

# Cascade First Aid Ltd

## Equality and Diversity Policy

Title	Equality and Diversity Policy
Document ID	CFA-009
This Version	1.0
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Position	Director
Approved by (signature)	
Approval Date	31 <sup>st</sup> August 2020
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## 1. Document Control and Version History

<b>Version Number</b>	<b>Reason for Change</b>	<b>Date</b>
1.0	Initial Release	31 <sup>st</sup> August 2020

## 2. Definitions

<b>Item</b>	<b>Definition</b>
Cascade	Cascade First Aid Ltd
Booking	The act of Booking one or more individual places on a course and/or the act of Booking a course for a group of people
Awarding Organisation / Body	The Organisation that oversees Cascade to ensure compliance with its policies and Procedures. It acts as an intermediary between Cascade and Ofqual.
ICO	Information Commissioner's Office – Manages Data Protection in the UK
DPR	Data Protection Register
GDPR	The European General Data Protection Regulation

### 3. Introduction

- 3.1. Cascade is committed to providing services that embrace diversity, promote equality of opportunity and assessments that are only based on requirements and do not discriminate against anyone.
- 3.2. The purpose of this policy is to explicitly state how this commitment and current legislations are to be applied by this Centre to training courses, qualifications and assessment practices.
- 3.3. Cascade will advise all candidates that the current version of this policy can be found on its website.
- 3.4. This policy covers 3 broad areas:
  - a) **Equality** is where people are treated fairly and given an equal opportunity. It is not about treating everyone in the same way, but recognising that peoples' needs can be met in different ways. Equality focuses on those areas covered by the law, namely the key areas of race, gender, disability, religion or belief, sexual orientation and age. Legislation seeks to prevent discrimination in all these areas. This Centre believes that we all have a duty to promote equality and remove discrimination in race, gender and disability. We do this by looking at statistical data and candidate feedback. We support our awarding bodies and regulators to analyse candidate data.
  - b) **Diversity** is about recognising, valuing and managing individual differences to enable everyone to contribute in their own way feeling comfortable with and understanding various different needs.
  - c) **Equal Opportunity** is about providing good practice guidance relating to candidates who are eligible for reasonable adjustments in activities and assessments or who require special considerations.

### 4. Scope of this policy

- 4.1. This policy will be applied to all training courses and qualifications offered by this Centre.

### 5. Equal Opportunities Statement

- 5.1. Cascade is committed to providing equal opportunity for everyone who is employed by Cascade or takes advantage of the services provided by Cascade, regardless of age, gender, race, religion, disability, ethnic origin, national origin, marital status, sexual orientation, political persuasion or trades union activity. This commitment will reflect current UK legislation and EU directives e.g. recognising restrictions on those working with young children and vulnerable adults.

5.2. It is morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus it is our intention to ensure that no person is subject to unfair treatment in any way and we recognise our responsibilities and legal obligations under all current legislation including the following Acts:

- 5.2.1. The Equality Act (2010)
- 5.2.2. Human Rights Act (1998)
- 5.2.3. General Data Protection Regulation (2018)
- 5.2.4. Protection from Harassment Act (1997)
- 5.2.5. Rehabilitation of Offenders Act (1974)

## 6. Application of Equal Opportunities Statement

6.1. Cascade will ensure equality for all learners by ensuring that:

- a) Responsibility for the full implementation, evidence collection, and maintenance of registers and annual review of this policy is taken by a Director of Cascade. All such evidence is to be made available to the Awarding Body upon request.
- b) All formal qualifications used by Cascade are developed by Awarding Bodies with robust equality systems.
- c) All assessment instruments and processes used will be free from any bias, and inclusive for all candidates.
- d) All staff involved with Cascade are aware of our commitment to equality of opportunities.
- e) All Cascade candidates are made aware of this equality and diversity policy and its implementation on all training course.
- f) As many candidates, and as diverse a range of candidates as possible have access to our qualifications.
- g) Cascade candidates have the opportunity to feedback by evaluation forms after every course.
- h) Cascade will archive this in course files subject to our data protection policy
- i) Candidates can make use of Cascade' malpractice and misconduct procedures, appeals and complaints procedures for matters relating to alleged discrimination.
- j) Escalation to Awarding Body procedures is an option if complaints are not resolved by Cascade. This only applies to courses accredited through an Awarding Body.
- k) Cascade, in conjunction with the Awarding Body, will collect sufficient data to allow monitoring and evaluation to ensure that there is no discrimination on the grounds of race, disability and gender, via candidate registration, achievement documents and course evaluations.
- l) This policy and statement is reviewed by Cascade annually.
- m) All information and data for review and evaluation is archived. This includes:
  - 1. Evidence of higher or lower participation by different groups by collecting candidate registration data from each course.
  - 2. Evidence that different groups have different needs in relation to Awarding Organisation qualifications by collecting candidate evaluation data.

