TaylorITEX CIC

EQUALITY, DIVERSITY AND INCLUSION POLICY

Fair • Inclusive • Respectful

Section 1 – Document Information

Document Title	Equality, Diversity and Inclusion Policy
Organisation	TaylorITEX CIC
Document Owner	Executive Director – Michael Taylor
Responsible Officer	Executive Director – Michael Taylor
Version	21
Effective Date	July 2026
Review Date	July 2027
Review Frequency	Annually, or sooner if legislation, guidance or organisational circumstances change
Policy Status	Approved
Applies To	All employees, tutors, volunteers, learners, contractors, directors and anyone working on behalf of TaylorITEX CIC

Version History

Version	Date	Author	Summary of Changes
20	July 2025	TaylorITEX CIC	Previous approved version
21	July 2026	TaylorITEX CIC	Full review and rewrite. Updated legal framework, reasonable adjustments, discrimination, harassment prevention, responsibilities, complaints and monitoring.

Policy Approval

This policy has been approved by the Directors of TaylorITEX CIC and forms part of the organisation's governance framework.

TaylorITEX CIC is committed to promoting equality, diversity and inclusion and to providing an environment in which everyone is treated fairly, with dignity and respect.

All staff are required to read, understand and follow this policy as part of their employment or engagement with TaylorITEX CIC.

Document Distribution

- Employees, tutors and sessional staff.
- Volunteers and Directors.
- Learners and prospective learners, where appropriate.
- Contractors and partner organisations, where relevant.
- Funding bodies, inspectors and auditors upon request.

The latest approved version will be stored electronically and will replace all previous versions.

Accessibility and Equality

TaylorITEX CIC recognises that equality and inclusion arrangements must take account of the individual needs and circumstances of the people who learn, work and participate in our activities.

Reasonable adjustments and accessible approaches will be considered and implemented where appropriate to support fair and inclusive participation.

Section 2 – A Message from the Executive Director

At TaylorITEX CIC, we want everyone who learns, works, volunteers or engages with us to feel welcome, respected and able to participate fully.

Equality, diversity and inclusion are part of how we work every day. We all have a responsibility to treat people fairly, challenge inappropriate behaviour and help remove barriers that may prevent someone from taking part.

Our aim is simple: to create fair, inclusive and respectful places to learn and work, while meeting our legal responsibilities and continually improving our practice.

Thank you for helping us make TaylorITEX CIC welcoming and inclusive for everyone.

Michael Taylor
Executive Director
TaylorITEX CIC

Section 3 – Policy Statement and Purpose

3.1 Policy Statement

TaylorITEX CIC is committed to promoting equality, diversity and inclusion and to providing an environment in which everyone is treated fairly, with dignity and respect.

We oppose all forms of unlawful discrimination, harassment and victimisation and aim to ensure that no employee, volunteer, learner, applicant, visitor or other person using our services is treated less favourably because of a protected characteristic.

TaylorITEX CIC values the different backgrounds, experiences, skills and perspectives that individuals bring to our organisation and the communities we serve.

3.2 Purpose

The purpose of this policy is to:

- Promote equality of opportunity and fair treatment.
- Prevent unlawful discrimination, harassment and victimisation.
- Support an inclusive and accessible learning and working environment.
- Ensure decisions affecting staff, volunteers and learners are made fairly and objectively.
- Make reasonable adjustments for disabled people where required.
- Provide a clear approach for raising and addressing equality and diversity concerns.

TaylorITEX CIC will take appropriate action where behaviour is inconsistent with this policy.

3.3 Our Approach

Equality, diversity and inclusion are the responsibility of everyone involved with TaylorITEX CIC. These principles will be reflected in our employment practices, learning provision, services, communications and day-to-day activities.

Section 4 – Scope

4.1 Who This Policy Applies To

- Employees and Directors.
- Tutors and other contracted staff.
- Volunteers and work experience participants.
- Learners and prospective learners.
- Job applicants.
- Contractors, partner organisations and others providing services on behalf of TaylorITEX CIC.

4.2 Where This Policy Applies

- Recruitment, employment, training and volunteering.
- Learner recruitment, enrolment and participation.
- Teaching, learning and assessment.
- Access to services, facilities and activities.
- Communication, marketing and promotional materials.
- Work undertaken with partners, contractors and referral organisations.

Everyone covered by this policy is expected to treat others with dignity and respect and to support an environment free from unlawful discrimination, harassment and victimisation.

Section 5 – Our Commitment to Equality, Diversity and Inclusion

TaylorITEX CIC is committed to creating an inclusive environment where people are valued as individuals and have fair access to employment, learning and the services we provide.

