

# Consalia Limited

## Equality & Diversity Policy

Version number	Date of issue	Reason for update
2.2	12 <sup>th</sup> November 2017	
2.3	5 <sup>th</sup> February 2019	Refresh for RoATP re-submission
2.4	17 <sup>th</sup> February	Internal review with formatting updates

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## 1. Statement on Diversity and Inclusion

*“The achievement of equality of opportunities and inclusion is central to Consalia’s mission as a provider of higher education and an ambassador for sales professionalism. Our aim is to foster and develop a wide range of skills and experience. In the pursuit of our aims we seek to create a community in which diversity is valued and which both reflects and services the needs of the broader communities in which we operate.”*

At Consalia, we recognize the business case for equality, diversity and inclusion (D&I). These form an integral part of the way we approach everything, a reflection of who we are, how we work and what we value. We expect and respect differences which we value and empower in our staff, apprentices and students. We are an inclusive employer and encourage individuals to define the business. As a provider of higher education, we have made conscious efforts to integrate diversity and inclusion into our curriculum that develop apprentices and students into sales professionals and sales leaders committed to advancing D&I in sales and sales professionalism.

We aim to encourage apprentices, students and staff to live Consalia’s core values of Authenticity, Client Centricity, Proactive Creativity and Tactful Audacity. To our staff, our core values drive the goals we set for excellence in learning and teaching, and a transformative student experience. We also aim to encourage the practice of unconscious bias and embed equality, diversity and inclusion in our thinking, work and living that cultivates an inclusive environment and sustainable growth.

## 2. Promoting Equality & Diversity

We bring equality and diversity to the attention of our staff to ensure that staff know what is expected of them and each year we have a refresher session on our policies. All new staff receive induction training.

We bring equality and diversity to the attention of our clients ensuring it is considered as they recruit apprentices and students and ensure they adopt an Equal Opportunities approach as part of their recruitment processes. We are proud to have students on our cohorts from multiple cultures and that there is a rising number of women on our programmes.

As champions of Equality & Diversity in Sales and when appropriate the theme is covered in our programme content.

The Equality and Diversity policy can be viewed and download on the Consalia website in the 'policies' section.

### **3. Equality & Diversity Policy**

Consalia's vision is to make sales the most sought-after profession. We seek to create a diverse sales community that is valued and reflective of the diversity of the customer population that it serves and broader communities in which we operate in and ones we hope to expand into in the near future.

Consalia's aim is to provide an innovative and progressive workplace. We recognize the need to respond to changing demographics and working patterns and adopt a flexible attitude to working practices. Our intent is to provide equal opportunities for everyone in the workplace and learning environment, no matter what their background or characteristics. We support inter-faith and inter-cultural dialogue and understanding and encourage staff in playing a full and active role in wider engagement in society.

#### **General Statement of Equality and Diversity Policy**

- Consalia is committed to the provision of equality of opportunity for all and will continue to implement policies and practices that integrate equality to this end.
- In the provision of equality of opportunities, Consalia realises and accepts its responsibilities under the law and shall abide to them. Under no circumstances will Consalia unfairly discriminate directly or indirectly in recruitment, employment or education on the grounds of the nine "protected characteristics" stipulated in the Equality Act 2010. These characteristics include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

#### **Responsibility**

- Overall responsibility for equality and diversity within Consalia lies with Philip Squire, CEO of Consalia. Members of the senior management team are responsible for 'walking the talk' to cultivate equality and an inclusive environment

for staff and students alike. Additionally, senior management are responsible for ensuring that the Equality and Diversity Policy is implemented in their areas of responsibility and that their team members are acutely aware of the contents of the policy.

- The Director of Human Capital or representative is responsible for taking any actions on decisions relating to equality and diversity in employment matters, providing guidance and equality and diversity training to staff in relation to this policy and the update of it.
- The Academy Director is responsible for implementing Consalia's Equality and Diversity Policy and for taking action on decision relating to equality and diversity in the staffing and operation of the apprenticeship and academic programmes, and in all other activities under their remit.
- Consalia will ensure that all staff apprentices and students are made aware and have access to the Equality and Diversity Policy and procedures. All staff, apprentices and students are responsible for ensuring that their actions abide to the terms of the general policy and codes of practice. They may be held personally accountable to any complaints made against them.
- The Director of Human Capital is responsible for developing and monitoring of the Equality and Diversity Policy and the coordination of initiatives that cultivate and promote equality, diversity and inclusion in the learning and work environment.

