



# UK Certification Policies

## Qualifications & Certification for the Building Services Industry

**Equality Policy**



## Introduction & Purpose of this Policy

This policy is aimed at our customers, including learners, who are delivering/enrolled on or have taken an approved qualification or unit, and our staff who will be carrying out various certification, qualification development and delivery activities for UK Certification

It sets out our intention to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry and demonstrates commitment to equality of opportunity for all.

UK Certification takes its commitment to equality and diversity seriously. We believe in achieving excellence through recognising the value of every individual and this is why we embrace equality and diversity legislation and best practice.

## Approved Centre Responsibility

It's important that centre staff involved in the delivery of our qualifications, and Learners/Candidates, are aware of the contents of this policy

Approved Centres can ensure they do not unfairly exclude the needs of a particular Learner/Candidate by following this policy to determine if it is appropriate to make a:

- Reasonable adjustment – applied for & agreed before any training or assessment commences
- Special consideration - given during or within 5 working days of any Learner/Candidate Training or Assessment

## Area's covered by this policy

UK Certification commits to incorporating specific and relevant duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff.

UK Certification will provide equality training and guidance as appropriate to our staff; including as part of staff induction training as well as further on-going courses as identified via our staff performance review arrangements

## Qualification Development

UK Certification will ensure that there are no unnecessary barriers to entry to units and qualifications we develop and deliver, other than those directly related to the integrity of qualifications.

Should such barriers be identified they will be either removed and/or kept if they are indeed justified (e.g. due to legal requirements that may state users of a certain age can undertake a specific job role/qualification). All such outcomes, including how any barriers will be mitigated, will be recorded in accordance with our qualification arrangements.

We will also make every practical effort to ensure that materials, services and facilities are not only free from bias but will also support employees, approved centres and learners in maximising employment and personal development and achievement opportunities.

## Approved Centres

UK Certification expects its centres to enable candidates to have equal access to training and assessment for qualifications in line with the Equality Act 2010. Assessments must similarly be undertaken without discrimination. In essence, centres must deliver our qualifications in accordance with the relevant Equalities Legislation.

Centres are required to have in place a policy to ensure that such discrimination does not occur either directly, indirectly or as a result of pressure from other bodies. There should be arrangements in place to monitor its application and effectiveness.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the centre, learners must be made aware of their right to appeal to UK Certification via the arrangements outlined in our Appeals Policy.

## Equality Monitoring

UK Certification is committed to complying with all current and relevant legislation in relation to the development and delivery of our qualifications and, which at the time of writing includes, but is not limited to the Equality Act 2010.

As part of the learner registration and certification processes for qualifications, UK Certification will collect information on requests for reasonable adjustments/special considerations, access arrangements and feedback from learners, centres and other stakeholders.

We will also collect and monitor feedback from centres and learners gathered through our centre monitoring arrangements.

## Privacy

It is necessary for us to collect and hold personal information about you in order to investigate your concern(s). We will hold the information you provide to us securely and use it to help us handle and process any request. For more information please access our privacy statement.

## Review Arrangements

- We will continually improve our Equality Policy through reviews of our activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our Compliance Team will review this policy annually to ensure it continues to meet the needs of our customers and the Regulators.
- If you have any queries about this policy, please send an email to [info@ukcertification.co.uk](mailto:info@ukcertification.co.uk)



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