

A large, light green rectangular box with a thin black border contains the title text. A thin black line extends from the top-left corner of this box, goes up, then left, then down, and finally right, connecting to the purple graphic element on the left side of the page.

# Diversity and Equality Policy (External)

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## 1. Introduction

This policy will ensure that whilst providing high level products and services, NCFE also work with external stakeholders who are aligned to our purpose of the promotion and advancement of learning.

Centres who provide our qualifications should be:

- invested in the learner so that learners of all ages and backgrounds can access our qualifications
- aligned to our purpose of the promotion and advancement of learning
- committed to encouraging diversity and equality and eliminating unlawful discrimination.

### 1.1. Purpose

The purpose of this policy is to set out our commitment to promote equality diversity while ensuring we adhere to legislation and regulation requirements and provide support for our centres. We fully support the principle of equal opportunities and oppose all unlawful or unfair discrimination on the grounds of ability, age, culture, disability, domestic circumstances, employment status, gender, marital/civil partnership status, nationality, political orientation, race, racial origin (including colour, nationality and ethnic or national origin), religious beliefs, sexual orientation, social background, or any other grounds or statuses.

### 1.2. Scope

This policy is aimed at our external stakeholders, including learners, who are using NCFE products and services, and applies the principles of diversity and equality.

### 1.3. Responsibilities/Duties

All external stakeholders (including centre, satellite, sub-contract centres or contractual staff) must be aware of, and familiar with, the contents of the policy.

### 1.4. Definitions

Word/Acronym	Definition
Diversity	The practice of including a variety of people from different backgrounds.
Equality	The state of being equal especially in status and rights.
NCFE qualifications	NCFE qualifications cover all qualifications delivered or accredited under the NCFE name including regulated and non-regulated qualifications.

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## 1.5. Location

This policy will be stored on the Quality Management System and will be available on the company facing website for external stakeholders to download.

## 2. Our aims

We aim to ensure that diversity and equality are promoted in the development of our products and in access to our products and services, and that unlawful or unfair discrimination, whether direct or indirect, is eliminated. As an awarding organisation, we will ensure that:

- this policy is made freely available to our external stakeholders, including learners
- the widest possible diversity of learners can access the content and assessment of our products and services
- the entry requirements, content and assessment demand of our products and services are appropriate to the knowledge, understanding and skills specified and do not act as unnecessary barriers to achievement
- all our products and services will ensure fair assessment for all learners
- the language we use in our materials is clear, free from bias and appropriate to the target group
- we aim to produce and endorse material that does not cause offence
- all our products are reviewed against this policy
- we always act fairly when working with stakeholders
- we always support and demonstrate the principles of diversity and equality.

As an approved centre, please ensure that:

- all of your processes concerned with assessment are carried out in a fair and objective manner
- you continue to adhere to current equal opportunities legislation
- you continue to operate an effective diversity and equality policy, with which learners are familiar and which applies to all learners using our products and services
- you make reasonable adjustments for learners where necessary to ensure that learners have a fair chance of succeeding in their qualification
- you do not directly or indirectly discriminate, harass, or victimise any learner or colleague with a relevant protected characteristic
- you continue to operate an effective and accessible appeals procedure, with which learners are familiar and which applies to all learners using our products and services.

## 3. Your NCFE contact for this policy

If you have any queries about the contents of the policy, please contact:

Email: [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk)

Telephone: 0191 239 8000\*

Post: NCFE

Q6, Quorum Park

Benton Lane

Newcastle upon Tyne

NE12 8BT

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\*To continue to improve our levels of customer service, telephone calls maybe recorded for training and quality purposes.

#### **4. Initial Equality Impact Assessment**

An Initial Equality Impact Assessment has been completed for this policy, and no concerns were raised.

#### **5. References to associated documents**

There are no references to associated documents within this policy.

#### **6. Implementation and dissemination**

We will update the website with the new policy once approved, and we will include it in an external communication, so all centers are aware of the change.

#### **7. Monitoring arrangements**

We will review the policy regularly and may revise it as required in response to changes in legislation, changes in our practices, actions from our regulatory or external agencies, and/or in response to customer and stakeholder feedback.

#### **8. Data retention**

There is no data stored under this policy.

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