

Equality and Diversity Policy.

1. Vision / Scope

Cano Training Services is committed to ensuring equality is embedded throughout all of its learning activities. Cano Training Services is committed to creating an environment where all learners, irrespective of their circumstances and/or background:

- Are treated fairly
- Are treated equally
- Are fully respected
- Are listened to and encouraged to offer their views and opinions
- Have equality of opportunity

2. Introduction

The Equality Act 2010 describes that discrimination to learners on the grounds of age, gender reassignment, race, disability, marriage and civil partnership, pregnancy and maternity, religion or belief, sex or sexual orientation will not be tolerated. At Cano Training Services we encourage all learners to be themselves and respect who they are whilst conducting themselves in an honest and law-abiding way.

Cano Training Services also understands the environment our learners and apprentices work in very well and the social taboos that have been associated with that environment over the years. Cano Training Services will encourage all learners to conduct themselves and behave in a way that they would expect someone to behave if welcomed into their home. Learners are reminded that respect between learners and apprentices and colleagues in the working environment is not only legal standing but also contributes to a much more successful and happier place.

2.1 - Cano Training Services will ensure that:

- Equality of opportunity is embedded in all policies, practices, decision making and evaluation processes
- That all employees receive the appropriate training.
- Our Learners and Apprentices are provided with the appropriate guidance and support to understand the policies, practices, decision-making and evaluation processes and who to contact for support if needed.
- Flexible opportunities are offered which meet learners and apprentices needs and enable all learners and apprentices to realise their potential
- Positive images of achievement from all sections of society are recognised and celebrated
- We actively promote access to learning programmes and services for all our learners and potential clients to enable them to improve their skills, to make progress and be successful in realising their ambitions.

- We create a visibly diverse and inclusive environment, which values and celebrates difference and raises the aspiration of existing and potential learners.
- We provide services which are effective in recognising and assessing the specific needs of individuals and in ensuring that the right kinds of support and interventions are provided to meet these needs
- Tackle discrimination, whether direct or indirect.

3. Definitions

3.1 Equality can be described as breaking down barriers, eliminating discrimination and ensuring equal opportunity and access for all groups both in employment, and to goods and services; the basis of which is supported and protected by legislation.

3.2 Diversity can be described as celebrating differences and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for the company.

3.3 Equality and Diversity are not inter-changeable but inter-dependant. There can be no equality of opportunity if difference is not valued and harnessed and taken account of.

4. Accountability

Cano Training Services Ltd is committed to upholding and promoting equality and diversity, and respecting every individual's right to a balanced life both as an employer and also those to whom we deliver a service. We ensure that no individual or group are discriminated against on the grounds of the nine protected characteristics from the Equality Act 2010:

4.1 Age. Cano Training Services will:

- Not tolerate discrimination on the grounds of age
- Monitor the performance of learners and apprentices and address any inequality issues
- Help minimise age stereotyping in the site environment

4.2 Disability. Cano Training Services will ensure all learners with disabilities have access to:

- Appropriate opportunities to disclose disability and/or learning difficulties
- Equal opportunities to prospective employment opportunities
- Specialist equipment and technology to aid them
- Information in relevant formats

4.3 Race. Cano Training Services will:

- Actively tackle racial discrimination among any cohorts of learners and apprentices
- Always clearly explain race and ethnicity eligibility guidelines from the funding or government bodies
- Monitor the admission and progress of all learners and apprentices by racial group

4.4 Gender re-assignment. Cano Training Services will:

- Not tolerate discrimination on the grounds of gender re-assignment towards trans-gender or transsexual people
- Monitor the performance of learners and apprentices and address any inequality issues
- Help minimise gender reassignment stereotyping in the site environment

4.5 Race. Cano Training Services will:

4.6 Religion or Belief. Cano Training Services will:

- Not discriminate directly against anyone due to their religion or belief
- Not discriminate indirectly by applying criterion, provision or practise which disadvantages anyone due to their religion or belief
- Not victimise anyone because they have made or are going to make a complaint of discrimination on the grounds of religion or belief
- Promote the Prevent strategy

