



Policies and Procedures

Equal Opportunities Policy

Commtacs Limited is committed to the vision of opportunity to all, in everything that it is involved in and believe that equal opportunity is about treating people fairly, openly and honestly and recognising that people all have different needs, culture, experiences and expectations.

It is the policy of Commtacs Limited to ensure that no person who is in contact with the company receives any less favourable treatment irrespective of his or her gender, marital status, family status, lifestyle, age, ethnicity, religion, sexual orientation, disability, political affiliation, Trade Union membership or any other condition or requirement which cannot be shown to be justifiable. This extends to the **'Protected Characteristics'** as laid out under the **Equality Act, 2010**. The protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

Commtacs Limited will demonstrate commitment to equal opportunities in the following ways:

- recruitment and selection of people
- train and develop people
- recognise the abilities that people display
- manage changes when those impact upon employees
- expect the highest standards of employee conduct and behaviour
- will not accept any form of unfair treatment, discrimination or harassment, or removal of dignity by any of our employees or to any of our employees.

In relation to service delivery Commtacs Limited shall ensure that:

- everyone has fair access to services
- we use clear and unambiguous criteria
- good quality information is available to people in Plain English or if requested in a format which is accessible to them
- we consult people about their needs
- we set the highest example in all partnerships and arrangements in which we work alongside other individuals and organisations and expect the same standards from them.

Reasonable adjustments

In terms of course participants who have indicated that reasonable adjustments may have to be in place so that no disadvantage is placed upon them. All reasonable adjustments will be considered and agreed upon with the individual. Such adjustments may be in the form of; large print, additional time due to mobility or motor skills. Course materials will be considered under reasonable adjustments as well as any assessment materials, papers transcribed or presented/recorded in BSL etc.

Statement in relation to assessments

All candidates will be assessed fairly and in accordance with all other centre policies. Assessments will be standardised according to qualification specifications. Adjustments will be made in accordance with current legislation and agreement from awarding organisation.

Appeals can be made against Reasonable Adjustments and Special Consideration Requests. If a resolution is not agreed upon locally, and we (COMMTACS) are in agreement with, an appeal can be made to Signature.

Signature appeals procedure is available on their website (<https://signature.org.uk/useful-documents>).

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