- Treat people fairly, with dignity and respect.
- Promote equality of opportunity.
- Challenge discrimination, harassment and victimisation.
- Seek to remove unnecessary barriers to participation.
- Encourage participation from people and groups who may be under-represented.
- Ensure recruitment, learning and employment decisions are based on relevant and objective criteria.
- Promote an environment where individual differences and contributions are respected and valued.

Equality does not necessarily mean treating everyone identically. Where appropriate, different support or reasonable adjustments may be required to ensure people have fair access and opportunity.

Section 6 – Legal Framework

- TaylorITEX CIC will operate in accordance with relevant equality and employment legislation, principally the Equality Act 2010.
- The Equality Act protects people from unlawful discrimination in areas including employment, education and the provision of services.
- This policy will also be implemented alongside other relevant legislation and statutory requirements, including legislation relating to data protection, human rights, employment and the rehabilitation of offenders, where applicable to our activities.
- TaylorITEX CIC will review this policy when relevant legislation or statutory guidance changes.

Section 7 – Protected Characteristics

The Equality Act 2010 protects people from discrimination because of nine protected characteristics:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

TaylorITEX CIC will not unlawfully discriminate against a person because they have, are perceived to have, or are associated with someone who has a protected characteristic, where such protection applies under the Equality Act.

Our commitment to fair treatment may extend beyond the protected characteristics where appropriate. Decisions will not be influenced by irrelevant personal circumstances or other factors unrelated to an individual's employment, learning or participation with TaylorITEX CIC.

Section 8 – Types of Discrimination and Unacceptable Behaviour

TaylorITEX CIC will not tolerate unlawful discrimination or other behaviour that undermines equality, dignity or inclusion.

- Direct discrimination – treating someone less favourably because of a protected characteristic.
- Indirect discrimination – applying a rule, policy or practice that disadvantages people with a particular protected characteristic without objective justification.
- Discrimination arising from disability – treating a disabled person unfavourably because of something arising as a consequence of their disability, where that treatment cannot be objectively justified.
- Harassment – unwanted conduct related to a protected characteristic that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
- Sexual harassment – unwanted conduct of a sexual nature.
- Victimisation – treating someone unfairly because they have raised, supported or been involved in an equality-related complaint.
- Discrimination by association or perception – discrimination because of someone's association with another person or because they are believed to have a particular protected characteristic, where covered by law.

Discriminatory language, bullying, stereotyping or other inappropriate behaviour may also be challenged and dealt with under the appropriate TaylorITEX CIC procedure.

Section 9 – Reasonable Adjustments and Accessibility

TaylorITEX CIC will seek to ensure that disabled people are not placed at a substantial disadvantage when accessing employment, learning, services or activities.

We will make reasonable adjustments where required and will consider individual needs wherever practicable. Adjustments may include changes to:

- Physical access or facilities.
- Teaching and learning arrangements.
- Information and communication methods.
- Equipment or resources.
- Working arrangements.

Learners, employees, volunteers and applicants are encouraged to tell TaylorITEX CIC about any reasonable adjustments or accessibility support they require. Where an adjustment cannot reasonably be provided, we will discuss the circumstances with the individual and consider whether a suitable alternative is available.

Section 10 – Recruitment, Employment and Volunteering

TaylorITEX CIC is committed to fair and inclusive recruitment and employment practices.

Recruitment, selection, training, development and other employment decisions will be based on relevant skills, experience, suitability and objective criteria.

- Seek to ensure recruitment and selection processes are fair and accessible.
- Avoid unjustified requirements that could disadvantage particular groups.
- Consider reasonable adjustments for disabled applicants and employees.
- Provide equality and diversity information as part of staff and volunteer induction.
- Provide fair access to training and development opportunities.
- Take appropriate action where discrimination, harassment or victimisation occurs.

TaylorITEX CIC will take reasonable steps to prevent sexual harassment of employees, including identifying potential risks and taking appropriate preventative action.

Employees, volunteers and applicants will not be unlawfully disadvantaged because of a protected characteristic.

The same principles will apply, where appropriate, when TaylorITEX CIC engages tutors, contractors or other people to undertake work on its behalf.

Section 11 – Learners and Delivery of Learning

TaylorITEX CIC is committed to providing learning opportunities that are inclusive, accessible and free from unlawful discrimination.

- Recruitment, enrolment and access to learning are fair and inclusive.
- Teaching materials and activities promote equality and avoid inappropriate stereotyping.
- Individual learning and accessibility needs are considered.
- Reasonable adjustments are made for disabled learners where required.
- Learners are encouraged to participate and express their views respectfully.
- Discriminatory, harassing or victimising behaviour is challenged and addressed.