3. Authentic sample of evaluation data that is gathered by an Awarding Body after training events and by informing candidates that Awarding Organisations will request additional evaluation data by email completion from all candidates.
- n) Where a barrier to learning has been identified (through review process, EV reports or complaints and appeals procedures being invoked), this Centre and/or the Awarding Body will investigate and take appropriate action (withdraw assessment material - amend/update – provide training as necessary) and then continue to monitor the evidence.

## 7. Diversity Statement

- 7.1. Diversity is about valuing and respecting the differences between learners, regardless of ability and/or circumstances or any other individual characteristic they may have.
- 7.2. This Centre believes differences should be acknowledged, celebrated and embraced to help ensure that all learners feel included in the learning process and the learning environment is suitable for all.
- 7.3. Cascade will consider the following list whilst preparing and undertaking its training activities:
  - 7.3.1. Environment and equipment e.g. adjustable height workstations, accessibility, CPR manikins reflecting age and/or ethnic origin of potential learners.
  - 7.3.2. Programme resources e.g. hand-outs and presentations to be capable of adaptation to a number of formats, consider other languages, language level and jargon, illustrations to reflect diversity of potential learners.
  - 7.3.3. Staff development e.g. ensuring all are well informed of current policies and procedures in good time for the knowledge to be meaningful.
  - 7.3.4. Information e.g. this should be accessible to all, email or notice-board or leaflet.
  - 7.3.5. Liaising with others e.g. language interpreters may be required or staff who can use sign language.
  - 7.3.6. Information may need to be shared between businesses and learners have to agree to their disclosure to be shared with legitimate agencies. The Equality Act describes the duty to comply with learner requests for confidentiality.
  - 7.3.7. Feedback and evaluations should be obtained from all learners to ensure that current practices are responsive to their needs and any barriers to learning identified and mitigated or eliminated.

## 8. Summary of procedures during training and assessment session

- 8.1. Candidate Procedures
  - 8.1.1. For any matter arising from or relating to this policy during a training course, candidates should:
    - 8.1.1.1. Inform the trainer delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the course evaluation form.

- 8.1.1.2. Inform Cascade in writing at their earliest opportunity if the situation cannot easily be resolved.
- 8.1.1.3. Inform the awarding body directly if Cascade cannot resolve the matter.
- 8.1.1.4. All Cascade trainers/assessors know of this procedure and are informed of it at point of employment.

## 9. Data collection

- 9.1. Where collected, it is Cascade and its Awarding Body policy that all information and data be shared with the regulatory authorities (Ofqual/SQA/WG) upon request. Forms used include:
- 9.2. Candidate Registration Form
  - 9.2.1. Gender - male or female
  - 9.2.2. Age
  - 9.2.3. Special needs or reasonable adjustments requested
  - 9.2.4. Ethnicity - ethnic group definitions based upon 2001 census question
- 9.3. Candidate Evaluation Form
  - 9.3.1. Each candidate is asked to complete an end of course evaluation form. These forms are reviewed by Cascade Head Office and any issues rising are investigated. This investigation may include contacting the candidate for clarification / discussion / resolution. These forms are kept in accordance with Cascade' Record Retention Policy and are also made available to our Awarding Organisations and/or Regulator upon request.
  - 9.3.2. Specific evaluation questions ask for a candidate's response relating to (*et al*):
    - 9.3.2.1. The assessment component of the qualification
    - 9.3.2.2. The teaching component of the qualification
    - 9.3.2.3. The qualification course materials
    - 9.3.2.4. Special adjustment requirement
    - 9.3.2.5. Perceived discrimination
- 9.4. Special Considerations Form
  - 9.4.1. Any completed form will be logged then forwarded to the awarding body.

## 10. Feedback and Complaints

- 10.1. We will deal with any complaints of discrimination quickly and in a constructive manner. Please see our complaints policy 4MPP/006 available from our website or by contacting us directly.
- 10.2. Any feedback or complaints that we receive will be dealt with compassionately. We appreciate that this can be a difficult subject to raise and individuals may feel uncomfortable or intimidated. We are committed to ensuring that you feel able to come forward without fear.
- 10.3. If you have any concerns, please contact a Cascade Director (Andy Crowhurst or Becky Anderson through the website, via the telephone number 02921 900 500 or by email at [info@CascadeFirstAid.co.uk](mailto:info@CascadeFirstAid.co.uk)).



## 11. Monitoring and Review

- 11.1. This policy will be reviewed annually and as required.
- 11.2. Cascade will keep a complaints log and it will be reviewed annually, please see our complaints policy

**END OF POLICY**