

Equality and Diversity Policy

(Including Equal Opportunities)

Section 12

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Change Record

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1	27/01/2019	All	New Policy Produced
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3	02/08/2021	All	Document Fully Reviewed
4	25/08/2021	2	Addition – Project names inserted
5	07/01/2022	All	Full document – three yearly review
6	06/01/2024	All	Full document – three yearly review
	06/01/2024	5	Yearly changed to every 3 years



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1. Policy

PHX Training is committed to treating everyone fairly. We respect and value the diversity of our Apprentices, Learners, Customers, Employees, Suppliers, Partners, Employers and all other people we work with.

We strive to create a positive working environment to support learning and improve employment opportunities where everyone is treated with dignity and respect.

We will challenge any instance of inequality and will anticipate and respond positively to different needs and circumstances so that everyone can achieve their full potential.

2. Scope and Purpose

This Policy applies to;

- Actual and prospective Learners ('Learner' is used as a common term to also denote Customer where appropriate).
- Employees (individuals who work, or have applied to work for the Company either on a permanent, temporary, contractual or voluntary basis), whom work on any contract which we deliver including Building Successful Futures, Restart, and Skills Support for the Workforce;
- Employers (external partners who are in receipt of and / or provide work-based PHX Training services).

The words 'individual/s' and 'everyone' is used in this policy to denote all those above.

PHX Training strives to ensure all individuals have equal opportunity to access learning and work and to realise their potential. We will not tolerate any inequality or any other actions that may limit the ability to participate and succeed.

We recognise and celebrate the diversity of our Learners, Employees and Employers. We are committed to ensuring all individuals feel safe, respected and listened to, regardless of their backgrounds or personal attributes. We will recognise and value individual differences and remove barriers that put people at a disadvantage.

We wholly support the requirements of the Equality Act 2010, Public Sector Equality Duty (PSED) and related duties which are consistent with our vision and principles. We will oppose and always challenge any direct or indirect discrimination, harassment or victimisation on the grounds of age, disability, gender reassignment, race, religion or belief, sex, childbearing or caring status, sexual orientation or marital or civil partnership status.

The purpose of this Policy is to describe how we will put our vision and principles into practice and fulfil our statutory duties to promote equality, value diversity and eliminate discrimination so that all Learners and Employees realise their potential.

Where Learners are learning or training in subcontracted suppliers, the 'local' (supplier's own) Learners Equality and Diversity Policy and arrangements will be applied and enforced first but where these do not exist or are incomplete, this Policy will be applied.

3. Equality of Opportunity and Outcome in Learning / Employment

We will strive to ensure that learning and recruitment opportunities are available to all. No individual will be excluded from learning or recruitment opportunity on the grounds of their age, disability, gender reassignment, race, religion or belief, sex, childbearing or caring status, sexual orientation or marital or civil partnership status. We will record and monitor individual participation / application and withdrawal / rejection of learning / recruitment opportunities to ensure equality of opportunity and fair representation.

For Learners:

- We will support all Learners as far as reasonably possible (subject to funding and Health and Safety requirements) to pursue the learning programme of their choice and make all reasonable efforts to ensure physical access to the learning / workplace environment.
- In circumstances where this is not possible, we will identify alternative options / provision.

For Employees:

- Wherever possible, all recruitment opportunities will be advertised simultaneously internally and externally and will include an appropriate short statement on equality of opportunity. Selection criteria (role profile) will be kept under constant review to ensure that they are justifiable and non-discriminatory.
- Wherever practicable, more than one person will be involved in the short-listing and interviewing process. All applicants and current Employees invited to participate in a selection process will be asked if any assistance / adjustment is required to enable them to fully participate. We will ensure all Employees who are involved in the recruitment, selection or promotion process understand and support in non-discriminatory recruitment and selection techniques as part of the Company Management Development Programme.
- In accordance with the Company's commitment to the Disability Confident Scheme, a job interview is guaranteed to all applicants with a disability who meet the minimum criteria for a job vacancy. The company's Positive Action statement highlights further specifics of our commitment to promoting equality and valuing diversity.
- We will provide access to appropriate training and development to allow Employees to carry out their roles. Each training and development need will be treated on its individual merits and in accordance with the needs of the business.

For further guidance, see – HR 007 Disability Policy

For Employers:

- We will provide PHX Training services only to Employers who support our commitment to Equality and Diversity and comply with related requirements.
- We expect Employers to ensure fair access to PHX Training programmes and work-based opportunities and to strive to monitor Employee participation and performance.
- We reserve the right to cease working with Employers who do not support this commitment.

