

Equality and Diversity Policy



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About this Policy

Tigerlily Training is committed to the principles of Equality and Diversity. In practice this means ensuring that all our stakeholders (e.g. learners, trainers, staff, third parties) are treated with respect, equally, fairly and without prejudice.

Equality and opportunity for all form part of our core values and we are committed to raising the profile of Equality and Diversity and to being proactive in ensuring fairness to all. The Equality Act 2010 underpins this policy.

All learners, trainers and staff are required to follow and honour the principles of *Tigerlily Training's* Equality and Diversity Policy and **this policy sets out how we achieve and manage these principles.**

Our Commitment to Equality & Diversity

There are no circumstances under which *Tigerlily Training* will tolerate discrimination, harassment, bullying or victimisation from or towards any staff member, trainer, learner or third party. This also includes cyber-harassment or cyber-bullying.

All our learners & potential learners should have equal opportunity to access our qualifications and assessments regardless of sex, gender reassignment, marital status, civil partnership status, disability, race, religion or belief, sexual orientation or age.

Tigerlily Training qualifications are designed to reflect the diversity of learners.

If we must specify a requirement that could disadvantage a particular group (for example a legal requirement around the age of learners or health and safety issues and learners with particular disabilities), we will include it in the qualification specification and explain why it is there. The justification will relate only to the specific requirements of the components or qualifications.

What this Policy Covers

This policy is provided by *Tigerlily Training* for the support and welfare of our learners, trainers, staff members and all key stakeholders. This policy covers all of the descriptions and categories listed below. This list is not exclusive and is continually open to addition.

Discrimination

Discrimination is when people are treated less favourably than others because of a protected characteristic they have or are thought to have. This includes discrimination on the grounds of their gender, race, ethnic origin, religious beliefs, age, marital status, stage of development, ability or disability, sexual orientation, gender reassignment, wealth or background.

There are four types of discrimination; Direct discrimination, Discrimination by association, Perception discrimination and Indirect discrimination.

Religious or Racial Harassment

Harassment is any action that results in people feeling threatened or compromised. It can include:

- name calling
- derogatory remarks
- graffiti or jokes
- display or circulation of offensive material
- physical threats, insulting behaviour or gestures
- open hostility
- exclusion from normal conversation or social events

Sexual Harassment

Sexual harassment is unwanted conduct of a sexual nature that affects the dignity of women and men at work, including physical, verbal or nonverbal conduct. It can be in the form of:

- insensitive jokes or pranks
- lewd comments about appearance
- unnecessary bodily contact
- displays of explicit materials
- gestures and leering
- speculation about a person's private or personal life

Bullying

Bullying is a form of harassment, whether by staff, learners, trainers or any third party. Bullying is verbal, nonverbal or physical conduct that causes individuals to feel threatened, isolated or humiliated – and may include members of a group other than those being directly targeted. Bullying can take many forms and can be quite difficult to detect by those not directly involved. Therefore all learners, staff, trainers and third parties are asked to report any instances of bullying at the earliest stages, so that it can be stopped. We treat all reports of bullying in 100% confidence and with complete respect to the person raising the report.

The law recognises bullying as a serious issue and the protection from the Equality Act 2010 makes it a criminal and civil offence to cause harassment, alarm or distress to a person.

Victimisation

Victimisation is when a person is treated less favourably in the same circumstances as any other person. Victimisation can take many forms including mistreatment of a person that has, in good faith, made a complaint or raised a grievance under the Equality Act, or because they are suspected of doing so.

Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

Abuse of a vulnerable adult can take many forms and cause victims to suffer pain, fear and distress. Adults may be too afraid or embarrassed to raise any complaints. They may be reluctant to discuss their concerns with other people or unsure who to trust with their worries. Sometimes people can be unaware they are being abused.

Tigerlily Training staff and trainers have a responsibility to follow this policy and report any suspicions that may arise.

Where this Policy is Located

This policy is freely available to all parties via the **Tigerlily Training** website.

This policy is regularly updated and each new version is dated and referenced to ensure accuracy and relevance.

Communication

All staff and trainers are made aware of this policy and this policy forms part of our staff handbook and trainer contract. All Tigerlily stakeholders have instant access to the policy via our website.

Reporting Incidents / Breaches

Any issues must be reported to **Tigerlily Training's** Quality Manager via the contact information provided on page 6 of this Policy. Alternatively and depending on circumstances, incidents may be reported to your Line Manager or Tigerlily Trainer for onward communication to Tigerlily's Quality Manager.

Our Complaints and Appeals policy also enables all our stakeholders to express and communicate any breaches of this policy.

All reported incidents or breaches of this policy will be treated in absolute confidence.

Monitoring & Review

To ensure we continually deliver and assess our qualifications in line with equalities and diversity law, this policy and the procedures that support it, are monitored on an on-going basis. In practice this means constantly reviewing all relevant stakeholder feedback or concerns and recording issues within the Tigerlily CRM system.

This policy is also reviewed annually as part of Tigerlily's continuous improvement / self-assessment arrangements.

Policy/Process Review:

This policy/process is reviewed every 12 months, with the next review date being:

1 December 2024

Policy Sign-Off

Amber Jones / Quality Director



Contact Details

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