4.7 Sex. Cano Training Services will:

- Strongly oppose discrimination on the grounds of sex
- Monitor the performance of learners and apprentices and address any inequality issues
- Help minimise sex stereotyping in the site environment

4.8 Sexual re-orientation. Cano Training Services will:

- Strongly oppose discrimination on the grounds of sexuality and are committed to remove discrimination from all areas of the learners and apprentices working environment
- Encourage positive acceptance of all gender identities and gender expressions
- Not tolerate gender or sexuality identification harassment in any area of the learners' and apprentices' working environment

4.9 Marriage and Civil partnership. Cano Training Services will:

- Not tolerate discrimination on the grounds of Marriage or Civil Partnership
- Monitor the performance of learners and apprentices and address any inequality issues

4.10 Pregnancy and Maternity. Cano Training Services will:

- Not tolerate discrimination on the grounds of Pregnancy and Maternity
- If a break in studies is required Cano Training Services will revise the dates in the apprenticeship agreement and take account for the duration of the break.
- Provide facilities that are suitable
- Monitor the performance of learners and apprentices and address any inequality issues

5. Responsibility / Inclusiveness

All managers, employees and learners have responsibility for ensuring that his policy is adhered to. The Director / Management Team have overall responsibility for the success of this policy.

Acts of alleged discrimination in contravention of this Policy Statement will be investigated and dealt with appropriately.

If any employee or learner feels they have been unfairly discriminated against on matters relevant to this Equal Opportunities Policy, they should raise it in the first instance with their line manager / tutor. Such complaints will be handled in a positive and sensitive manner.

Any questions, comments or suggestions should be sent to the Director.

6. Commitment

The co-operation of all staff, learners, employers and visitors is essential to ensure the success of these policies. The implementation of the aforementioned policies and procedures will take place at different levels.

All Cano Training Staff are responsible for helping to ensure that individuals do not suffer discrimination and to promote equality of opportunity.

Staff with responsibility for teaching, support and welfare of learners will have additional responsibilities to ensure that this is actively pursued.

Cano Training Services Ltd is committed to opposing discrimination and promoting equality of opportunity. The services we provide will heighten awareness and encourage good practice amongst all learners and employers.

7. Disciplinary Matters

Cano Training Services will not discriminate against students when applying the Student Disciplinary Procedure. This covers matters relating to the conduct of students as well as their academic performance. In order to monitor this policy, Cano Training Services, will keep a log of incidents resulting in formal action under Cano Training Services Disciplinary Procedure. As well as monitoring on the grounds of race, monitoring will, if feasible and practicable, include gender, age, disability and language status. The log will cover:

- The incidence of cases
- Their seriousness (by the stage of the procedure at which the allegation is considered)
- Their outcome (by the level of the warning (if any) or whether the student is permanently excluded)

8. Harassment

Harassment and bullying of any kind will not be tolerated by Cano Training Services and we are committed to promoting a safe, healthy and fair environment, where learners can be treated with dignity and respect at all times. If harassment and bullying is left unchecked then this can lead to a poor learning experience and outcome as well as damaging our reputation. Cano Training Services courses are free from discriminatory behavior and any kind of harassment and bullying. Our centre recognizes the right of all learners to study in an environment that is free from unacceptable behavior. This policy defines what harassment and bullying are and how it will be dealt with.