### **Application**

- The general policy relates to all aspects of employment and academic life, including advertisement, events, recruitment, salary, terms and conditions of service, training, secondment, redeployment, benefits, promotions, grievance and disciplinary procedures, academic curriculum, pedagogy and assessment, course validation and admission practices. Consalia will consider and apply equality and diversity implications when entering into contractual relationships with third-party organisations such as collaborative programmes of study.
- Individuals or business entities not employed by Consalia but who are involved in activities such as visitors, clients, external third-party contractors, etc, are also expected to operate within the terms of the general policy and hence, have access to it.
- The Equality and Diversity Policy applies to the treatment of existing as well as potential staff, apprentices and students.

## Implementation

- Consultation with Consalia staff, apprentices and students is key to implementing the general policy and the specific policies and procedures.
- Staff, apprentices and students will be informed of their responsibilities pertaining to the promotion and implementation of the Equality and Diversity Policy and procedures during their induction to the academic programme and at various intervals during their employment or study.
- The Academy Director will work with the Director of Human Capital to assist and advise managers, staff, apprentices and students and will be the go-to person on equality and diversity matters.
- Consalia will produce equality and diversity objectives or an action plan as part of their planning process. The action plan will not exceed a two-year period and progress on implementing the action plan will be monitored annually by the Academy Director in consultation with the Director of Human Capital.
- Appropriate training and coaching will be provided to assist with implementation of the Equality and Diversity Policy.
- Mandatory refresher training will be provided annually to all existing staff, apprentices and students to ensure all are up to date on any revisions made to the Equality and Diversity Policy.
- Advice on the implementation of the specific policies can be accessed through the Human Capital Director.
- Consalia will continue to adopt the best equality and diversity practices with our staff , apprentices and students' best interest at heart.

## Complaints

- Any complaint made with regard to inequality and/or discrimination shall be immediately investigated into and dealt with under the appropriate complaints procedures, bearing in mind the safeguarding of individuals.

## 4. Code of Practice 1: Consalia as an Equality and Diversity Employer

### Policy

Consalia is committed to becoming an equality, diversity and inclusive employer. We seek to have people from all groups in the society represented at all levels of employment. This will promote innovation and ensure sustainability and growth. Consalia will strive to:

- Eliminate unfair discrimination and unconscious bias through debiasing at all stages of the recruitment process and continue throughout an individual's employment;
- Proactively address discrimination and redress discriminatory practices;
- Cultivate an environment that is fair and inclusive starting with leadership
- Empowering courage to call out discriminatory practices and ensure that all staff are aware of, trained in and abide by the Equality and Diversity Policy.

### Recruitment & Selection

- All aspects of recruitment and selection will be conducted in accordance with clause 20.
- Every hiring manager will be required to attend Recruitment and Selection training. This training will incorporate sections covering equality and diversity.

### Procedures for Promotion

- All procedures for the promotion and career development of staff will be based on objective assessment of the ability and capabilities of an individual with respect to written criteria and in accordance with equality and diversity policies and practices.
- Performance reviews will be done half yearly and consistent with the Equality and Diversity Policy to support staff.
- Staff who feel they have been unfairly discriminated against may pursue the matter under the Staff Complaints Procedure either informally or formally to the Human Capital Director or another representative.

### Staff Development

- Information about access to training and development opportunities will be available to all staff and associates, and in consultation with the management team.
- Training budget will be allocated and action will be taken in the allocation of resources for staff development and training to ensure all staff receive training to be able to perform their jobs effectively. All staff will receive training on equality and diversity.

## **Equal Pay**

- Consalia is committed to the principle of equal pay for work of equal value for all its staff and fully understands that equal pay between men and women is a legal right under both UK and European law.

## **Feedback and Monitoring Procedures**

- The Human Capital Director or representative will be responsible for monitoring all applications and appointment and promotion procedures.
- All records of Equality (includes Harassment) complaints received will be filed.
- Advice on equality and diversity will be made available to staff and students by Human Capital Director and Academy Director.

## **5. Code of Practice 2: Consalia as an Equality and Diversity Institution in relation to the education of apprentices and students**

### **Policy**

Consalia is committed to ensuring that all apprentices and students enjoy equality of opportunity to learn during their programme and do so in a safe environment, free of any form of discrimination by Consalia or its staff and associates.

