

## **Equal Opportunities and Diversity policy (March 2018)**

### **Introduction**

This policy is designed for candidates who have enrolled on any course or renewal at Gravesham Life Saving Club within the Approved Training Centre (ATC/P). It sets out our intention to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry. This policy may be applicable before or during a course delivery.

### **Review arrangements**

We will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

### **Areas covered by the policy**

Gravesham Lifesaving Club will enable learners to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, race, nationality or ethnic origin or disability. Assessment must similarly be undertaken without discrimination.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by Gravesham Lifesaving Club, learners will be made aware of their right to appeal to IQL UK via the arrangements outlined in our Enquiries and Appeals Policy.

### **Monitoring the success and relevance of our arrangements**

Gravesham Lifesaving Club is committed to complying with all current and relevant legislation and, which at the time of writing includes, but is not limited to the Equality Act 2010 and Northern Ireland Equality Law.

As part of the learner registration and certification processes for qualifications and units, Gravesham Lifesaving Club may collect information on diversity, requests for special considerations, access arrangements and feedback from learners, ATC/Ps and other stakeholders.

All relevant issues identified that suggest that our provision or services may have unnecessarily impacted on learners will be reported back to IQL Customer Services Manager who will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision and/or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications.

### **Contact us**

If you have any queries about the contents of the policy, please contact Andy Griggs at [GraveshamLSC@hotmail.com](mailto:GraveshamLSC@hotmail.com)