

## Serco Education / Adult Skills for Work Equality, Diversity and Inclusion Policy

Version history				
Version	Date	Reason for release / version update	Amendments	Issued by
1.0	06.09.2022	First release		Emmanuelle Masquelier-James
2.0	23.09.2022	Annual review	Updated links to policies	Emmanuelle Masquelier-James

Document approval		
Job Role	Name	Date approved
Head of Serco Education	Anne Thomas	23 <sup>rd</sup> September 2022

This policy should be read in conjunction with the following Serco Country Standard Operating Procedures:

Doc Ref:	Title	Location
SMS CSOP-P1-14	Equality, Diversity and Inclusion	MySerco

### Overview

Serco Education and ASW are committed to ensuring equal treatment of all employees and learners, specifically those with the following “protected characteristics” as detailed in the Equality Act 2010:

- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sexual Orientation
- Gender
- Age

## Overview

The purpose of this policy is to provide information and guidance on legislation and good practice in managing equal opportunities throughout our activities. This policy sets out Serco Education and ASW's commitment towards the development of inclusive and supportive learning and working environments for all our learners (apprentices and non-apprentices) and employees where all individuals have the opportunity to fulfil their potential and gain a feeling of self-esteem and respect for and from all others.

Both Serco Education and ASW are fully committed to promoting, maintaining and supporting equality and diversity in all aspects of our work. We firmly express our opposition to all forms of inequality and discrimination.

## Scope

This policy applies to our employees, learners (apprentices or non-apprentices), customers and suppliers. It applies to anyone working with Serco Education and/or ASW at any point in time. Everyone should expect to be treated equally according to need, with dignity and respect and without being subject to discrimination or harassment.

Both Serco Education and ASW work positive and progressively to ensure that no policy, practice, procedure or action puts any group of people at an unfair advantage or supports discrimination.

We will endeavour that no one with a protected characteristic is directly or indirectly subjected to unfavourable treatment. In addition to direct and indirect discrimination, the legislation covers an additional five broad areas.

<b>Associative</b>	Where an individual is directly discriminated against or harassed for association with another individual who has a protected characteristic.
<b>Perceptive</b>	Where an individual is directly discriminated against or harassed based on a perception that he/she has a particular protected characteristic when he/she does not, in fact, have that protected characteristic.
<b>Harassment</b>	This is unwanted conduct, related to one of the protected characteristics (other than marriage and civil partnership, and pregnancy and maternity) that has the purpose or effect of violating a person's dignity; or creating an intimidating, hostile, degrading, humiliating or offensive environment. It does not matter whether this effect was intended by the person responsible for the conduct.
<b>Third Party</b>	Where an individual is directly discriminated against or harassed by a third party – not employed by Serco Education or ASW, e.g. a learner.
<b>Victimisation</b>	Where an individual is subjected to a detriment, such as being denied a training opportunity or a promotion because made or supported a

complaint or raised a grievance under the Equality Act 2010, or because he or she is suspected of doing so. However, an employee is not protected from victimisation if he or she acted maliciously or made or supported an untrue complaint.

## Responsibilities

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All employees have responsibility under this policy. Managers are expected to promote equal opportunities in their areas of work.

All employees have a responsibility to work co-operatively with others at all times. Individual members of staff can be held personally liable as well as, or instead of, Serco Education or ASW for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence. Acts of discrimination, harassment, bullying or victimisation against others are disciplinary offences and will be dealt with under Serco's disciplinary procedures. Discrimination, harassment, bullying or harassment may constitute gross misconduct and could lead to dismissal without notice.

- The Senior Management Team will ensure that Serco Education and ASW meet the requirements of the Equalities Act 2010. The Senior Management Team will lead by example, demonstrating the principles of equality and diversity and seek good practice from managers.
- Managers will establish good working relationships with all staff within their teams and respond to any issues that raise in terms of employee or student concerns. Managers will manage employees in an equal, fair and appropriate way to ensure no form of favouritism, discrimination or unfair advantage is permitted.
- Human Resources will ensure that procedures for the recruitment and promotion of staff encompass best practice at all times within equal opportunities, legislative requirements, monitor and act on employee protected characteristics data, and provide equality and diversity training for staff.
- Delivery and coaching staff will demonstrate the principles of equality and diversity and how we are fair and supportive to all people, irrespective of who they are. Delivery and coaching staff will deliver materials to learners which avoid stereotyping or discrimination.
- Employees will work harmoniously with all other employees, learners, customers and other stakeholders, and uphold the high standards expected of equality and diversity. Staff will report any concerns about equality issues so that management can take action to rectify and provide a supportive environment for staff, learners and other relevant stakeholders.
- All Serco Education and ASW learners are expected to adhere to this policy, which seeks mutual respect for all and tolerance of different faiths and beliefs, and offers learners equality of opportunity regardless of protected characteristics.