Harassment, as defined in the Equality Act 2010 is any unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Behaviour that is considered bullying by one person may not be by another. Bullying in itself is not unlawful; however, this conduct may ultimately be defined as harassment. Most people will agree on extreme cases of bullying and harassment but it is sometimes the 'grey' areas that cause most problems. Examples of unacceptable behaviour are set out below. Harassment includes, but is not limited to:

- Unwelcome or derogatory remarks or comments about a protected characteristic e.g. jokes, teasing and verbal abuse

- Unwelcome physical contact
- The display of offensive material e.g. pornographic pictures • Offensive or suggestive gestures • Demands for sexual favours
- Offensive or sexually explicit language
- Adverse comments, whether to their face or behind their backs
- Undignified treatment, ridicule or exclusion of people because of a protected characteristic
- Pressure to take part in religious activities
- Comments suggesting that people of a certain age are less able than others.

Bullying includes, but is not limited to:

- Insulting behavior
- Threats
- Physical assault
- The intention of belittling someone them feeling hurt or upset.
- Cyber Bullying

Such behaviour will constitute unlawful harassment if it is on grounds of age, disability (past or present), race, religion or belief, marriage and civil partnership, pregnancy and maternity, gender, gender reassignment or sexual orientation, and is unwanted by the recipient. This behaviour is unacceptable and, if it occurs, measures will be taken to stop it, including learner disciplinary action if necessary. Sexual harassment also includes unwanted conduct of a sexual nature (whether or not that conduct is on grounds of sex) which has the purpose or effect set out in the previous paragraph. Harassment can often be hard to recognise as the actions may not be obvious to others and can take many forms: verbal, non-verbal, physical and bullying ranging from physical attack to more subtle conduct which makes the recipient uneasy. It can be persistent or an isolated incident. All learners must be aware of the sensitivities of others. It is no excuse that behaviour is tolerated by other learners. If one learner is offended or feels bullied by a particular type of behaviour, then that behaviour constitutes harassment even if others are not offended. We treat any form of harassment as serious misconduct.

8.1 Dealing with complaints of Harassment – informal action and advice All allegations of harassment will be dealt with seriously, promptly and in confidence. Learners who believe they have been harassed are encouraged to use this procedure. They should not fear victimisation. Learners and employees should expect their complaint to be taken seriously, treated confidentially and the process to provide protection from retaliation or intimidation. In some cases it may be possible

to rectify matters informally. Sometimes individuals are not aware that their behaviour is unwelcome and an informal discussion may be all that is required to ensure a greater understanding and the ceasing of the behaviour. The complainant may raise the issue with a Tutor/Assessor, or another appropriate person either directly, or in the first instance, through a chosen support person to initiate a complaint of this nature. Where an informal resolution is not possible then the learner should make a formal complaint as defined in the Complaints Procedure. Any complaint made out of malice will be a learner disciplinary issue. Managers must ensure that any alleged harassment is investigated and action taken to prevent recurrence

9. Prevention

Every part of Cano Training Services will strive to establish an ethos within the organization which prevents the occurrence of harassment by:

1. Ensuring that the physical environment through displays and curriculum materials positively promotes a regard for individuals and shows a respect for different cultures and backgrounds.
2. Communicating equal opportunities policies which include making it clear that harassment is not acceptable behavior and will be challenged.
3. Making this code of practice known to students, staff and Members of the Corporation.
4. Being familiar with the procedures to deal with incidents of harassment.
5. Enabling students to understand the issues tackled within the code of practice by their inclusion as appropriate within the curriculum

In order to positively support the Code of Practice the Corporation will:

1. Undertake appropriate training for staff within Cano Training Services so that they become sensitive to cases of harassment.
2. Require people or organizations who gather on Cano Training Services premises in order to harass people to leave.
3. Remove graffiti rapidly and seek compensation from the offender.
4. Set up arrangements to enable staff and students to become familiar with the procedures to deal with incidents of harassment.
5. Enabling students to understand the issues tackled within the code of practice by their inclusion as appropriate within the curriculum
6. Encourage those responsible for the letting of Cano Training Services premises to be sensitive to avoiding the letting of premises to organizations and individuals who may cause harassment.

Revised Date: October 2021
Rebecca Cano-Lopez
Company Director
Cano Training Services Ltd