

Decisive First Aid

Equality, Diversity – Equal Opportunities Policy Document

Decisive First Aid advise all candidates where to find the current version of this policy via its website www.DecisiveFirstAid.co.uk Candidates may receive a paper version upon request.

Equal Opportunities and Diversity Policy

1. Introduction

- 1.1 **Decisive First Aid** is committed to providing services that embrace diversity, promote equality of opportunity and produce assessments that are based on requirements only and do not discriminate against anyone.
- 1.2 The purpose of this policy is to explicitly state how this commitment and current legislations are to be applied by **Decisive First Aid** to our training courses, qualifications and assessment practices.

2. This Policy Covers 3 Broad Areas:

- 2.1 **Equality** is where people are treated fairly and given an equal opportunity. It is not about treating everyone in the same way, but recognises that needs can be met in different ways. Equality focuses on those areas covered by the law, namely the key areas of race, gender, disability, religion or belief, sexual orientation and age. Legislation seeks to prevent discrimination in all these areas. **Decisive First Aid** believes we all have a duty to promote equality and remove discrimination in race, gender and disability. We confirm we do this by analysing statistical data and candidate/stakeholder feedback.
- 2.2 **Diversity** is about recognising, valuing and managing individual differences to enable everyone to contribute in their own way feeling comfortable with and understanding various different needs.
- 2.3 **Equal opportunity** is about providing good practice guidance relating to candidates who are eligible for reasonable adjustments in activities and assessments or who require special considerations.
- 2.4 **Scope**
This policy will be applied to all training courses and qualifications offered by **Decisive First Aid**

3. Equal Opportunities Statement

- 3.1 **Decisive First Aid** is committed to providing equal opportunity for everyone who is employed by **Decisive First Aid** or takes advantage of **Decisive First Aid** services, regardless of age, gender, race, religion, disability, ethnic origin, national origin, marital status, sexual orientation, political persuasion or trades union activity. This commitment will be informed by current UK legislation and EU directive e.g. recognising restrictions on those working with young children and vulnerable adults.
- 3.2 It is morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus, it is our intention to ensure that no person is subject to unfair treatment in any way.

4. Application of Equal Opportunities Statement

- 4.1 **Decisive First Aid** will ensure equality for all learners by ensuring that:
 - a) Responsibility for the full implementation, evidence collection, maintenance of registers and annual review of this policy is taken by the manager of **Decisive First Aid**. All such evidence is to be made available to the Awarding Body upon request.
 - b) All qualifications used by **Decisive First Aid** are developed by Awarding Bodies with robust equality systems.

- c) All assessment instruments and processes will be free from any bias, and inclusive for all candidates.
 - d) All [Decisive First Aid](#) Trainers, Assessors and Candidates are made aware of [Decisive First Aid's](#) commitment to equality of opportunity.
 - e) [Decisive First Aid](#) implements this Equal Opportunities policy and all staff and students are aware of it.
 - f) As many candidates, and as diverse a range of candidates as possible have access to [Decisive First Aid](#) qualifications.
 - g) [Decisive First Aid](#) candidates have the opportunity to feedback to [Decisive First Aid](#) after every course. [Decisive First Aid](#) will archive this evidence.
 - h) Candidates can contact the ITC First Malpractice and Misconduct Committee or Appeals/Complaints Committee if matters relating to alleged discrimination are not resolved by [Decisive First Aid](#) directly.
 - i) [Decisive First Aid](#) in conjunction with ITC First will collect sufficient data to allow the monitoring and evaluation to ensure that there is no discrimination on the grounds of race, disability and gender via candidate registration and achievement documents and course evaluations.
 - j) This policy and statement is reviewed by [Decisive First Aid](#) annually or more frequently if required.
- 4.2 All information and data for review and evaluation is archived. Including:
- a) Evidence of higher or lower participation by different groups by collecting candidate registration data from each course.
 - b) Evidence that different groups have different needs in relation to ITC qualifications by collecting candidate evaluation data from [Decisive First Aid](#).
 - c) Authentic sample of evaluation data gathered by ITC by informing candidates that ITC will request additional email completion from all candidates.
- 4.3 Where a barrier to learning has been identified (through review process, EQA reports or complaints and appeals procedures being invoked, [Decisive First Aid](#) (in conjunction with ITC) will investigate and take appropriate action (withdraw assessment material - amend/update/provide training, as necessary) and then continue to monitor the evidence.
- 5. Action Plan**
- 5.1 An Equal Opportunities review will be conducted annually by [Decisive First Aid](#) and an Action Plan developed when issues are identified.
- 6. Diversity Statement**
- 6.1 Diversity is about valuing and respecting the differences between learners, regardless of ability and/or circumstances or any other individual characteristic they may have.
- 6.2 [Decisive First Aid](#) believes differences should be acknowledged, celebrated and embraced to help ensure that all learners feel included in the learning process and the learning environment is suitable for all.
- 6.3 [Decisive First Aid](#) will consider the following list whilst preparing and undertaking its training activities:
- a) Environment and equipment e.g. adjustable height workstations, accessibility, CPR manikins reflecting age and/or ethnic origin of potential learners.
 - b) Programme resources E.g. Handouts and presentations to be capable of adaptation to a number of formats, consider other languages, language level and jargon, illustrations to reflect diversity of potential learners.
 - c) Staff development E.g. Ensuring all are well informed of current policies and procedures in good time for the knowledge to be meaningful.
 - d) Information E.g. This should be accessible to all; email, notice-board or leaflet.

