

Promoting Equality and Valuing Diversity Policy

Focal Point Training and Consultancy Ltd is committed to encouraging diversity and ensuring equal treatment in all fields of its operation for all people, regardless of their age, race, ethnic or national origin, gender, sexual orientation, marital status, pregnancy or maternity, religion, belief or whether they have a disability. We ensure all our team and all our learners are treated with respect and given the opportunity to do their best.

Our Commitment

- Treating all with respect (see our Dignity at Work Policy)
- Not tolerating any form of bullying, harassment or inappropriate behaviour
- Supporting our team to learn about diversity and their responsibilities to learners
- Creating learning environments, which are supportive and inclusive

Promoting Best Practice Through Our Development Programmes

Our area of expertise focuses on helping organisations to shape the behaviours at work which lead to respectful, inclusive, collaborative working environments. We advise and guide clients to ensure all employees are recruited and managed solely on the basis of their ability to perform the jobs in question and that, so far as Focal Point can influence, all employees are given equal opportunities of training and advancement within their organisations.

Our programmes and workshops help clients to understand what is acceptable and unacceptable behaviour at work, the impact of bias in the workplace and how to address situations where behaviour or processes are excluding.

Written Materials

Because of the nature of our training and development programmes, we pay particular attention to written materials, which are used to support learning events. All materials are reviewed regularly to ensure they are non-discriminatory and are appropriate for use.

Reasonable Adjustments

We have checks in place to ensure we are aware of any additional support or special needs learners may have when participating in a programme with us – please see our reasonable adjustments policy for further information.

Fairness in Assessments

We are committed to ensuring that all learners are given a fair and equal chance of demonstrating their knowledge, skills and understanding to achieve the assessment standards. This may mean making reasonable adjustments to support learners with a disability or who need additional support, such as large print or coloured paper for visually impaired learners, allowing extra time to complete a written exercise. Please see our reasonable adjustments policy for more detail.

Supporting Our Team

We give regular updates to the team via email, social media and team meetings. These include updates to our policies, procedures and materials where applicable, articles on research and best practice in Diversity and Inclusion and information on seminars, webinars and conferences which focus on D and I.

We hold regular development sessions at our team meetings, led by team members and using their expertise in the field of Diversity and Inclusion.

Commitment from Our Suppliers

We ask new suppliers for evidence of their commitment to Diversity and Inclusion.

Dealing with Possible Discrimination

If someone registers a concern or complaint relating to a trainer, facilitator or support staff behaviour, or any part of our processes, we will take steps to investigate and respond according to our complaints procedure.

Communicating the Policy

We ensure that all learners and specifically those enrolling on an ILM programme with us have access to a copy of this policy and the accompanying Complaints Policy (usually as part of their induction). We also

ensure that all our associate trainers and support staff have a copy of this policy when they first join our team and that they understand their responsibilities when designing and running training and development events and when producing materials.

Reviewing the Policy

The policy is overseen by Directors Stella Chandler and Tracy Powley.

This policy will be monitored and reviewed annually.