

Equality, Diversity and Inclusion Policy

Organisation: GLAS Business Solutions

Policy Owner: Director

Applies to: All staff, associates, contractors and learners

Version: 1.1

1. Policy Statement

GLAS Business Solutions is committed to promoting **equality, diversity and inclusion** in all aspects of its work.

The organisation opposes all forms of unlawful discrimination, harassment and victimisation and seeks to ensure that all individuals are treated with dignity, fairness and respect.

This policy is aligned with the **Equality Act 2010** and applies to employment practices, learning provision, assessment, and engagement with learners, employers, partners and stakeholders.

2. Scope and Context

This policy applies to:

- Recruitment, employment and professional engagement
- Training, assessment and learner support
- Workplace and remote delivery environments

GLAS Business Solutions delivers provision primarily to **adult learners aged 19+**, in professional or remote settings. The policy is applied proportionately and consistently across all activity.

3. Protected Characteristics

In accordance with the Equality Act 2010, GLAS Business Solutions recognises the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality and ethnic or national origin)
- Religion or belief (including non-belief)
- Sex
- Sexual orientation

No individual will be treated less favourably on the basis of any protected characteristic.

4. Equality of Opportunity

GLAS Business Solutions promotes equality of opportunity across:

Employment and Engagement

Including recruitment, selection, induction, performance management, professional development, promotion, discipline and grievance.

Training and Learning

Including learner recruitment, induction, assessment, appeals, certification and complaints.

Decisions are made fairly, transparently and based on merit, capability and suitability for role or programme.

5. Promoting Equality, Diversity and Inclusion

The organisation seeks to promote equality, diversity and inclusion through:

- Inclusive policies and procedures
- Fair and consistent assessment practices
- Staff and associate training and awareness
- A learning environment that encourages respect and open discussion

Equality and diversity principles are embedded within induction processes for staff and learners and reinforced throughout delivery.

6. Roles and Responsibilities

Managing Director

- Overall accountability for equality, diversity and inclusion
- Approval and review of this policy

Staff, Associates and Contractors

- Act in accordance with this policy
- Promote inclusive and respectful behaviour
- Challenge and report discrimination or inappropriate conduct

Trainers and Assessors

- Explain equality and diversity principles during learner induction
- Ensure learners understand their rights and responsibilities
- Take action where concerns arise

7. Learner Rights and Responsibilities

Learners have the right to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination or harassment
- Raise concerns through appropriate complaints or appeals procedures

Learners are expected to:

- Treat others with respect
- Comply with organisational policies
- Refrain from discriminatory behaviour

8. Data Protection and Monitoring

Equality and diversity monitoring data may be collected **for monitoring purposes only**, to support fair practice and identify potential barriers to participation.

Such data:

- Is collected and processed in line with **UK GDPR and Data Protection legislation**
- Is stored securely and accessed only by authorised personnel
- Is not used as part of selection or assessment decisions

9. Positive Action

Where monitoring indicates under-representation or disadvantage, GLAS Business Solutions may take **lawful positive action** to remove barriers or encourage participation, in line with the Equality Act 2010.

Selection and progression decisions remain based on merit and suitability.

10. Complaints and Concerns

Any individual who believes they have experienced discrimination, harassment or unfair treatment is encouraged to raise the matter through the organisation's **Complaints and Appeals procedures**.

Concerns will be investigated promptly and fairly.

11. Monitoring and Review

This policy is reviewed:

- **Annually**, or
- Earlier if legislation, guidance or organisational activity changes

Formal approval, version control and review dates are managed through the organisation's policy register.