## Employment practices

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All employees have a personal responsibility to adhere to the principles of equal opportunity and maintaining harmony in the workplace. Serco Education and ASW will actively promote equal opportunities to ensure that all employees receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Any form of discrimination or harassment will not be tolerated. Serco Education and ASW will treat unfair discriminatory conduct or harassment by any employee as a potential disciplinary offence which could lead to dismissal.

## Grievance and disciplinary procedures

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Serco Education and ASW will take seriously any instances of non-adherence to the Equality and Diversity Policy by learners or staff.

If an employee or learner feels that they have been treated unfairly or subjected to direct or indirect unfair discrimination, they can raise the matter through the grievance procedure. Every effort will be made to secure a satisfactory resolution. If an employee or learner makes a complaint of unfair discrimination, they will be protected from any victimisation in any form.

Learners who believe there has been a breach of this policy may complain through Serco Education's complaints policy available at [Serco Education \(serco-ese.com\)](https://www.serco-ese.com)

## Recruitment

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The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of relevant experience, abilities and qualifications. Serco is committed to applying equal opportunities at all stages of recruitment and selection.

Advertisements will encourage application forms from all suitably qualified and experience individuals. When advertising job vacancies, in order to attract applications from all sections of the community, Serco will, as far as reasonably practicable:

- Ensure advertisements are not confined to those publications which would exclude or disproportionately reduce the numbers of applicants of a particular group
- Avoid prescribing any unnecessary requirements which would exclude a higher proportion of a particular group
- Ensure that the experience levels as a criterion of any specific job is justifiable.

The selection process will be carried out consistently for all jobs at all levels. All applications will be processed in the same way. The staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application.

## Training and Development

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Serco will train managers on its policy on equality and diversity and will help them identify discriminatory acts or practices or acts of harassment or bullying. Line managers will be responsible for ensuring they actively promote equal opportunity within the teams for which they are responsible.

Serco will provide a range of CPD activities for staff and managers, both at induction and during employment, to ensure equality and diversity is central to their understanding of workplace activities and people management.

Access to training, development or promotion will not be discriminatory and all staff will have equal opportunity.

## Disability and Reasonable Adjustments

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Employees who are disabled or become disabled in the course of their employment should inform the Human Resources department. For employment purposes, disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on an employee's ability to carry out normal day-to-day activities. It covers physical disability, some medical conditions and mental illness.

The Human Resources department will then arrange to discuss with the employee what "reasonable adjustments" to their job or working conditions or environment might assist them in performing their duties. The employee will also be encouraged to suggest any amendments that they believe would be helpful to them. Careful consideration will be given to any proposals and where reasonable and reasonably practicable, such adjustments will be made.

There may, however, be a circumstance where it will not be reasonable or reasonably practicable for the organisation to accommodate proposals put forward by the employee. In this case, consultation about suitable alternative arrangements would take place. Disability will also relate to serious illness and these will be managed through the Absence Policy.

We arrange appropriate learning support for learners with learning difficulties and / or disabilities and who need tailored support in order to succeed in their studies. Our *Learner Support Policy* and *Reasonable Adjustment and Special Consideration policy* are available on our website at [Serco Education \(serco-ese.com\)](http://serco-ese.com)

## Equality in Teaching and Learning

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We recognise that facilitators, coaches and assessors have an important role to play in embedding equality and diversity into the learning experience. We provide training and support to enable them to fulfil this function to the best of their ability. For example, facilitators and coaches are

encouraged to deal with issues as they arise in the learning experience and to tackle prejudice, stereotyping and negative behaviours.

We arrange appropriate learning support for those learners with learning difficulties and disabilities and who need tailored additional support in order to success in their studies.

## **Equal Pay**

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Serco is committed to equal pay in employment. It believes its male and female employees should receive equal pay for like work, work rated as equivalent or work of equal value. In order to achieve this, Serco will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.