### **Course Publicity and Student Recruitment**

- Course publicity will be disseminated and published in ways that ensures it reaches all sectors of the sales community.
- A general statement expressing Consalia's commitment to equality and diversity will appear in prospectuses and publicity material.
- Consalia are champions of Equality & Diversity in Sales and when appropriate the theme is covered in our programme content. As we work with employers of apprentices, we encourage them to have a diverse cohort, and ensure they adopt an Equal Opportunities approach as part of their recruitment processes.
- Throughout the process of admissions, selection criteria will adhere to equality and diversity guidelines provided by Consalia and Middlesex University. In particular, questions relating to age, colour, ethnic origin, family responsibility, gender, marital status, maternity and pregnancy, nationality and race, religion, belief, sexual orientation, disability, or socio-economic status of the applicant will not form part of the interview.

## **Apprenticeships & Student Systems and Monitoring Procedures**

- Induction courses will include an explanation of Consalia's Equality and Diversity Policy, including the complaints procedure, relevant facilities for disabled people and student disciplinary and complaints procedures.
- Clear and accessible information will be provided about structures and support systems to apprentices and students in relation to equality and diversity and the contact details of staff who will be available to assist should they encounter any difficulties.
- Monitoring systems will be set up for admissions, course development, review and apprentices and student progression.

## **Apprenticeships & Student Systems and Monitoring Procedures**

### Teaching/Learning: Content and Methods

- The content of modules and learning outcomes and strategies will reflect, as appropriate, the needs of education in and for a diverse society.
- Apprentices and students will be given the opportunity to discuss equality, diversity and inclusion in the curriculum and activities.
- Consalia will continue to review and update its curriculum to ensure the programmes meet the needs of a diverse range of learners.
- Language support will be provided, as required, for apprentices and students for whom English is not their first language.
- Programme Directors, Tutors and the Academy Director will ensure the curriculum, pedagogy, and treatment of apprentices and students are consistent and aligned to Consalia's Equality and Diversity Policy and Codes of Practice.

## **6. Code of Practice 3: Disabled Staff, Apprentices and Students**

### **Policy**

Consalia seeks to empower apprentices, students and staff with disability to achieve their full potential. Working together with its partner Middlesex University, Consalia will make reasonable adjustments to break down any barriers or remove disadvantages which might prevent a person with disability from actively participating in the life of its partner university.

### **Procedures for Admission and Recruitment**

- The recruitment of staff and selection of apprentices and students will be conducted in accordance with the Equality and Diversity Policy. Candidates will be selected objectively and any issues concerning support needed will be identified and support solutions offered.

- The needs of staff, apprentices or students with disabilities will be monitored and reviewed periodically to ensure the best support is being given.
- Apprentices, students and staff with disabilities will enjoy the same equality of opportunity available to their abled peers.

### **Complaints Procedure**

- Complaints that arise will follow the same procedures as for harassment and discrimination where appropriate as outlined in Consalia's Complaints policy.

## **7. Code of Practice 4: Sexual Orientation, Religion or Belief, Gender Reassignment and Transgender, Gender Identity and Expression Policy**

### **Policy**

The Equality Act 2010 supports the progress on equality. The equality legislation on sexual orientation, religion and belief, gender reassignment has been incorporated into the new Act. The legislation outlaws discrimination, victimisation and harassment in vocational training and employment on grounds of sexual orientation and religion or belief.

## **8. Code of Practice 5: Unlawful Discrimination**

### **Policy**

Consalia and its partners at Middlesex University and Leeds Trinity University are committed to creating a working and learning environment that is rid of unlawful discrimination.

The Equality Act 2010 defines direct discrimination where a person treats another less favourably than they would with another because of a protected characteristic. Unfair discrimination, direct or indirect, in the workplace or in higher education on the grounds of protected characteristic is unlawful.

## 9. Code of Practice 6: Curriculum, Pedagogy and Assessment

### Policy

Consalia is committed to an education for all apprentices and students on our programmes and will not discriminate against anyone on the grounds of age, colour, ethnic origin, family responsibility, gender marriage, or civil partnership status, nationality, pregnancy or maternity, race, religion, belief, sexual orientation, socio-economic status or disability. The policy embraces the development of multi-ethnic-friendly curriculum with freedom of speech and thought in the context of academic dialogue.