Learners will be made aware of TaylorITEX CIC's commitment to equality and diversity during induction and informed how they can raise a concern or complaint.

Where learning is delivered on behalf of, or in partnership with, another organisation, TaylorITEX CIC will also comply with relevant contractual and funding requirements relating to equality and inclusion.

Section 12 – Responsibilities

12.1 Directors and Management

TaylorITEX CIC's Directors and management are responsible for ensuring that this policy is implemented effectively and that equality and diversity are considered within organisational decision-making.

The person with overall operational responsibility for this policy will ensure that concerns are appropriately recorded, investigated and addressed.

12.2 Employees, Tutors and Volunteers

- Understand and follow this policy.
- Treat others with dignity and respect.
- Promote inclusive working and learning practices.
- Challenge or report inappropriate behaviour where appropriate.
- Participate in relevant equality and diversity training.

12.3 Learners

Learners are expected to treat staff, volunteers and other learners with dignity and respect and to avoid discriminatory, harassing or otherwise inappropriate behaviour.

Serious or repeated breaches of this policy may result in appropriate disciplinary or other action.

Section 13 – Reporting Discrimination, Harassment or Concerns

Anyone who experiences, witnesses or becomes aware of discrimination, harassment, victimisation or other behaviour contrary to this policy is encouraged to raise the matter promptly.

Concerns may be reported to an appropriate member of TaylorITEX CIC staff or management. Learners may raise concerns with their tutor or another member of staff.

- Taken seriously.
- Handled sensitively and as confidentially as reasonably possible.
- Considered fairly and without unreasonable delay.
- Appropriately recorded.
- Investigated or referred through the relevant complaints, grievance or disciplinary procedure where necessary.

No person should be treated unfairly because they have raised a genuine concern or supported someone else in doing so.

Where a concern involves the person who would normally receive the complaint, it should be referred to another appropriate Director or senior member of TaylorITEX CIC.

Section 14 – Complaints, Training and Monitoring

14.1 Complaints and Grievances

TaylorITEX CIC aims to resolve equality and diversity concerns fairly, promptly and appropriately.

Learners or other users of our services who wish to make a formal complaint should follow the TaylorITEX CIC Complaints Procedure. Employees should use the appropriate grievance procedure where applicable.

Complaints relating to discrimination, harassment or victimisation will be taken seriously and investigated appropriately.

Where a complaint concerns the person who would normally deal with it, the matter will be referred to another appropriate Director or senior person.

Nothing within this policy prevents an individual from seeking independent advice or exercising their legal rights.

14.2 Training and Awareness

TaylorITEX CIC will promote awareness of equality, diversity and inclusion throughout the organisation.

Relevant employees, tutors and volunteers will receive information and training appropriate to their roles, including as part of induction and ongoing professional development.

Equality, diversity and inclusion will also be embedded appropriately within teaching, learning and learner induction.

Staff are expected to keep their knowledge and practice up to date and to apply the principles of this policy in their day-to-day work.

14.3 Monitoring

- Learner and staff feedback.
- Complaints, concerns and their outcomes.
- Recruitment, participation and achievement information where appropriate.
- Feedback from partners and external organisations.
- Internal quality assurance and review activities.

Where monitoring identifies potential inequality, barriers to participation or areas for improvement, appropriate action will be considered.

Any personal information collected for equality monitoring purposes will be handled in accordance with applicable UK data protection legislation and TaylorITEX CIC's data protection procedures.

Equality monitoring information will only be collected where there is a legitimate purpose for doing so and will be handled appropriately and securely.

• Section 15 – Monitoring, Review and Policy Approval

15.1 Policy Review

This policy will be reviewed annually, or sooner where there is a significant change in legislation, guidance, contractual requirements or TaylorITEX CIC's activities.

15.2 Responsibility

Responsibility for ensuring the policy is reviewed and implemented rests with TaylorITEX CIC's Directors and management.

All employees, tutors, volunteers and learners are expected to support the principles contained within this policy.

15.3 Policy Approval

The Executive Director is responsible for ensuring that this policy remains current and effective. The policy will be approved by the Directors of TaylorITEX CIC and the latest approved version will replace all previous versions.

Equality, diversity and inclusion are everyone's responsibility.

By treating people fairly, challenging inappropriate behaviour and removing unnecessary barriers, we can provide welcoming environments in which people can learn, work and thrive.

Michael Taylor
Executive Director
TaylorITEX CIC