

Equal Opportunities Policy

1 Purpose

Cheynes Training has created this Equal Opportunities Policy so that we identify, prevent and correct unfair discrimination against any Candidate, team member or anyone else involved with the company and its operations.

Other reasons are:

a) Organisational, so that we:

- Show commitment to equality to all existing and potential Candidates
- Show commitment to equality to employees and applicants for jobs
- Improve the motivation of employees and Candidates
- Ensure our services are more responsive to a diverse customer base
- Ensure that the talents of all of our team are fully used

b) Social responsibility, so that we:

- As an influential training provider, give leadership to others
- Ensure, wherever possible that the make-up of our team and Candidates reflects their local community

c) Legal, so that we:

- Combat direct and indirect discrimination in accordance with legislation

2 Scope of the Policy

This policy aims to embrace equality of opportunity as a means of affecting the make up of our team and our Candidates and enhancing the service we provide to our customers. Specifically the policy aims to ensure that no employee, Candidate, representative of partner organisations, service user or other person who comes into contact with Cheynes Training is treated less favourably on grounds of sex, race, colour, national or ethnic origin, marital status, disability, sexual orientation, nationality, age, size, trade union activity, expired offences (where legally applicable) political or religious belief.

3 Objectives of the Policy

This Equal Opportunities Policy works towards the implementation of four principles:

- Quality - working for the highest possible standards in our services
- Equality - endeavouring to remove disadvantage, discrimination and deprivation
- Empowerment - creating commitment and giving people responsibility and influence
- Equity - being impartial, rational and just in all activities and dealings

The main objectives of the Equal Opportunities Policy are:

- To contribute to a more just society
- To use positive action to overcome discrimination and disadvantage
- To create a culture of continuous improvement with equality at the core

- To eliminate victimisation, harassment and discrimination either direct or indirect

4 The Need for Further Improvement

This policy is necessary for the following reasons:

- To fulfil our desire for an equality policy in terms of inclusion and social justice
- To reflect our determination to embrace the changing equality agenda
- The development of a policy framework and strategy to help meet our objectives
- The pursuit of objectives to underline our determination to maintain our reputation and standing within the training industry

5 Respecting Diversity

Our policy of respecting diversity is an approach that places a positive value on all aspects of diversity, both within our team and amongst Candidates, rather than simply allowing for it.

6 Implementing the Policy

Cheynes Training has a commitment to equality of opportunities. We place this at the centre of all that we do. We will strive to achieve equality both within our own organisation and within the organisations that we consider our partners in training.

This Equal Opportunities Policy is an indication of our determination, against which we can be held accountable. Our aim is for Cheynes Training to act as a benchmark against which the performance of other training organisations can be compared.

All of our team and the external agencies acting on behalf of Cheynes Training are responsible for complying with this policy and working towards the removal of discriminatory attitudes and practices.

7 Communication

Communication can influence people's perceptions and attitudes. Cheynes Training is committed to ensuring that all our communications and literature will promote words and images that reflect the diversity of society

8 Contracting With Organisations

When employing outside resources Cheynes Training shall:

- Establish standards for organisations that wish to contract with us
- Maintain records of the policies of organisations contracting with us
- Monitor compliance of our standards by organisations contracting with us
- Maintain channels of communication and consultation with contracting organisations
- Provide guidance and advice to organisations contracting or wishing to contract with us
- Provide a procedure to deal fairly with complaints and/or appeals
- Provide training in evaluating applications provided by contracting organisations

9 Cheynes Training's Values

Valuing Our Team

We realise we cannot exist without the efforts of our team. We aim to create an atmosphere which encourages positive and innovative attitudes in everyone involved with Cheynes Training and which allows people to develop their talents to the full.

Valuing Our Candidates

Our approach to learners is based upon mutual respect. We are, and will always be, in the people business. We are people who deal with people and we know that any relationship that is good for both will last, that which is good for one will end once there is a sound alternative.

Valuing Our Partners

Cheynes Training cannot survive in business without attracting and engaging highly committed partners. We exist in order to help these highly committed companies grow their people through NVQ education and we are totally committed to achieving this aim.

Valuing Our Services

We are proud of the services we provide. We know that to gain the success we seek we must offer our customers a far higher level of innovation, service and support than any other organisation. To do this, we need to position ourselves at the leading edge of NVQ education, allowing ours to be acknowledged as the programmes by which others are judged.

10 Consultation and Participation

Consultation and participation enables Cheynes Training to better meet and serve the needs of all those involved with us. A consistent approach to consultation and participation will result in a better partnership with team members, Candidates, and partner organisations, service users and others who come into contact with Cheynes Training. We will consult by providing annual questionnaires to:

- Employees
- Candidates involved in our training programmes
- Partner organisations

The results of these surveys will be published and copies sent out to all those involved.