- e) Liaising with others E.g. Language interpreters may be required or staff who can use sign language.
- f) Information may need to be shared between businesses and learners have to agree to their disclosure to be shared with legitimate agencies since the DDA Act describes the duty to comply with learners requests for confidentiality.
- g) Feedback and evaluations should be obtained from all learners to ensure that current practices are responsive to their needs and any barriers to learning identified and mitigated.

7. Assessment Practice Statement

7.1 **Decisive First Aid** will ensure that assessment practice will be based on award requirements only and will not discriminate against anyone.

7.2 Candidates with Individual Assessment Requirements

- a) **Decisive First Aid** is committed to providing equal opportunity and freedom from discrimination. Requests for reasonable assessment adjustments, by individuals with special needs, can be applied for using ITC document C4. **Decisive First Aid** will determine if the request is acceptable or may refer a request to ITC who will assist in the decision-making process.
- b) **Decisive First Aid** will ensure that the reasonable adjustments arrangements will be valid and reliable, designed to reflect the candidates' competence to meet the assessment outcomes of the qualification and for the employment for which the qualification is designed. **Decisive First Aid** ensures this by issuing this policy guidance, scrutinising all C4 [form] requests and working with ITC when necessary.
- c) **Decisive First Aid** will review all C4 [form] requests and forward them to ITC along with candidate registration and evaluation documents.
- d) There will be two timescales for adjustments requests. Where the candidate requests reasonable adjustment more than 5 working days before the training and assessment and where reasonable adjustment decisions have to be made shortly before (or even during) the initial stages of the training.

7.3 Guidance

- a) **Decisive First Aid** can request that ITC adjust the assessment to allow the candidate an opportunity to reach the standard. However we will also ensure that the reasonable adjustment does not give the candidate an unfair advantage.
- b) Individual adjustments may be required for a number of reasons, including:
 - I. Temporary or permanent illness or injury
 - II. Sensory impairment
 - III. Reading &/or writing difficulties
 - IV. English as a second language
 - V. Recent bereavement
 - VI. Other extenuating circumstances
- c) **Decisive First Aid** will inform ITC First where reasonable adjustment requests are made. Form C4 will be downloaded from the ITC website and completed and forwarded to ITC at least 5 working days prior to the assessment. Decisions will be made by ITC first and communicated to **Decisive First Aid**. **Decisive First Aid** may appeal against any decision made by ITC.
- d) If candidates are unable to attend scheduled assessments for justifiable extenuating circumstances, then an alternative date for assessment may be made for the candidate. The assessment process can thus be deferred to a time when the candidate has recovered from their indisposition, temporary illness or injury. All such events will be recorded on the C4 form and forwarded to ITC with all assessment evidence and copies of the event will be made available to the ITC External Quality Assurer.
- e) For some ITC First qualifications e.g. First aid, where the candidates are assessed in real time scenarios, as the course progresses this assessment opportunity normally requires candidates to attend part of another training course for the qualification. Due to the 'real-life' practical nature of first aid qualifications, regardless of the extenuating circumstances, the candidate must demonstrate competency up to the minimum standard to be awarded the qualification.
- f) **Decisive First Aid** will monitor equality of access to assessment by requesting that all candidates complete an assessment evaluation section on the end of course evaluation form

(03). [Decisive First Aid](#) will archive this information on the ITC website. This gives the candidate direct feedback to the awarding body.

Note: Document Form C4 relates to adjustment requests known to [Decisive First Aid](#) **before** the training course commences.

7.4 **Minor and routine occurrences**

- a) Routine (listed in this guidance) reasonable adjustment to assessment decisions will be made by [Decisive First Aid](#), and all such decisions will be recorded on document C4 and a copy (completed C4) forwarded to ITC with all assessment evidence.
- b) For routine minor illness, injury situations or similar close to the time of assessment [Decisive First Aid](#) can, at its discretion, choose to adjust the time of the assessment (for instance by asking the candidate to attend a session from another course delivered by [Decisive First Aid](#) and record such decisions in the 'Specific Reasonable Adjustment to be made' box on C4 document and sign it.
- c) This form (C4) will then be sent to ITC with all assessment evidence and a copy kept by [Decisive First Aid](#) and made available for the External Quality Assurance visit.

