



ESOL Scotland

Equality and Diversity Policy

Policy Statement

We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation. This policy refers to the Equality Act 2010 where is against the law to discriminate against someone because of age; sex; sexual orientation; gender reassignment; disability; race; marriage and civil partnership; pregnancy and maternity; and religion or belief. These are protected characteristics.

- We aim to ensure that all people, irrespective of any protected characteristics, have genuinely equal opportunities to participate in ESOL Scotland activities at all levels and in all roles.
- As an employer and volunteer-involving organisation, we aim to develop, promote and deliver our employment learning and training opportunities without discriminating on the basis of a person's age, sex, sexual orientation, gender reassignment, disability, race, religion or belief, or any aspect of an individual's background or heritage which is used as justification for unfair treatment.
- As a service provider, we are committed to ensuring that our services are accessible to all and responsive by ensuring our services users are aware of our services and that we deliver our services in ways that are sensitive to their needs.

We recognise that discrimination is unacceptable and will not tolerate direct or indirect discrimination. In pursuance of this equality policy, ESOL Scotland will:

- Take, or support, positive action to eliminate individual and institutional discrimination:
- Comply with its legal obligations
- Work towards the equitable provision of its services
- Avoid disadvantaging any person by conditions or requirements that cannot reasonably be justified
- Embed equality into all ESOL Scotland, policies, plans and strategies

Objectives



ESOL Scotland's objectives are that:

- No-one within the organisation or using its services experiences discrimination or harassment
- All workers, volunteers and the Board of Directors receive training on issues around equality and diversity
- The Board of Directors reflects the diversity of society
- We take into account difference and diversity
- We are accessible to all who need our services

Procedures

- Responsibility for equalities: Senior managers, overseen by the Board of Directors has responsibility for equalities within ESOL Scotland. All members of staff and volunteers have a shared responsibility to ensure that this Equality and Diversity Policy is adhered to and to promote dignity and equality of opportunity within ESOL Scotland's activities.
- Code of Conduct: ESOL Scotland expects everyone working for or with the organisation or participating in ESOL Scotland services to treat everyone with dignity and respect. We will inform our staff and volunteers how equality law applies to their role in the organisation. We will also promote our code of conduct among learners,
- Training: ESOL Scotland will provide equality and diversity training for Directors, staff and volunteers. Access to further information regarding Equality legislation will be provided, in accessible formats to ensure all employees, volunteers and learners understand their rights and responsibilities in relation to Equalities.
- Recruitment/Selection/Promotion: We aim to develop, promote and deliver our employment and training opportunities without discriminating against a person's race, disability, age, gender, religion or belief, sexual orientation or any aspect of an individual's background or heritage which is used as justification for unfair treatment. Detailed procedures are outlined in our Equalities Policy within the staff handbook.
- Terms and conditions of employment: ESOL Scotland will operate in line with equality law in every worker's terms of employment or other contract and will consider that breaches of equality law will be treated as disciplinary matters or breaches of contract. We will examine and where necessary re-assess conditions of service and flexible working to comply with Equalities legislation.
- Service Planning: ESOL Scotland will ensure that we deliver our services in ways that are sensitive to participants' needs and respect diversity. We will



provide accessible information about our services and involve our services users in the development and monitoring of services.

- Service venues/physical access: ESOL Scotland will ensure that the venues used for the delivery of services do not unlawfully discriminate against, harassed or victimised in accessing your premises and we will make reasonable adjustments for disabled people. We will be undertaking our anticipatory duty to make reasonable adjustments.
- Marketing of services: ESOL Scotland will market our services in ways that will be accessible to disabled people with a range of impairments and easily accessible in terms of language. We will not allow discriminatory information or advertisements to appear on our website. We will promote our Equalities policy to potential workers, contractors and suppliers. Equalities policy will form part of our business strategy.
- Harassment and bullying policies: ESOL Scotland will not tolerate bullying, harassment and victimisation. Such behaviour will be dealt with under our disciplinary procedures and could result in a verbal warning, written warning or dismissal.
- Complaints and grievances: If we receive a complaint from a service user or partner claiming unlawful discrimination in relation to our services, we will investigate the complaint and where necessary will deal with the complaint under our disciplinary or procedures. Additional training will be provided where necessary. Likewise, we will inform employees and volunteers of our grievance procedures which will enable a fair speedy resolution of complaints arising within the organisation.

Complaints

If anyone involved with ESOL Scotland believes that he or she has been discriminated against on any of the grounds referred to above, they may raise the matter informally with their immediate line manager and/or use the complaints procedure. All such complaints will be taken seriously by the Organisation and investigated fully by an independent member of management or the Board or an appropriate delegated person.

Monitoring and Review

This policy will be reviewed on an annual basis. The usefulness and implementation of the policy will be reviewed by the Senior Management Team and will be monitored using:



- We will ensure that our Equalities policy and procedures are reviewed annually.
- Equalities will be a standing item on the Board meeting agenda.
- We will review our training and induction programmes for employees and volunteers on an annual basis.
- We will collect statistical information regarding the composition of the workforce, both paid and voluntary and service users.

ASSOCIATED POLICIES

Code of Conduct	Staff Equalities Policy
Anti-Bullying and Harassment Policy	Whistleblowing Policy
Recruitment Policy	Volunteer Policies
Recruitment of Ex-offenders Policy	Complaints Policy