11 Obligations on Our Team

Team members need to be aware of their own obligations as well as Cheynes Training's commitment to equal opportunities. These obligations include:

- The need to co-operate with measures introduced to ensure there is no discrimination in employment, training and service delivery
- Ensuring that as persons responsible for service delivery arrangements or for selection decisions in recruitment, promotion, transfer and training, they do not discriminate
- Not persuading or seeking to persuade other employees to practice unlawful discrimination in employment or service delivery
- Drawing the attention of more senior colleagues any suspected discriminatory acts or practices in employment or service delivery
- Not victimising individuals on the grounds that they have made complaints or provided information about instances of discrimination or harassment
- Acting in accordance with Cheynes Training's commitment to follow the principles of equality in its dealings with other employees; i.e. to reflect those principles in all we do and say whilst at work.

12 Obligations on Partner Organisations

Partner organisations, including salon placements and sub-contractors, need to be aware of their own obligations as well as Cheynes Training's commitment to equal opportunities. These obligations include:

- The need to co-operate with measures introduced to ensure there is no discrimination in employment, training and service delivery
- Ensuring that as persons responsible for service delivery arrangements or for selection decisions in recruitment, promotion, transfer and training, they do not discriminate
- Not persuading or seeking to persuade any of their own employees to practice unlawful discrimination in employment or service delivery
- Drawing the attention of Cheynes Training any suspected discriminatory acts or practices in the service delivery to Cheynes Training
- Not victimising individuals on the grounds that they have made complaints or provided information about instances of discrimination or harassment
- Acting in accordance with Cheynes Training's commitment to follow the principles of equality at all times

13 The Legislative Framework

We will strive to ensure everyone involved with Cheynes Training is fully aware of their legal responsibilities at all times.

The Law does three things that affect Cheynes Training. Firstly, it makes discrimination on the grounds of race, sex or disability illegal, except in certain specific cases. Secondly, it places a legal obligation upon us to eliminate unlawful racial discrimination and to promote equality of opportunity and good relations between persons of different racial groups. Thirdly, it allows us, in relation to race and sex, to take positive action to promote equality of opportunity.

14 Discrimination

Discrimination: Discrimination on grounds of race, sex or disability is illegal and totally unacceptable on any of the other grounds specified in this policy statement. There are two ways in which discrimination may occur.

- **Direct Discrimination:** This means treating someone less favourably than others would be treated in the same or similar circumstances.
- **Indirect Discrimination:** This means applying a requirement or condition that cannot be justified and which may disadvantage certain individuals.

Victimisation: This occurs when a person is treated less favourably than other persons would be treated because that person has done something in reference to the Equal Pay Act, Sex Discrimination Act 1975 (as amended) or Race Relations Act 1976, by, for example, bringing forward proceedings or giving evidence or information.

Harassment: Cheynes Training will not condone harassment on the grounds of sex, race, colour, national or ethnic origin, marital status, disability, sexual orientation, nationality, age, size, trade union activity, expired offences (where legally applicable), political or religious belief. Any employee or learner who feels they have been harassed or who witnesses harassment at work may use Cheynes Training's anti-harassment procedure. There is no single definition of what constitutes harassment. This is because it takes many forms, such as offensive or hostile treatment on the basis of the grounds identified above or unwanted conduct of a sexual nature or other conduct based on gender that damages the dignity of women and men at work.

Racist Incident: A racist incident is any incident that is perceived to be racist by the victim or by any other person. This means that if anyone perceives an incident as racist, it should be regarded as such, regardless of any dissenting views.

15 Positive Action

Definition of Positive Action: The term 'positive action' refers to a variety of measures designed to counteract the effects of past discrimination and to help eliminate sex and race stereotyping.

Cheynes Training may use positive action initiatives, including:

- Directing recruitment initiatives towards under-represented groups
- Publishing advertisements for vacancies which specifically encourage applications from under-represented groups

Positive action can:

- Enable under-represented groups to obtain the skills required to enter a wider range of jobs
- Enable employers to encourage under-represented groups to seek promotion and contribute fully to the organisation for which they work

16 Recruitment and Selection

Cheynes Training recognises that fair and equitable recruitment and selection practices are crucial in delivering equality of opportunity. All employees involved in the recruitment and selection process will be required to abide by the provisions of Cheynes Training's Equal Opportunities Policy. Specifically Cheynes Training will ensure that:

- A positive statement about Equal Opportunities appears in all job advertisements
- Job vacancies are advertised widely
- Job criteria are determined solely on the essential requirements of the job, and that people are selected and appointed purely on merit and on the basis of their ability to do the job

16 Employment Patterns

Cheynes Training aims to bring together initiatives that support our team in combining work and other responsibilities. In doing so it recognises that many of our team fulfil demanding roles outside work which often inhibit their ability to commit themselves to full-time employment.

18 People with Disabilities

Cheynes Training's aim is a society where all disabled people can participate fully on equal terms and will challenge discrimination against disabled people and develop policy, procedures and practices to deal with discrimination.

To achieve this, Cheynes Training is committed to a Charter for disabled people:

Every disabled person has the right to be treated in the same way as any other person, without pre-judgement about disability or the quality of life of disabled people and to make use of all Cheynes Training services and facilities without avoidable hindrance.

