

Corporate Coach Training Limited Equality and Diversity Policy

Reviewed October 2018

Scope

This policy provides definition of Equality and Diversity and how this applies in connection with Corporate Coach Training centres, providers and learners.

The process standards that are required for Equality and Diversity are described – Corporate Coach Training is compliant with the Equality Act 2010.

Definition

Corporate Coach Training is dedicated to improving the quality and practice of management and leadership in organisations.

We seek to promote genuine equality of opportunity.

We are committed to equal opportunities for all, regardless of gender, marital status, age, physical status or any disability, racial or ethnic origin, nationality, creed or religious belief, sexual orientation, age or employment status.

We seek to ensure implementations of our programmes are to be without disadvantage to any learner, or any group of learners, that has or may share any of these characteristics.

We do everything possible to ensure that no discrimination occurs during any of our procedures and processes. We make all our staff and contractors aware of this policy and encourage them to undertake awareness training where appropriate.

Process

We have our own policy in relation to equality and diversity (or equivalent).

We carry out internal monitoring to ensure that we comply with equality and diversity legislation.

We can provide evidence of our commitment to equality and diversity - some of the possible evidence may include:

- A policy statement setting out our commitment to equality and diversity and anti-discrimination.
- Information on how the policy relates specifically to the delivery of Corporate Coach Training and ILM qualifications and programmes.
- Guidance on how to identify those who may be vulnerable to discrimination – for instance during programme delivery.
- Guidance on how the organisation promotes this practice in the interests of learners.
- A list of staff with a clearly-defined responsibility and an agreed time allocation, for overseeing the implementation of the policy.

Continuous Improvement

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle, or as necessary.

Distribution

All members of staff have been sent a copy of the equality and diversity policy and have agreed to live by its terms.

Policies are available on line on our website corporatecoachgroup.com

Promotion

We ensure that our booklets represent all groups, including groups that are historically under-represented on management programmes.

Entrance requirements

There are no barriers to inclusion on our programmes.

Enrolment and registration

There are no barriers to anyone wishing to enrol.

Induction

Anyone may view our written information on our policies.

The programme

Corporate Coach Training handles equal opportunities issues in its learning delivery, both face-to-face and in learning support material, examples include:

- Extra-large font in training documents for a visually impaired delegate.
- Translator services for a person who did not speak English
- Signing translation for delegate who was hearing impaired.

We avoid stereotyping, by racial or political or gender sets.

We confirm that assessment is entirely related to performance and in no way influenced by gender, age, race or disability.

We make clear our commitment to fair assessment, detailing the adjustments and considerations that may be made for learners, without compromising the integrity of the assessment.

Staff development – Staff awareness training in relation to equality is done once each year or as often as is deemed necessary.

Behaviour –

We have the following set of guidelines

1. Treat people always *reasonably*. Never treat people unreasonably.
2. Be always honest both in terms of property and in terms of speech.
3. Strive to be cooperative and assist people to achieve their goals.
4. Be peaceable. Never be threatening abusive or rude in any way.
5. Provide reasons for the views (explanation or clarification of the principle involved).

6. To always be early for appointments. (Arrive at least one hour before a course starts).
To finish on time or before (i.e. never overrun - because delegates may need to get away on time).

7. To always be enthusiastic and upbeat. (Nobody likes a grump).

8. Never to use humour at someone else's expense.

9. To be a living example of the method we train on our courses.

10. To avoid swearing (bad, bad form).

11. To recognise people have every right to disagree with anything I propose.

12. To be well groomed and functionally tidy. (Neither flash/smart, nor scruffy).

We welcome diversity since no one person has all the answers.

We are open and honest in dealing with other people and organisations, whilst protecting personal privacy and keeping commercial confidence.

Action plan –

Here we set our actions being taken:

All training courses and training material are written with the presumption of the principles of equality and diversity.

This includes illustrations and images must be neutral with no stigmatisation.

All trainers must train in compliance with the principle of equality and diversity.

All feedback, from any source, that claims to have been prompted by a perceived breach of the principle of equality and diversity must be immediately reported to the management of Corporate Coach Training for review.

Such a review will be recorded.

Every act of unfair action; in word, or deed, will be treated with all seriousness.

Chris Farmer and Lindsey McAleer are the people who are responsible for overseeing the issues relating to equality and diversity.