Highland First Aid Ltd

Equality, Diversity and Equal Opportunities Policy

Centre	Highland First Aid Ltd
Policy owner	Simon Wells, Director and Centre Manager
Version	2.0
Previous version	1.4, 12 December 2024
Date reviewed and approved	03/11/2026
Next review due	03/11/2027 (or sooner if ITC or regulatory requirements change)

1. Commitment

1.1 Highland First Aid Ltd is committed to equality of opportunity, valuing diversity and ensuring that no learner, client or member of staff is discriminated against or disadvantaged in access to training, qualifications or assessment.

2. Legislation and protected characteristics

2.1 This policy is informed by the Equality Act 2010, which protects the following characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

2.2 Discrimination (direct or indirect), harassment and victimisation on any of these grounds will not be tolerated.

3. How we make sure individuals are not disadvantaged

- Courses are open to anyone who meets the qualification requirements; course information, pricing and booking terms are the same for everyone.
- Learners are asked before the course about any needs, so reasonable adjustments can be planned (see the Access to Fair Assessment Policy).
- Assessment uses ITC First protocols, which are applied consistently and free from bias.
- Teaching uses plain language, varied methods and appropriate pace; materials are available in alternative formats on request.
- Venues are checked for access; where a venue is unsuitable an alternative is sought.
- Equality data from ITC registration forms and course evaluations is reviewed annually to identify any group that is under-represented or has different outcomes. Any barrier found is investigated with ITC First and an action plan agreed.

4. Responsibilities

4.1 The Director is responsible for implementing and reviewing this policy, keeping evidence, and making it available to ITC First on request. Anyone delivering training for the Centre must follow this policy.

5. Raising a concern

5.1 Anyone who feels they have been treated unfairly may raise this under the Complaints Policy (or the Appeals Policy where it concerns an assessment decision). If not resolved, they may escalate to ITC First and then to the regulator, as set out in those policies.

5.2 Simon Wells, Director and Centre Manager, Highland First Aid Ltd, 7 Pobs Drive, Corpach, Fort William PH33 7JP. Email: simon@highlandfirstaid.co.uk. Tel: 07542 221937.

6. Annual review

6.1 An equality review is carried out each year as part of this policy review, and an action plan is produced where issues are identified.

Review record

Date	Version	Summary of changes	Reviewed by
03/11/2026	2.0	Rewritten and shortened; template placeholder headers ('[INSERT YOUR VERSION NUMBER HERE]') removed; explicit Equality Act 2010 protected characteristics, measures against disadvantage, and link to the Complaints/Appeals route.	Simon Wells, Director

Approved by: Simon Wells, Director Signature:  Date: 03/11/2026