



Equal Opportunities, Equality, Diversity and Inclusion Policy

1. Purpose

Johnson Training Ltd (JTL) is committed to equality, diversity and inclusion (EDI) and to ensuring its qualifications, assessments and services are fair, accessible and free from unlawful discrimination and unnecessary barriers.

JTL will treat learners, staff, customers, centres and other stakeholders fairly, consistently and with dignity and respect, in accordance with applicable legal and regulatory requirements.

2. Legal and Regulatory Framework

JTL will comply with applicable legislation, regulatory requirements and recognised guidance, including, where relevant:

- Equality Act 2010;
- UK GDPR and Data Protection Act 2018;
- applicable equality legislation in Northern Ireland;
- requirements of qualification regulators and awarding organisations; and
- relevant statutory Codes of Practice and guidance.

JTL will monitor changes to these requirements and update its arrangements as necessary.

3. Scope

This policy applies across JTL's activities, including qualification design and review, learner registration and certification, training resources, assessment, reasonable adjustments and special consideration, customer and centre support, complaints and appeals, staff recruitment and development, quality assurance and stakeholder services.

All staff and individuals acting on JTL's behalf must comply with this policy where relevant to their responsibilities.

4. Policy Principles

JTL will:

- provide fair and equitable access to qualifications, training and assessment;
- ensure requirements are relevant, objectively justified and do not create unnecessary barriers;
- ensure assessments are fair, consistent, valid and free from unlawful discrimination;
- provide reasonable adjustments where appropriate without compromising assessment or qualification integrity;

- consider equality and accessibility when developing and reviewing qualifications;
- ensure staff understand their EDI responsibilities;
- provide clear routes for raising concerns; and
- monitor relevant information to identify risks, trends and opportunities for improvement.

JTL will not knowingly maintain any requirement, practice or process that unlawfully discriminates against or unnecessarily disadvantages an individual or group.

5. Responsibilities and Training

Senior management has overall responsibility for JTL's EDI arrangements. The Operations Director will oversee implementation and effectiveness and ensure significant risks, incidents, complaints and trends are investigated and addressed.

All staff must:

- comply with this policy and associated procedures;
- treat others fairly and respectfully;
- apply requirements consistently;
- identify and report potential barriers or discriminatory practices;
- complete relevant training; and
- cooperate with monitoring and corrective action.

JTL will provide appropriate EDI training and guidance, including induction, refresher training and additional development where required. Relevant training records will be retained.

6. Qualification Design and Review

Equality and accessibility will be considered during qualification development, approval and review.

JTL will identify and address unnecessary or unjustifiable barriers arising from qualification structures, entry requirements, content, delivery or assessment. Any restriction on access must be objectively justified by the purpose, competence requirements or integrity of the qualification.

Reviews may consider learner and centre feedback, adjustment requests, complaints and appeals, assessment outcomes, accessibility issues, regulatory changes and identified risks.

7. Assessment and Access Arrangements

Assessments will be fair, consistent and objective, with requirements directly related to the knowledge, skills or competence being assessed.

Learners requiring adjustments may apply under JTL's Reasonable Assessment Adjustments Policy. Adjustments must be appropriate and proportionate, address the identified need, provide no unfair advantage, preserve competence standards and maintain assessment integrity.

Relevant requests and decisions will be documented and retained.

8. Digital Accessibility

JTL will consider accessibility when designing, delivering and reviewing electronic qualifications, assessments, learning materials and services.

Unnecessary digital barriers will be addressed where reasonably possible, and alternative arrangements considered where appropriate. Accessibility concerns will be recorded and reviewed.

9. Complaints, Appeals and Discrimination

Allegations of discrimination, inequality, harassment, victimisation or unfair treatment will be handled under JTL's Complaints Policy and Procedure and, where applicable, its Appeals Policy and Procedure.

Concerns will be considered objectively, conflicts of interest managed, decisions appropriately documented and corrective action taken where required.

No person will be unlawfully victimised for raising or supporting a concern in good faith.

10. Monitoring and Data Protection

JTL will monitor relevant information to assess the effectiveness of its EDI arrangements and identify trends, barriers or disproportionate impacts. This may include participation and achievement data, adjustment requests, complaints and appeals, feedback, accessibility concerns, assessment outcomes and reported incidents.

Personal information used for these purposes will be processed in accordance with UK GDPR, the Data Protection Act 2018 and JTL's retention requirements. Information will be limited to what is necessary, appropriately protected and accessible only where there is a legitimate need.

Special category data will receive appropriate additional safeguards.

11. Risks and Corrective Action

Where evidence indicates that JTL's qualifications or services may unnecessarily or disproportionately disadvantage learners, the matter will be investigated.

Actions may include reviewing requirements, policies, materials, training, systems or service arrangements; communicating necessary changes; increasing monitoring; or escalating the matter through JTL's governance arrangements.

Where required, JTL will notify relevant regulators, awarding organisations or other external bodies.

Corrective and preventative actions will identify the issue, required action, responsible person, completion date and method for verifying effectiveness. Significant actions will be monitored through to completion.

12. Records and Audit Evidence

JTL will retain appropriate evidence demonstrating implementation of this policy, which may include:

- policy approval and review records;
- staff training records;
- qualification and accessibility reviews;
- reasonable adjustment and special consideration records;
- complaints, appeals and investigation records;
- monitoring information; and
- corrective and preventative action records.

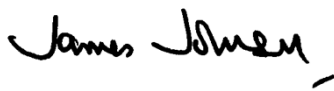
Records will be retained and disposed of in accordance with JTL's document-retention and data-protection requirements.

13. Review and Communication

This policy will be reviewed at least annually and sooner where required by legislative or regulatory changes, operational changes, audit findings, complaints, incidents, monitoring results or stakeholder feedback.

Required improvements will be documented, assigned and monitored to completion.

The current approved policy will be available to relevant staff and, where appropriate, learners, centres, customers and other stakeholders. Superseded versions will be controlled under JTL's document-control arrangements.

Name:	James Johnson
Position:	Managing Director
Signature:	
Date:	30 10 2018

Review date	Reviewed by:	Comments	Version
30 10 2019	JJ	No changes required	2
29 10 2020	JJ	No changes required	2
30/10/2021	JJ	No Change required	3
30/10/2022	JJ	No Change required	4
30/10/2023	JJ	No Change required	5
29/08/2024	MJ	No Change required	6
28/11/2024	JJ	Reference to managing a discrimination claim by following the Complaints Policy and Procedure.	7
01/09/2025	MJ	No change Required	7

01/09/2026	MJ	Policy reviewed and updated	8
The next policy review date is 01/09/2027			