4. Disclosure and Additional Support Provisions

Before starting and during learning / employment, individuals will be given the opportunity (in confidence) to disclose any disability or learning difficulty they may have. This is to ensure we put in place additional or alternative support or adapted working practices where reasonably practical and possible. We will explain why this information is being sought and how it will be used. We will ask individuals to let us know of any personal commitments or barriers which can affect their commitment or time in learning or employment and offer help / alternative ways of working to minimise their impact.

For Learners:

- Where a Learner discloses a disability or learning difficulty, we will identify what additional or alternative support provisions need to be put in place in discussion with them.
- We will endeavour to secure and provide any additional support for the duration of the learning or employability programme where reasonably practical and with agreed disclosure by the Learner. Support could be in the form of additional / alternative assistance, provision of a specialist service, involvement of personal carers / support workers, provision of alternative or adaptive equipment or learning environment etc. Where it is not reasonably possible to provide required and sufficient (specialist) support to enable a Learner to achieve with PHX Training, we will contact the Learners referral agency and/or signpost to more suitable provision.
- We will explain where Learners are eligible for Government funding to enrol and receive additional or alternative support on learning programmes.
- All Learners will have their learning and access needs assessed to identify suitable learning programmes that are relevant to their development objectives and goals.

For Employees:

- Where an Employee declares a disability, reasonable steps will be taken to accommodate this by making reasonable adjustments. The Company may consider redeployment and appropriate re-training to enable the Employee to remain in employment where possible.

For Employers:

- We will where appropriate and with the Learners permission, share information on any disability, learning difficulty and / or barriers to learning and where appropriate require support / provision from the employer to accommodate these in the Learners learning and employment.

5. Induction and Equality Training

All individuals will receive induction into their learning / employment and working environment. We will make everyone aware of our commitment to Equality and Diversity, arrangements in place to ensure all people are treated fairly and equally, standards of behaviour and how to make us aware of any dissatisfaction or concern.

For Learners:

- During learning, we will remind Learners of arrangements in place to ensure equality of opportunity and to promote diversity, give regular opportunity to disclose any disability or

- learning difficulty or adjust additional support provisions and support them to develop their awareness of Equality, Diversity and Inclusivity.

For Employees:

- All new Employees are required to complete mandatory Equality and Diversity training. All Employees are required to refresh their knowledge by completing the training every three years and familiarising themselves with any supportive equality guidance.

For Employers:

- We expect Employers to provide Employee induction, training and information on Equality and Diversity arrangements in place within their organisation and what to do should an Employee or an individual on a work placement wishes to make a complaint.

6. Learning in a Working Environment

We are committed to creating open and conducive learning and working environments where everyone has the right to be treated with dignity and respect. We are opposed to and will not tolerate any form of bullying, harassment or unacceptable behaviour where this makes an individual feel intimidated or offended. We will ensure all individuals have clear routes to report incidents and/or concerns and for these to be managed fairly and fully.

We will strive to ensure all individuals feel comfortable in expressing their views, experiences and perceptions but in a respectful and non-discriminatory manner. Any form of prejudice, discrimination and / or stereotypical attitude will be challenged and supported by training on equality and diversity practice.

We will ensure that all our learning materials and public and internal communications reflect the diverse society in which we live and enable individual access to working or learning with us.

For Learners

- We will clearly set out types of behaviour which are unacceptable, both by our Learners and those around them. We will make all our Learners aware of the potential consequence of unacceptable behaviour on their part, and of the procedures to be followed to respond to complaints and/or concerns they might have. Where Learners are on work placement or employed at an Employer's premises, they will also be subject to their Employer's disciplinary procedures.

For further guidance, see – Q 009 Learner Code of Conduct Policy.

For Employees:

- We have a separate Bullying and Harassment Policy for employees which explains how issues of bullying and harassment and complaints of this type will be dealt with.

For further guidance, see – HR 004 Bullying and Harassment Policy.

For Employers:

- We expect Employers to have in place and to communicate procedures that deal with Employee bullying, harassment, unacceptable behaviour and disciplinary.

7. Monitoring of Learner Participation, Performance, and Satisfaction

All individuals will be asked to provide personal information on starting learning or working on their age, gender, ethnicity, disability and learning difficulty. This information is used for monitoring purposes only and will remain confidential to PHX Training and (where relevant) funding agencies. If individuals so wish, they may decline to provide this information.

