



ILM Equality and Diversity Policy

V2 July 2015

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Document Change History

As part of an ILM branding review the appearance of this policy was amended in July 2017. The content of this policy shall be subject to a three year review cycle or as necessary as outlined under continuous improvement.

Changes to specific sections of the document made in July 2015 are listed below:

Definition

Page No	Change
5	Amendments made to ensure the policy references all protected characteristics as required by the Equality Law.

Further Information

Page No	Change
8	Amendments made to Assessment guidance to ensure the policy references all protected characteristics as required by the Equality Law.

Scope

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and the accreditation of high quality training in the fields of leadership, management and coaching. This policy applies to prospective and existing ILM Centres and ILM Providers who offer ILM qualifications, endorsed and development programmes and other non-regulated products.

The policy provides definition and examples of Equality & Diversity and how this applies in connection with centres, providers and learners. The process and ILM standards required for Equality & Diversity are described – it is expected that the centre or provider will have apply similar standards to be compliant with the Equality Act 2010.

This policy supersedes and replaces the ILM Equality and Diversity Policy Version September 2012.

Definitions

ILM is dedicated to improving the quality and practice of management and leadership in organisations, wherever it operates. We understand that organisations operate within their own cultures and legal systems. However, we seek to promote genuine equality of opportunity – not only equal opportunity for all learners and potential learners, but also effective equal opportunities practice by centres and holders of our qualifications in their daily work.

We are committed to equal opportunities for all, regardless of sex gender reassignment, marital status, civil partnership, physical status or any disability, racial or ethnic origin, nationality, creed or religious belief, sexual orientation, age, pregnancy and maternity or employment status. We seek to ensure implementation of our qualifications and programmes are without disadvantage to any learner that has or any group of learners that may share any of these characteristics.

We have our own internal Ethics Policy and do everything possible to ensure that no discrimination occurs during any of our procedures and processes, whether it is approval, re-approval, external assessment or external verification. We make all our staff and contractors aware of this policy and encourage them to undertake awareness training where appropriate.

Process

As part of the ILM approval process you must have your own policy in relation to Equality and Diversity (or equivalent). You should follow your own policy before referring to ILM for further guidance. We require all our Approved Centres and Recognised Providers to be committed to equality & diversity. Your policy should extend beyond reference to equality in employment and internal matters, and cover activities specifically in relation to your learners, and clients (where relevant). You must carry out internal monitoring by collecting data on registrations, achievements and so on, and outline the comparison with relevant centre, regional and national data. You must always follow data protection laws and regulations – please refer to the Data Protection Policy. You must provide evidence of your commitment to Equality & Diversity - some of the possible evidence may include:

- A policy statement setting out your commitment to Equality & Diversity and anti-discrimination
- Examples of how the policy is disseminated to staff, contractors, agents and learners
- How your commitment to equal opportunities and anti-discrimination is implemented in delivery and assessment
- Information on how the policy relates specifically to the delivery of ILM qualifications and programmes
- Guidance on how to identify those who may be vulnerable to discrimination within the centre – for instance during programme delivery or assessment
- Guidance on how to identify those who may be vulnerable externally – for example at a work placement, when collecting evidence or being assessed
- Guidance to colleagues on what constitutes or could constitute anti-discriminatory practice in the delivery of ILM qualifications and awards
- Guidance on how the organisation promotes this practice in the interests of learners registered for the qualifications and awards
- A list of staff with a clearly-defined responsibility and an agreed time allocation, for overseeing the implementation of the policy
- Details of how the centre ensures appropriate access to buildings, facilities, learning, learning support and assessment
- Agenda and meeting notes dealing routinely with equal opportunities issues
- Details of the mechanisms for dealing with discriminatory practice within the organisation
- Guidance on the mechanisms for regularly reviewing and revising the policy
- Records and record-keeping practices relating to the equal opportunities policy and its implementation, including any complaints or appeals.
- Records of removal of unjustifiable disadvantage, or explanation of why it is justifiable.

Outcome and Action

Quality and Compliance Managers and External Verifiers check that your Equality & Diversity policy (or equivalent) runs through all the internal procedures relating to the recruitment, preparation and assessment of learners for an ILM qualification.

Your External Verifier will monitor the implementation of your Equality & Diversity policy (or equivalent). You should ensure evidence is available for them to see.

Continuous Improvement

We aim to improve our processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.

Further Information

The following guidance is a framework for the content of an Equality & Diversity policy. It is guidance is not intended to be legally accurate nor does it constitute legal advice.

Distribution – describe the arrangements for disseminating the policy throughout the organisation, and to learners, clients and associates involved with ILM qualifications and programmes.

Promotion – cover the wording and placing of internal and external advertisements, including non-English versions where appropriate, and any arrangements to reach groups that are historically under-represented on management programmes.

Entrance requirements – include any previous experience required, any appropriate standards of literacy (written and oral) and numeracy, and the arrangements to support those who might have some difficulties with the programme of learning and assessment.

Enrolment and registration – include provision for collecting the equal opportunities information required for registering learners with ILM, and how learners notify or discuss any reasonable adjustments or special considerations to ensure access to fair assessment. For further guidance please see the Reasonable Adjustments & Special Considerations Policy.

Induction – cover equal opportunities issues in induction, support this with written information on your policies and back up with details of what happens if a complaint, enquiry or appeal arises. Induction should also include details of the centre's various support mechanisms – for example any crèche facilities, literacy/numeracy support, ESL provision, induction loops for the hearing impaired, and so on. We suggest that you get written confirmation that learners have received the information, and understand it. For further information on complaints, enquires and appeals please see the Complaints Policy and the Appeals Policy.

The programme – detail how the centre handles equal opportunities issues in its learning delivery, both face-to-face and in learning support material. The detail might include examples of how you avoid stereotyping, together with evidence of monitoring delivery and materials over a period of time. It might also include details on how you meet the needs of hearing and sight-impaired learners.

Assessment – confirm that assessment is entirely related to performance and in no way influenced by age, disability, gender reassignment, marriage, civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation. Make clear your commitment to fair assessment, detailing the adjustments and considerations that may be made for learners, without compromising the integrity of the assessment. For further information on reasonable adjustments please see the Reasonable Adjustments & Special Considerations Policy.

Centre facilities – include information on access to buildings, provision of lifts where appropriate, toilet facilities, canteen arrangements, learning and learning support facilities, parking, induction loops and so on.

Staff development – outline the awareness training available for staff where necessary, and the pattern of any updates at appropriate intervals.

Behaviour – describe how you expect people to behave e.g. treating people as you'd like to be treated – fairly, equally, with courtesy, respect, welcoming diversity and challenging inappropriate behaviour – being open and honest in dealing with other people and organisations, whilst protecting personal privacy and keeping commercial confidence.

Action plan – set out the actions being taken (and planned) to ensure equality of opportunity in all the aspects listed above. It should show clearly who is responsible for taking these actions, and record positive actions.

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