

Policy Scope

This policy is provided for CTC Training and Development Limited customers, including learners and staff members who are using or delivering the courses and qualifications that CTC Training and Development Limited offer.

Policy Review

CTC Training and Development Limited will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the relevant awarding organisation or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.

These issues may include the following: -

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

Statement of Principle

CTC Training and Development Limited is committed to the principles of Equal and Diversity. Equality of access and opportunity for all are core values of our organisation and we are committed to raising the profile of Equality and Diversity and to being proactive in ensuring fairness to all. The Equality Act 2010 underpins our policies.

All learners and staff are required to follow and honour the principles of CTC Training and Development Limited's Equality and Diversity Policy. We encourage everyone to play a part in promoting our policy in the course of their learning or work. There are no circumstances under which CTC Training and Development Limited will tolerate discrimination, harassment, bullying or victimisation from or towards any staff member or learners. This also includes cyber-harassment or cyber-bullying. Any issues must be reported to the Managing Director.

Discrimination

Discrimination is when people are treated less favourably than others because of a protected characteristic they have or are thought to have. This includes discrimination on the grounds of their gender, race, ethnic origin, religious beliefs, age, marital status, stage of development, ability or disability, sexual orientation, gender reassignment, wealth or background. There are four types of discrimination; Direct discrimination, Discrimination by association, Perception discrimination and Indirect discrimination.

Racial Harassment

Racial harassment is any action of a racist nature that results in people feeling threatened or compromised. It can include:

- racial name calling

- derogatory remarks
- racist graffiti or jokes
- display or circulation of racially offensive material
- physical threats, insulting behaviour or gestures
- open hostility
- exclusion from normal conversation or social events.

Sexual harassment

Sexual harassment is unwanted conduct of a sexual nature that affects the dignity of women and men at work, including physical, verbal or nonverbal conduct. It can be in the form of:

- insensitive jokes or pranks
- lewd comments about appearance
- unnecessary bodily contact
- displays of explicit materials
- gestures and leering
- speculation about a person's private or personal life

Bullying

Bullying is a form of harassment, whether by staff or other learners. Bullying is verbal, nonverbal or physical conduct that causes individuals to feel threatened, isolated or humiliated – and may include members of a group other than those being directly targeted. Bullying can take many forms and can be quite difficult to detect by those not directly involved; all learners and staff are asked to report bullying at the earliest stages, so that it can be stopped, your confidentiality will always be respected.

The law recognises bullying as a serious issue and the protection from Equality Act 2010 makes it a criminal and civil offence to cause harassment, alarm or distress to a person.

Victimisation

Victimisation is when a person is treated less favourably in the same circumstances because that person has, in good faith, made a complaint or raised a grievance under the Equality Act, or because they are suspected of doing so.

Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

Abuse can take a number of forms and cause victims to suffer pain, fear and distress. Adults may be too afraid or embarrassed to raise any complaints. They may be reluctant to discuss their concerns with other people or unsure who to trust with their worries. Sometimes people can be unaware they are being abused.

CTC Training and Development Limited staff have a responsibility to follow this policy and report any suspicions that may arise.

Protection of Children Policy.

The policy of safeguarding a child is to protect any person under the age of 18 years and those whom are considered vulnerable. The Children Act 1989 provides the legal framework for the protection of children and young people in the UK. CTC Training and Development Limited is committed to the safeguarding of children and our staff have a responsibility to follow this policy and report any suspicions that may arise. The safeguarding policies summarised above and expanded in the appropriate full policy documents include the protection of our staff from unfounded allegations of abuse.

Last review date: 01/10/2024

Next review due: 01/10/2025