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POLICY & PROCEDURES

EQUALITY, DIVERSITY & INCLUSION

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Crosby Training is committed to ensuring that no learner, apprentice, employee or visitor is treated less favourably because of any protected characteristic, and that all individuals are supported to participate, achieve and progress.

1. PURPOSE

Crosby Training is committed to promoting equality, diversity and inclusion in everything we do.

We aim to create a learning and working environment where people are treated with dignity and respect, barriers to participation are reduced, and everyone has fair access to opportunity.

This policy sets out our approach to preventing discrimination, promoting inclusive practice, supporting diverse needs, and ensuring that equality, diversity and inclusion are embedded across our training provision, employment practice, and partnership working.

2. POLICY STATEMENT

We believe that a diverse organisation is a stronger organisation.

We will not tolerate direct or indirect discrimination, harassment, victimisation, bullying, or abuse of power on any grounds, whether or not those grounds are protected by law.

We will actively identify and remove barriers that may prevent learners, apprentices, staff, contractors, employers, or visitors from accessing our services, progressing, or achieving their full potential.



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3. SCOPE

This policy applies to:

- Learners, volunteers, work experience staff and applicants
- Staff, leaders and governors
- Employers, subcontractors, associates and other partners
- Visitors and anyone acting on behalf of Crosby Training

It applies to all aspects of our business, including recruitment, admissions, induction, teaching, assessment, support, complaints, disciplinary matters, procurement, communications, off-site activity, digital learning, and progression.

4. LEGAL FRAMEWORK

This policy is informed by the Equality Act 2010 and related guidance. We recognise the protected characteristics of: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We also acknowledge duties arising from apprenticeship delivery, contractual requirements, quality standards, safeguarding responsibilities, and the need to make reasonable adjustments for disabled people.



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5. PRINCIPLES

We will:

- Promote equal access to training, employment and development opportunities
- Treat everyone fairly and with respect
- Create an environment free from discrimination, bullying and harassment
- Make reasonable adjustments where needed to support participation
- Ensure information, materials and procedures are accessible and free from bias
- Use data and feedback to identify inequality and improve outcomes
- Embed equality, diversity and inclusion into planning, delivery and quality improvement

6. RESPONSIBILITIES

6.1 Governance & Leadership Team

The Governance & Leadership Team has overall responsibility for this policy. They will ensure that equality, diversity and inclusion are visible priorities, that appropriate resources are available, and that progress is monitored regularly.

6.2 Managers

Managers are responsible for implementing the policy in day-to-day operations. They will ensure fair decision-making, appropriate support for staff and learners, and prompt action where concerns are raised.



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6.3 Staff

All staff are responsible for applying this policy in their work. They must challenge discrimination, use inclusive language, complete required training, and report concerns or incidents promptly.

6.4 Tutors, Trainers and Assessors

Tutors, trainers and assessors will ensure that teaching, learning and assessment are inclusive, accessible and appropriate to individual needs. They will avoid stereotyping, adapt delivery where possible, and support learners to participate and succeed.

6.5 Learners and Apprentices

Learners and apprentices are expected to treat others with dignity and respect, follow organisational rules, and raise concerns if they experience or witness unfair treatment.

7. RECRUITMENT & ADMISSIONS

Selection, admission, placement, progression and employment decisions will be based on objective criteria, merit and suitability. We will not unlawfully discriminate at any stage and will encourage applications from under-represented groups where appropriate.

Recruitment materials will be inclusive and accessible, and reasonable adjustments will be available during application, interview and induction processes.



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8. LEARNING & ASSESSMENT

Our learning, teaching and assessment approaches will be designed to support a wide range of needs and experiences. We will:

- Use clear, accessible language
- Avoid bias, stereotypes and discriminatory assumptions
- Include diverse examples and perspectives
- Review materials to ensure inclusivity
- Adapt assessment arrangements where reasonable and permitted

Where learners require support to demonstrate competence, we will consider appropriate adjustments in line with awarding body, regulatory and legal requirements.

9. REASONABLE ADJUSTMENTS & SUPPORT

We will make reasonable adjustments for disabled people and others who face barriers to participation. Adjustments may include:

- Adapting delivery methods
- Providing additional time
- Changing venue arrangements
- Using assistive technology or alternative formats
- Offering communication support

Requests will be handled sensitively, confidentially, and promptly, with decisions based on individual need, feasibility, and legal or awarding requirements.



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10. HARASSMENT, BULLYING & VICTIMISATION

Harassment, bullying and victimisation are unacceptable. This includes behaviour, language or actions that are offensive, intimidating, hostile, humiliating or exclusionary, whether in person, in writing, online or on social media where it affects the training environment.

Concerns will be investigated under the appropriate policy. Outcomes may include mediation, additional support, disciplinary action, removal from a programme, or reporting to external agencies where required.

11. MONITORING & DATA

We will collect and review equality-related information, including recruitment, participation, achievement, complaints, retention, progression and staff development data. This helps identify patterns, narrow gaps, and improve practice.

Information will be used only for legitimate purposes, handled in line with data protection requirements, and reviewed regularly by relevant managers and leaders.

12. TRAINING & AWARENESS

Equality, diversity and inclusion awareness training will be provided at induction and at regular intervals thereafter. Additional training will be provided where role-specific needs are identified, such as for assessors, managers, recruitment staff, and those handling complaints or reasonable adjustment requests.

The policy will also be reinforced through team meetings, quality reviews and learner communications.



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13. COMPLAINTS & REPORTING

Anyone who believes they have experienced discrimination, harassment, bullying or victimisation may raise the matter through the complaints procedure, safeguarding procedure, or directly with a manager or named contact. All reports will be taken seriously, handled promptly, and treated confidentially.

Immediate steps will be taken to protect the individual, prevent recurrence, and ensure a fair investigation.

14. SUBCONTRACTORS & PARTNERS

Subcontractors, employers and delivery partners are expected to uphold standards consistent with this policy. Equality, diversity and inclusion expectations will be included in contracts, quality assurance processes and partnership reviews.

15. EQUALITY IMPACT AND REVIEW

This policy will be reviewed at least annually and sooner if legislation, guidance, organisational structure, or service delivery changes. Equality implications will be considered when introducing new policies, projects, curriculum changes or operational practices.

Where evidence shows unequal outcomes or barriers, action plans will be agreed and tracked.



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16. RELATED POLICIES

This policy should be read alongside:

- Safeguarding policy
- Complaints policy
- Disciplinary and grievance policy
- Recruitment and selection policy
- Data protection policy
- Accessible learning or reasonable adjustments policy
- Whistleblowing policy