8. **Temporary Indisposition**

8.1 Temporary indisposition presentation

- a) Candidates regularly present themselves with a temporary problem that might impede their performance during a course e.g. recovering from surgery, lower back pain, damaged joint, muscle pain, digestive system upsets, migraine, occasional seizure, diabetic episode or faint.
- b) [Decisive First Aid](#) will make a minor reasonable adjustment to normal activity in order to provide every opportunity for the candidate to demonstrate their capability. Some recent examples from ITC first aid qualifications are illustrated below:
 - I. A candidate presents with lower back pain, they are unable to bend down to a simulated casualty comfortably. The Trainer will negotiate with the candidate and arrange a solid table to be present so that the candidate can perform, and be assessed performing, a casualty assessment protocol with a simulated casualty lying a hip height. Similarly a CPR manikin can be placed upon the table. As the course develops and the candidate performs in a variety of situations appropriate terrain and simulated first aid scenarios can be arranged. E.g. the casualty could be placed upon a safe rocky ledge or the candidate could stand in a safe ditch.
 - II. A candidate presents with a recently broken arm still in a plaster cast. It may be inappropriate to perform simulated CPR upon a manikin, the candidate can be assessed by performing the appropriate actions in the air space close to the manikin without making potentially damaging contact with the manikin.
- c) These minor reasonable adjustments to normal procedure are typically left to the judgement of the Trainer (Internal Assessor) at the time, as there are a large number of potential occurrences and guidance cannot be given for every potential occurrence. Form C4 must be used as described above.
- d) If a copy of form C4 is **not** available, a record is made of the decision and a comment made on the reverse side of the Course Details Form (06). [Decisive First Aid](#) will keep a copy and forward a copy to ITC.
- e) If the situation is beyond the experience of the Trainer or [Decisive First Aid](#) and the situation necessitates immediate advice then [Decisive First Aid](#) has the option of phoning the ITC First Office

8.2 **Evidence of indisposition**

All supporting evidence e.g. original Doctor note will be archived by [Decisive First Aid](#) unless specifically asked for by ITC.

9. **Appeals against reasonable adjustments to be made**

- a) If there is disagreement with the ITC (Access to Training & Assessment request) decision then [Decisive First Aid](#) will contact the ITC Office for informal dialogue.
- b) For appeals against ITC reasonable adjustment decisions [Decisive First Aid](#) will refer to the ITC Appeals Policy (P5).

10. Potential impact of an ITC qualification training & assessment upon disabled people

10.1 Guidance documents investigated include those on the Equality & Human Rights Commission website: <http://www.equalityhumanrights.com/>

10.2 The scope of disability is examined and advice on how discrimination can be avoided taken from:

- a) The Disability and Discrimination Act 1995.
- b) Code of practice Post-16 and Code of Practice (revised) for Providers of Post-16 education and related services produced by the Disability Rights Commission, published 2007.

10.3 Impact conclusions

Key points:

- a) The onus is on [Decisive First Aid](#) tutors and ITC to demonstrate that the reason for not awarding a qualification was a non-discriminatory one.
- b) There is no duty to make any adjustment to a provision, criterion or practice of any kind that is a competence standard. However the duty does not apply to the process of demonstrating that a person meets the competence standard. The competence standard and method of assessment are separate and reasonable, fair adjustment has to be made.
- c) [Decisive First Aid](#) has a duty to make reasonable adjustments.
- d) The Disability Discrimination Act does not override Health & Safety legislation.

11. Special Considerations

11.1 If the course or candidate assessment is disrupted for unforeseen reasons beyond Trainer or candidate control then special considerations can be considered, to ensure that candidates are treated fairly in accordance with current guidelines from ITC and the regulatory authorities. For candidates on [Decisive First Aid](#) courses and courses where additional special consideration is required then they will be subject to this guidance.

