection; impersonation; unauthorised publication of private information or images.

**CWCT** will take steps to identify the person responsible for the bullying. Steps can include looking at the Company's system and computer logs; identifying and interviewing possible witnesses; and, with police involvement, obtaining user information from the service provider. Where the person responsible for the cyberbullying is identified the Company disciplinary procedure will be followed.



## Procedure

Throughout, every effort will be made to ensure that the procedure applied is fair and confidential, respecting the rights and privacy of each individual. An employee, volunteer or learner who believes that he or she has been the subject of sexually harassing or bullying behaviour should report the matter to Sally Lucas, Executive Director, or to another Director of **CWCT**.

Any allegation that sexual harassment or bullying has occurred must immediately be communicated to Sally Lucas, Executive Director or, in her absence, her nominated deputy.

An employee, volunteer or learner lodging a complaint of sexual harassment or bullying may be accompanied at any stage of the process by a colleague, friend or relative of their choosing. The complainant may also request that interviews occur away from the place of work.

The Executive Director will commission an investigation relating to the allegations and circumstances as soon as practicable but in any event every effort will be made for the investigation of the complaint to begin within 24 hours. Every effort will be made for the investigation process to be completed within seven working days.

An allegation of sexual harassment or bullying made against a colleague may result in that individual being suspended from work on full pay until the outcome of any investigation and any associated disciplinary process is known. Such a suspension from work on full pay must be authorised by a Director.

Any employee, volunteer or learner who is concluded following thorough investigation to have fabricated an allegation of sexual harassment or bullying against a colleague or has lied when giving evidence will themselves be subject to disciplinary action.

The Company may adopt a range of outcomes in the event that it is concluded that an employee or learner has been guilty of behaviour, which constitutes sexual harassment or bullying.

These outcomes may include, but are not restricted to, any or a combination of the following:

- The issue of apologies in respect of instances of unacceptable behaviour
- Requiring an employee or learner to enter into a binding undertaking that behaviour of specified types will not be repeated
- The issue of warnings requiring changes to behaviour
- Suspension from work or training
- Demotion
- Loss of privileges
- Transfer to another department or location
- Dismissal, with or without notice

In instances where it is concluded that sexual harassment or bullying has occurred, a disciplinary outcome of a Final Written Warning stating that any repetition will result in dismissal may be adopted without such warning having been preceded by any previous warning on the topic. Such a final written warning may well be issued without a specified time limit on the period of operation, meaning that the warning will remain in force for the remainder of the employee's service with **CWCT**, for however long that is.

# Implementation Plan

The plan addresses five aims:

## **Aim 1:**

**Understand the different needs and challenges of the people engaging in learning and development across each service line.**

**CWCT** will use market intelligence of the locality to understand the demographic make-up of the catchment area which will inform the planning and development of curriculum around each service offer.

## **Aim 2:**

**Address any difficulties people may have finding out about the service offer**

**CWCT** will ensure that individuals who could benefit from the service offer have a high level awareness of its existence. This includes marketing channels – press, leaflets, social media, events, posters in local venues, word of mouth, use of community partners

All marketing and branding materials will contain appropriate messaging, including logos. Messaging will promote positive images to address potential stereotypes.

## **Aim 3:**

**Ensure that each service offer is accessible by those hardest to reach**

**CWCT** will ensure that intended participants are able to fully participate in the most appropriate service offer. This will include:

- Completion of a needs assessment with potential participants to make sure that the provision is suitable to individual needs
- Assessment of support services needed to meet participants' childcare and other caring responsibilities, transport needs, language, communication or any other identified support need
- Assessment of reasonable adjustments required to make sure that disabled participants access the service, including the physical accessibility of premises, equipment disabled participants require and other support needs
- Assessment of support required for participants to deal with low basic skills (literacy, numeracy, IT) or out of date qualifications
- Assessment of where services are located (safe and served by public transport) and the timing of provision (consider holidays, religious festivals, office hours) to make sure that it is sufficiently flexible to meet participants' needs
- Assessment of the costs of participating (such as travel, childcare, equipment etc.) to make sure that this is not a barrier for those with the greatest needs
- Specific food and dietary needs to cater for (for cultural, religious or health reasons)
- Barriers in relation to culture, language, faith or age

**Aim 4:****Ensure people's barriers are overcome and needs are met in participation**

**CWCT** will ensure that participants fully benefit from their engagement and that they are treated fairly. They will be informed of the equality policy and related policies such as anti-bullying and harassment. Activities will include:

- Development of personal learning plans to meet the needs of individual participants
- Gather feedback from participants to inform the service offer

**Aim 5:****Ensure equalities are integrated in how the service is managed and run**

**CWCT** will make sure that management policies and practices fully take account of gender equality and equal opportunities. This includes:

- Equality impact assessments to make sure that services do not disadvantage certain groups of participants, particularly the hardest to reach
- Ensuring partners and subcontractors operate within **CWCT's** equality policy and action plan
- Staff, volunteers, partner and subcontractor recruitment and employment policies and processes fully incorporate good practice in equalities
- Provision of support and reasonable adjustments for staff
- Equality training to ensure that staff are able to promote high levels of awareness of inclusion
- Monitoring of individuals by equality characteristics

## Gender Equality and Equal Opportunities Action Plan

**Responsible Owner:** *Executive Director*

**Dates when the plan will be reviewed:** *Annual Management Review*

No.	Objective	Activity	When (Quarter and Year)	Who's responsible?	Progress/ Outcomes	Follow up action required	Status	Monitoring
1.1	Ensure the location of courses is fully accessible by public transport	Check timetables against timing of courses and participant home addresses	Q1 2025/26	Training Manager	Amend timing of course to ensure that participant can access provision.	None		Check prior to each new set of courses
1.2	Ensure that partners operate within project equality policy and action plan	Work with partners to develop policy and action plan	Q1 2025/26	Executive Director	Partner support			Annual review

No.	Objective	Activity	When (Quarter and Year)	Who's responsible?	Progress/ Outcomes	Follow up action required	Status	Monitoring
1.3	Ensure the make-up of participation reflects the wider population.	<p>Quarterly monitoring of student data and report on this in the annual management review.</p> <p>Analyse student applications, enrolments across different groups.</p> <p>Develop a range of case studies.</p>	Quarterly	Executive Director	Individuals access the most appropriate learning opportunity.		Ongoing	Annual review
1.4	Ensure that services are accessed by a diverse range of organisations.	Monitor the diversity of businesses engaged with.	Annual management review	Executive Director	Marketing and promotional material reflects a diverse range of organisations.		Ongoing	
1.5	Ensure parity across achievement rates of different groups of learners by gender, ethnicity and disability.	Quarterly monitoring of success rates.	Quarterly	Executive Director	Success rates of different groups of learners is broadly similar.		Ongoing	Annual review

No.	Objective	Activity	When (Quarter and Year)	Who's responsible?	Progress/ Outcomes	Follow up action required	Status	Monitoring
1.6	Ensure that learners hold high level awareness of equality and diversity	Embed E&D within curriculum design and delivery.	Q2 2025/26	Training Manager	All curriculum areas contain E&D reference.	Observation of teaching and learning.		Satisfaction surveys
1.7	Ensure that staff are knowledgeable of E&D and how to support learners in fully engaging with provision.	Undertake annual staff refresher training.	May 2026	Executive Director	Staff hold a high level of E&D awareness.	IPR reviews		Satisfaction surveys