
ncfe.

cache

Diversity and Equality Policy

August 2016

DIVERSITY AND EQUALITY POLICY

Contents

Section 1 Overview and scope of the policy 1

Section 2 Our aims 2

Section 3 Contact information 1

Section 1 Overview and scope of the policy

1.1 Scope of the policy

This policy is aimed at our customers, including learners, who are using NCFE products and services, and applies the principles of diversity and equality.

The purpose of this policy is to set out our commitment to ensuring we adhere to legislation and regulation requirements. We fully support the principle of equal opportunities and oppose all unlawful or unfair discrimination on the grounds of ability, age, colour, culture, disability, domestic circumstances, employment status, gender, marital/civil partnership status, nationality, political orientation, racial origin, religious beliefs, sexual orientation, social background or any other grounds or status.

1.2 What products and services are covered by this policy?

This policy covers the delivery of both NCFE qualifications which are subject to scrutiny and enforcement by our qualifications regulators (regulated qualifications) and unregulated products which are owned and / or accredited by NCFE. All NCFE products include those which may be offered and / or delivered under an NCFE-owned brand name (for example 'CACHE').

1.3. Who needs to know about the policy?

You must make your learners and your staff (including centre, satellite, sub contract centres or contractual staff) who are involved in the design, delivery, management, assessment and quality assurance of our products aware of, and familiar with, the contents of the policy.

1.4. How can we obtain copies of the policy?

You can download copies of the policy from our website: www.ncfe.org.uk, or request copies from our Customer Support team on 0191 239 8000 or by emailing service@ncfe.org.uk

1.5. Review of the policy

We will review the policy regularly and may revise it as required in response to changes in legislation, changes in our practices, actions from our regulatory or external agencies, and / or in response to customer and stakeholder feedback.

Section 2 Our aims

We aim to ensure that diversity and equality are promoted in the development of our products and in access to our products and services, and that unlawful or unfair discrimination, whether direct or indirect, is eliminated. As an awarding organisation, we will ensure that:

- this policy is made freely available to our External Contractors¹ and customers, including learners;
- the widest possible diversity of learners can access the content and assessment of our products and services;
- the entry requirements, content and assessment demands of our products and services are appropriate to the knowledge, understanding and skills specified and do not act as unnecessary barriers to achievement;
- all our products and series will ensure fair assessment for all learners;
- the language we use in our materials is clear, free from bias and appropriate to the target group;
- we aim to produce and endorse material that does not cause offence;
- all our products are reviewed against this policy;
- we will always act fairly when working with centres and learners;
- we will always support and demonstrate the principles of diversity and equality.

As an approved centre, please ensure that:

- all of your processes concerned with assessment are carried out in a fair and objective manner;
- you continue to adhere to current equal opportunities legislation;
- you continue to operate an effective diversity and equality policy, with which learners are familiar and which applies to all learners using our products and services;
- you continue to operate an effective appeals procedure, with which learners are familiar and which applies to all learners using our products and services.

¹ External Contractors include Chief Quality Assurers, Chief Examiners, External Quality Assurers, External Verifiers, Examiners, Quality Verifiers and Customer Quality Advisors.

Section 3 Contact information

3.1 Your NCFE contact for this policy

If you have any queries about the contents of the policy, please contact our Customer Support team:

Email: service@ncfe.org.uk
Telephone: 0191 239 8000*
Fax: 0191 239 8001

Post: NCFE
Q6, Quorum Business Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

*To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.