11.2 Guidance

- a) Special considerations are any short term unforeseen events that happen during the assessment of the course e.g. fire alarm, the key holder being late, unforeseen noisy intrusive building work close by, sudden sickness/illness and the like.
- b) Typically, a one-off short-term solution is found such as changing rooms or buildings, extending the working session by a short time or adding additional time to the training programme by negotiation.
- c) If candidates are unable to attend scheduled assessments for these or similar reasons, then an alternative date for assessment may be made for the candidates, normally within 6 weeks of the original date. The assessment process can thus be deferred to a time when the individual candidate has recovered from their indisposition, temporary illness or injury or the environment has again become conducive to training and assessment for the whole group.
- d) All such events need to be recorded (Form C7) and made available to the ITC External Verifier. This document is normally completed **during** or **immediately** as is practicable **after** a training & assessment course.
- e) With sudden unforeseen events away from the main [Decisive First Aid](#) Centre address the onus is on the individual Trainer to make a discretionary judgement decision that may have to be made quickly. A Trainer working for [Decisive First Aid](#) should contact [Decisive First Aid Director](#) immediately for advice and consultation. If not available for any reason then the ITC First office is in operation during normal office hours where ITC staff are available for advice and consultation by [Decisive First Aid](#) Trainers.

11.3 Decision Parameters

- a) The following guidelines outline the parameters within which to make various decisions. It is recognised that by the nature of events that Form C7 completion will in all probability be a retrospective occurrence.
 - I. Danger to the candidates
E.g. Fire alarm, noxious fumes then the trainer will immediately remove the group from danger and if the event is not temporary and easily dealt with by returning to the building upon the all clear, or changing rooms then the session may well be cancelled and the [Decisive First Aid Director](#) informed immediately by telephone. All course candidates will be given opportunity for training and assessment as soon as reasonably practicable afterwards.
 - II. Intrusive events or noise
The course venue may be moved. Additional time may be allocated. Training and assessment opportunities may be presented to the group on alternative dates.
 - III. Temporary indisposition of individuals
Guidance is produced for access to training and assessment earlier in this policy. Form C4 is required. Minor adjustment to normal procedure is decided upon and recorded on the reverse side of the Course Details Form 06. If there is a need for additional time resources for that individual e.g. the opportunity for assessment at a later time or place then Form C7 needs to be completed.
- b) These special considerations treat candidates fairly and give them every reasonable opportunity to fulfil the training and assessment requirements of the qualification.
- c) Whatever decision is made regarding moving or deferring training and assessment, the minimum training and assessment requirements must be met.
- d) If in doubt as to any decision [Decisive First Aid](#) will contact the ITC First Office immediately.

12. Summary of Procedures

12.1 Candidate Procedures

- a) For any matter arising from or relating to this policy, candidates should:
 - I. Inform the Trainer delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the course evaluation form (03).
 - II. Inform [Decisive First Aid](#) in writing at their earliest opportunity if the candidate cannot easily resolve the situation.
 - III. Inform ITC directly if [Decisive First Aid](#) cannot resolve the matter to the candidate's satisfactory.

13. Data collection

13.1 Data

- a) As a provider of recognised and approved regulatory training activities [Decisive First Aid](#) has to have procedures in place to collect sufficient data to allow the monitoring and evaluation of compliance with the requirements of equalities legislation and to ensure that there is no discrimination on the grounds of race, disability and gender.
- b) Candidate Registration (02) and Evaluation (03) documents are continually developed to enhance both learner consultation and data collection.
- c) It is [Decisive First Aid](#) and ITC First policy that all information and data be shared with the regulatory authorities upon request.

13.2 Candidate Registration Form (02)

- a) Each candidate is asked to complete a Registration Form giving details of:
 - I. Gender - male or female (tick box)
 - II. Special needs or reasonable adjustments requested (text box)
 - III. Ethnicity - ethnic group definitions based upon 2011 census question (tick box)

13.2 Candidate Evaluation Form (03)

- a) Each candidate is asked to complete an end of course evaluation form. Answers are entered to the ITC website which allows [Decisive First Aid](#) training courses to be analysed in relation to the information asked for.

- b) Candidates have an opportunity to add an 'amplified comment' to possible areas of concern, each comment received is scrutinised by the [Decisive First Aid](#) Director. Any area for concern is investigated. Specific questions ask for a candidate response relating to:
 - I. The assessment component of the qualification
 - II. The teaching component of the qualification
 - III. The qualification courses materials
 - IV. Special adjustment requirement

13.3 Access to Training & Assessment Form (C4)

Each completed form will be forwarded to ITC.

13.4 Special Considerations Form (C7)

Each completed form will be forwarded to ITC.

13.5 Awarding Body Annual Assessment by Providers and Centres Feedback Form (F2)

Each completed form will be forwarded annually [Decisive First Aid](#) by to ITC.

14. The Equality Act

14.1 You are disabled under the [Equality Act 2010](#) if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

14.2 What 'substantial' and 'long-term' mean

- a) 'substantial' is more than minor or trivial - eg it takes much longer than it usually would to complete a daily task like getting dressed
- b) 'long-term' means 12 months or more - eg a breathing condition that develops as a result of a lung infection