



EQUALITY & DIVERSITY POLICY

EQUALITY & DIVERSITY POLICY

POLICY

It is our company policy to ensure that all our business activities reflect the principles of equal opportunities as an employer and as a service provider.

We recognise that through our pursuit to achieve equality of treatment and opportunity in all our activities, specific groups of people need to be particularly considered.

Our policy is therefore to ensure equality of treatment and opportunity, regardless of racial classification, gender, marital status, nationality, ethnic or national origin, colour, disabilities, age, sexual orientation, religion, trade union membership, irrelevant criminal convictions, household income (poverty) or HIV/AIDS or IDS illnesses.

We are also committed to ensuring equality of access to all our services for the community. We will take action to provide genuine equality, and so counter past discrimination. In order to promote equality of access, we will aim to ensure the following:

- That services are provided with regard to identified needs of the whole community, while recognising the diversity of the community.
- That services are tailored and provided in consultation with those who receive services and positive steps are taken to include usually excluded groups in the decision-making process.
- That all services are flexible and responsive to the changing needs of the community.
- A workforce that reflects the diversity of the community to which we deliver that service(s).
- That systems are developed to audit and monitor service delivery and customer satisfaction.
- That where necessary, positive action programmes will be developed to target the needs of previously excluded groups.
- That we will adopt the Skills Max Academy Complaints Procedure, to process complaints on equality issues and monitor cases to eradicate discrimination in service allocation and delivery.

In the promotion of an Equal Opportunities policy, alongside other employment policies and procedures, Skills Max Academy will endeavour to meet in full the statutory requirements of the:

- Equality Act 2010
- Section 8 of the Asylum and immigration Act 1996.

We recognise that all members of the community have the right to receive a high standard of service, and that these should be provided equitably on the basis of need.

We are totally committed to ensuring that no individual or family within the community is excluded from the services we provide, due to unlawful or unjust discrimination or victimisation.

We believe that for various reasons, including historical discrimination, some of our clients require additional assistance and attention in order to achieve equality in service delivery and opportunity.

We believe that positive action in favour of potentially vulnerable or disadvantaged customers is justified and forms an essential part of our commitment to customer care. We believe that Equal Opportunities and Customer Care are inextricably linked and should have the highest profile in our organisation.

DECLARATION OF INTENT

To help demonstrate our commitment to Equal Opportunities, we will display a short statement of intent in a prominent place in our office reception area. Clients are also invited to request a copy of this entire statement. This short statement will be as follows:

“Skills Max Academy is an Equal Opportunities employer and upholds the principles of Equal Opportunities in all its business.

We believe that Equal Opportunities and Customer Care are essentially linked and should have the highest profile in our organisation. We believe that all our customers should be treated with dignity and respect, irrespective of their racial classification, gender, marital status, nationality, ethnic or national origin, colour, disabilities, age, sexual orientation, religious beliefs, household income or HIV/AIDS or IDS illnesses.

A copy of our entire Equal Opportunities Statement is available to all our customers on request.”

PROCEDURES FOR IMPLEMENTATION

Overall Responsibility

Skills Max Academy has a primary, legal and moral responsibility for ensuring that discrimination in employment does not occur. To ensure no form of discrimination takes place, Skills Max Academy will ensure that adequate resources and training are made available as appropriate in order to achieve the aims of the Equal Opportunities policy and procedure.

The ultimate responsibility for the policy and procedures lies with the Managing Director and the implementation of the policies lies with all other employees of the company.

Managers & Office Staff Responsibility

All Office Staff will have a responsibility for implementing Equal Opportunities within their location and general duties. This involves not discriminating in any of their management duties such as supervision, promotional opportunities, staff development and training opportunities as well as recruitment and selection. They are also responsible for ensuring all current and potential Agency Workers are informed and understand Skills Max Academy's Equal Opportunities policies and procedures.

Individual Employees

Individual employees at all levels have certain responsibilities. Good practices in terms of service provision, good employee relationship and fair employment practices depend on staff as well as management.

All employees are as a consequence required to:

- Co-operate with measures introduced by Skills Max Academy to ensure compliance with Equal Opportunities and non-discrimination.
- Not to harass, abuse or intimidate other employees or potential employees or Clients.
- Not to victimise or attempt to victimise individuals on the grounds that they have made complaints or provided information on discrimination.
- Draw to the attention of Head of Quality and where appropriate, the Managing Director, any suspected discriminatory acts or practices.
- To carry out their duties at all times with due regards to Skills Max Academy's Equal Opportunities policy.

AREAS COVERED BY THE POLICY

Recruitment & Selection

The intent of the Recruitment and Selection Policy and procedure is to ensure the most appropriate response to any vacancy within Skills Max Academy Ltd.

Skills Max Academy Ltd wishes to ensure that there is the use of the highest quality of candidates and will advertise vacancies widely within the organisation. Skills Max Academy will also make use of Job Centres, Careers Services, the Media, including the Ethnic Press and other appropriate outlets where vacancies are advertised externally.

The selection process is of crucial importance and must therefore be carried out in accordance with the policy and procedure for Recruitment & Selection. It is vital that those undertaking Recruitment & Selection have received sufficient training on selecting employees to objective, job related criteria.

Skills Max Academy will endeavour to provide appropriate training and development opportunities to enable members of staff to perform their jobs efficiently and effectively. This will enable employees to pursue career development opportunities.

Training, development and guidelines for implementation will be given to Line Managers to increase their awareness of their role in the implementation of the policy. All Line managers

required to participate in the recruitment and selection process, will undertake the relevant training.

Equal Opportunities awareness will be included as part of Skills Max Academy's Induction programme, to ensure that all new employees are made aware of Skills Max's commitment to Equal opportunities.

Where possible and practical, advantage will be taken of the provision of the current future Acts for the application of positive action.

Cultural and Religious Needs

Skills Max recognises that all of its employees and clients are drawn from different cultural, religious and ethnic background. Skills Max will endeavour to accommodate any cultural and religious needs of individuals wherever such measures are compatible with the safe and efficient running of the service.

Monitoring

Skills Max will create and maintain records, where applicable, to monitor the progress of this policy. This will involve the monitoring of:

- Recruitment and Selection decisions and the reason for those decisions.
- Training and development opportunities to ensure the balance of ethnic groups equates to the overall balance within the organisation.

The result of any such monitoring will be used to annually review and assess the effectiveness of the implementation of the Equal Opportunities policy and procedure.

If necessary, adjustments to policies and procedures will be made to redress any imbalance.