We will undertake a regular analysis of Learner and Employee group data to ensure any notable variation is addressed and any participation and / or performance gaps are reduced.

All individuals will be encouraged to give their feedback on their experience of learning or working with PHX Training and these will be analysed to assess levels of satisfaction and to identify any improvements.

For Learners:

- Where appropriate, we will set Company Equality and Diversity Impact Measures (EDIMs) and require our supply chain partners to do the same to address identified variation or gaps between the participation and / or achievement of different Learner groups.

For Employees:

- We will encourage Employee promotion but this will only take place as a result of objective assessment based on the specific abilities, skills and knowledge required for the post. We will exercise equal access to promotion and opportunities will be advertised on the basis that they are accessible to all employees including those that work full time, part time, from home and those that are office based.
- There may be situations where some specialist posts are only suitable for people with particular skills but consideration must still be given to all Employees and a fair selection process adopted as some Employees may have skills of which the Company are unaware.

For Employers:

- We will encourage Employers to measure the participation, performance and satisfaction of their Employees and support us in developmental work to promote and address under-representation.

8. Responsibilities

PHX Training will;

- Provide learning and working environments in which people respect difference and protect the diversity of those working within them;
- Raise individual awareness of the importance of equality and diversity and good relations between people of different groups;
- Develop the awareness and skills of individuals to promote fairness, inclusivity and good relations;
- Instil in everyone high expectations of achievement and progression and value positively the achievements they have made;
- Ensure that everyone is enabled to achieve positive outcomes, whatever their background;
- Ensure fair and equal access to learning and recruitment and act to promote equality;

- Make reasonable and practicable adjustments to enable individuals to participate in learning or work. Where this is not feasible, we will identify alternative options / solutions;
- Consult with and involve individuals on their experience of learning and working with PHX Training;
- Embed equality impact evaluation into key business projects, critical policies and where appropriate procedures;
- Create and maintain effective partnerships with employers, suppliers and partners and ensure that they support our commitment to equality and diversity.

9. What We Require of All Individuals

We require all individuals to:

- Communicate and behave with courtesy, kindness and respect and in accordance with our policies and procedures;
- Inform us if they have any additional needs or are experiencing difficulties in learning or working with us;
- Value and respect individual differences and the contributions of others;
- Maintain a safe and secure learning and working environment;
- Take responsibility for their own actions, personal development and performance;
- Work to achieve their personal best and allow others to do the same;
- Let us know immediately if they are unhappy with any aspect of learning or working with learndirect or have witnessed anything of concern.

10. Complaints / Grievances

We will make all individuals aware of the steps to follow should they wish to raise a concern, grievance or make a complaint. We will aim to fully resolve any concerns or problems as quickly as possible and if we cannot resolve or put right straight away we will explain why and say what we can do. Please note that the Prevent and Safeguarding Policies and related procedures should be followed when reporting concerns relating to either Prevent or Safeguarding.

For further guidance, see – HR 018 Prevent Policy and SG 001 Safeguarding Policy

For Learners:

- The quickest and easiest way for a Learner to raise a concern or make a complaint is to do so via the PHX Training Employee with whom they most closely work, or that person's Line Manager if the Learner does not feel able to do this.
- Where a Learner is learning through one of our supply chain partners, this will initiate their own procedure first and the Learner will be advised of who will take responsibility for resolving their concern or complaint and how long this should take.

For Employees:

- When making a complaint or raising a concern relating to unlawful discrimination, the Company's Grievance Resolution Procedure should be followed. If the complaint involves bullying or harassment the company's Bullying and Harassment Policy should be followed.
- The Company will take any complaint seriously and will seek to resolve any grievance which it upholds. Employees will not be penalised for raising a grievance, even if the grievance is not upheld unless the complaint is both untrue and made in bad faith.
- Any Employee (found to be) breaching this Policy will be regarded as behaving in a manner that constitutes an act of misconduct and will be dealt with through the disciplinary procedure.

For further guidance, see – HR 013 Grievance Policy

For Employers:

- When making a complaint or raising a concern of unlawful discrimination, bullying, harassment and / or unacceptable behaviour by a PHX Training Employee, an Employer should call their local PHX Training centre by telephone or e-mail.

11. Review

This Policy will be reviewed every three years to ensure its effectiveness and will be updated in accordance with changes in the law.

We are committed to promoting Equality for all. If you would like this information in an alternative format, please contact us by email at info@phxtraining.co.uk