



Equality and Diversity Policy

Survive and Save Training operates within equality and diversity legislation at all times. It is committed to the principles and practice of equal opportunities across all of its courses, both as an employer, provider and as a facilitator of such practices by all its members. All staff of Survive and Save Training, tutors, teachers, coaches and administrators, whether permanent, temporary or contracted and learners (referred to as stakeholders) are responsible for the promotion and advancement of this policy.

We recognise the need to acknowledge the diversity of provision and are committed to the elimination of discrimination on the grounds of religion, belief, race, ethnicity, gender, age, disability, ability, sexual orientation, social or economic background or on any other grounds or status.

We will not tolerate any unlawful discrimination or other unfair treatment whether intentional or unintentional, direct or indirect towards learners.

Objectives

To ensure equality, diversity and inclusive practices are implemented Survive and Save Training has developed the following objectives for all stakeholder groups

Survive and Save Training as an employer

The company aspires to provide a diverse workforce, a composition of which reflects that of the broader community in terms of gender, ethnicity and disability. In order to bring about this diversity we undertake to:

- Provide full and fair considerations for all job/role and applications.
- Wherever possible modify employment practices and procedures to reduce barriers experienced by members of disadvantaged social groups in seeking and during employment with the company.
- Maintain records in recruitment and training and use this information as a means of identifying areas of inequality.
- Regularly review our recruitment, selection and training procedures to ensure that they are fair and reflect current best practice.

Tutors, Trainers, Teachers and Assessors

In our training and development of learners, we will strive to ensure that they:

- Establish and implement professional and ethical values and practice.
- Promote and apply the principles and practices of equality and diversity.
- Promote positive images of people with special needs.
- Have a commitment to providing entitlement and access to all their professional activities.
- Encourage high expectations and standards of achievement from all they teach.
- Involve everyone in meaningful and appropriate activity to ensure a quality experience.
- Help everyone to achieve their full potential.

Officials and administrators

In their involvement we will expect officials and administrators to:

- Adopt, promote and practice the values of the company.
- Ensure that participation can be enjoyed by all.
- Provide meaningful and appropriate experiences which recognise and value the diversity of the participants.



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- Actively encourage the participation and involvement of people from disadvantaged or underrepresented groups of the community.

Learners

In their involvement with Survive and Save Training we will expect learners to:

- Recognise the diverse community that we work in
- Treat all learners, tutors, trainers, administrators and anyone else associated with the delivery of courses with dignity and respect.
- Identify to Survive and Save Training prior to the programme / course commencing, wherever possible, any specific requirements eg medical conditions, learning needs, religious requirements that may affect them or need to be taken in to account during the programme / course.

Procedure

1. If you consider that your treatment at any time has been disrespectful you have the right to raise the issue with the Company Director. The following information should be put in writing:
 - a. Your name and contact details
 - b. Programme / Course name, venue and dates (if applicable)
 - c. Details of the people involved (learners, Survive and Save Training employees etc)
 - d. Details of the issue being raised including the nature of behaviour
2. We will acknowledge your complaint within 5 working days of receipt.
3. Survive and Save Training will appoint someone with no previous involvement with the issue. This person will consider and investigate the content of the complaint and make recommendations. We will respond within a further 20 working days.
4. There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case, we will keep you advised of the progress we are making and when we expect to resolve your complaint.
5. Should you not be happy with the response to your complaint you may appeal and the case can be referred to an independent person/organisation for review. Any request for an independent review must be made within 10 days of receipt of the response to your complaint. The findings of the independent review will be reported within 20 days. The outcome of this process will be final.

Complaints should be addressed to:

Company Director
Survive and Save Training Ltd
37 Lankers Drive
North Harrow
Middlesex HA2 7PA
Telephone: (020) 8429 3905
mailto: enquiry@surviveandsave-training.org

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