Recruitment and Selection

Historically the recruitment and selection process has often discriminated against disabled job applicants. The introduction of the Disability Discrimination Act 1995 looks to reverse these traditional patterns of discrimination by requiring organisations to think positively and pro-actively about the employment of people with a disability. To this end any job applicant who has a disability and meets the minimum essential criteria for the job, will be interviewed.

Training and Development

Any learner with disabilities will be afforded equal access to training and development opportunities on the basis of their training needs. Special requirements arising from their disability will be met subject to the requirements of the Disability Discrimination Act.

Access to Goods, Facilities and Training Services

Cheynes Training will make every effort to eliminate barriers facing disabled people when using our services.

19 HIV/AIDS

Cheynes Training recognises that people with AIDS or HIV experience not only purely medical effects but may also experience prejudice and misunderstanding leading to discrimination and victimisation. Cheynes Training, therefore, will ensure that people with AIDS or HIV do not experience unfair treatment in relation to employment prospects or as receivers of our services.

In this regard Cheynes Training therefore will ensure that job applicants who are deemed to be 'medically fit' to perform the job or training for which they have applied, are not denied an offer of work solely because they are HIV positive.

20 Race Equality

Discrimination has often taken place on the grounds of nationality, colour, religion race, national origin, leading to racist attitudes and practices. Cheynes Training acknowledges that ethnic minority people have historically faced discrimination in all areas of their life.

Cheynes Training is committed to do all in its power to eradicate racism and racial discrimination, either direct or indirect in every area of its work. Prejudice is commonly addressed as unreasonable feelings, opinions or attitudes, especially of a hostile nature, directed against a racial, religious or national group.

21 Gender Equality

The majority of Cheynes Training's team and learners are female and when planning and delivering services we must observe that many women have particular concerns about safety. Cheynes Training will ensure that, whenever identified, women's safety concerns are acknowledged and action is taken to address their fears.

Cheynes Training will continue to initiate and develop family friendly and carer support employment policies and provisions and when dealing with external organisations, Cheynes Training will challenge any sexist attitudes, structures and practices of the Organisation.

22 Lesbian, Gay, Bisexual Equality Policy Statement

Lesbians, gay men, and bisexuals may face discrimination because of changing social attitudes, discrimination occurs especially when they are accessing training or attempting to access training or job opportunities.

Cheyne's Training realises that policies, procedures and practices should take account of the fact that not everyone is heterosexual and that everyone has the right to define their own sexual identity. Discrimination against lesbians, gay men and bisexuals can be decreased by offering support, help, recognising need and encouraging participation.

23 Issues Relating to Age and Equality

Ageism leads to discrimination against people based on assumptions and stereotypes about their age. The stereotypes are based on perceived notions of an individual's ability and potential. Young people and older people are most likely to suffer from ageism.

Cheyne's Training recognises that the requirements of young people and older people need to be understood and met, especially those of younger people given the majority of those involved in training programmes fall into this category.

24 Religion and Belief

Religion plays an important role in society. The Race Relations Act 1976 has defined members of two religions, Judaism and Sikhism, as constituting to ethnic groups. As a result Jews and Sikhs have legal protection from discrimination in employment and the provision of services.

25 Training and Development

The success of this Policy and therefore the effective delivery of service will rely heavily upon the provision of quality training and development programmes that are designed to meet a variety of needs and circumstances.

Training will be provided for the following purposes:

- To enhance and develop the skills, knowledge and abilities of existing team members to realise their full potential irrespective of background or employment status
- To enable team members to be sensitive and responsive to the needs of the wider communities so that they can deliver even better services.
- To equip team members with the skills to provide personal and organisational solutions to discriminatory practice and behaviour and to promote anti-discriminatory behaviour
- To promote greater awareness of equal opportunities and the contribution that team members at all levels can make
- To gain commitment to the pursuit of equal opportunities

26 Complaints Procedures

Cheyne's Training will regard any breach of this Equal Opportunities Policy as a serious matter and has drawn up procedures to deal with complaints of discrimination or harassment. These can be found sub-section CT-05-02. It should be noted that the use of internal procedures does not prevent an employee from bringing a case based on race or sex to an Industrial Tribunal.

27 Monitoring

Monitoring is a crucial aspect of our Equal Opportunities Policy, as it can provide important information by which we can measure our performance against our aims and objectives. More important, certain statistical information can enable Cheynes Training to detect where potential or actual imbalances exist and to take steps to correct them.

Monitoring will be undertaken in the following areas on an annual basis:

- The composition of the workforce by sex, race, disability and age
- Learner recruitment trends by sex, race, disability and age
- The take up of employees and our training partners of training opportunities
- The use of complaints procedures currently in force

In addition, to enable continuous feedback Cheynes Training will 'monitor' the workforce through the following processes:

- Exit interviews
- Surveys of team members
- Surveys of Candidates on our programmes
- Surveys of employers and/or their representatives
- Generally encouraging on- going dialogue between colleagues

We will monitor the use and impact of services to:

- Improve take-up
- Identify gaps in services
- Identify where changes can be made
- Better target resources
- Highlight possible inequality
- Investigate causes of any discrimination
- Remove any unfairness or disadvantage