Career Seekers Direct Limited
Equality and Diversity Policy

This Equality and Diversity Policy applies across all the aspects of Career Seekers Direct Limited ("CSD"). This policy applies to all learners, customers, employees, Representatives, contracted staff and employers.

CSD will not tolerate any form of discrimination, bullying or harassment on the grounds of:

- age
- disability (including physical or sensory impairments, mental health, long term medical conditions such as epilepsy, HIV/AIDs and neuro-diverse conditions such as dyslexia and ADHD)
- gender
- gender reassignment
- maternity and pregnancy
- race (which includes ethnic or national origins)
- religion or belief
- sexual orientation
- marital or civil partnership
- socio-economic status.

The Equality Act, 2010, recognises nine "protected characteristics":

- Race
- Disability
- Gender
- Age
- Sexual orientation
- Religion and belief
- Gender reassignment
- Pregnancy and maternity
- Marriage and civil partnership.

Strategic responsibility for equality lies with the CEO, Eva Harrison. All learners, customers, employees, contracted staff and employers have a right to work and learn in an environment free from bullying or harassment. All learners, employees, contracted staff and employers share the responsibility for creating an environment that is free from discrimination, and which promotes equality of opportunity and values diversity. All

learners, employees, customers, contracted staff and employers must comply with the policy and always treat others with respect.

Any incidence of discrimination or harassment will be taken seriously and dealt with sensitively. Where learners, customers or staff encounter discriminatory practice or behaviour, including those by a person who provides a service on behalf of CSD, they are expected to actively discourage it and to report the matter to their tutor/trainer. All consultants, contractors and tutors/trainers are expected to participate in equality and diversity training and other relevant development activities, as required. Appendix 1 outlines the types of unlawful discrimination.

Commitment to Equality and Diversity

CSD are committed to embedding equality and diversity by:

- Identifying and removing the potential barriers and providing suitable support that may prevent staff and learners from reaching their full potential while receiving a service from, or working for CSD.
- Valuing and celebrating diversity and creating an environment free from unlawful discrimination, harassment or victimization of any kind
- Delivering services to customers in a way which is sensitive to their cultures, ethnic backgrounds, beliefs, sexual orientation, gender, age, class and disabilities
- Ensuring the service offer reflects the needs of potential and existing customers and includes sufficient equality and diversity content.
- Outlining our expectations and commitments to equality and diversity in our marketing materials and events, website and during induction.

Appendix One

The Equality Act 2010: Types of unlawful discrimination

Direct discrimination is where a person is treated less favourably than another because of a protected characteristic. An example of direct discrimination would be refusing to employ a woman because she is pregnant.

Indirect discrimination is where a provision, criterion or practice is applied that is discriminatory in relation to individuals who have a relevant protected characteristic (although it does not explicitly include pregnancy and maternity, which is covered by indirect sex discrimination) such that it would be to the detriment of people who share that protected characteristic compared with people who do not, and it cannot be shown to be a proportionate means of achieving a legitimate aim.

Harassment is where there 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.

Associative discrimination is where an individual is directly discriminated against or harassed for association with another individual who has a protected characteristic (although it does not cover harassment because of marriage and civil partnership, and pregnancy and maternity).

Perceptive discrimination is 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 (other than marriage and civil partnership, and pregnancy and maternity).

Victimisation occurs where an employee is subjected to a detriment, such as being denied a training opportunity or a promotion because he/she 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. There is no longer a need for a complainant to compare his or her treatment with someone who has not made or supported a complaint under the Equality Act 2010. For example, if a blind employee raises a grievance that the employer is not complying with its duty to make reasonable adjustments, and is then systematically excluded from all meetings, such behaviour could amount to victimisation.

Previous equality legislation recognised disability-related discrimination. The Equality Act 2010 replaces this with two new causes of action in relation to disability – indirect discrimination (see above) and discrimination arising from a disability. The latter occurs when a disabled person is treated less favourably because of something connected to their impairment.

Failure to make reasonable adjustments happens when an organisation fails to make reasonable adjustments for a disabled person, to avoid the disabled person being placed at a substantial disadvantage when compared to a non- disabled person.

In most cases, the organisation will be legally liable if a court found that discrimination, harassment or victimisation had occurred. However, it is also important to realise that individuals can also be held responsible for their own actions.

Customers, suppliers and other people not employed by CSD

CSD will not discriminate unlawfully against customers using or seeking to use goods, facilities or services provided by CSD. Employees, representatives and customers should report any bullying or harassment by customers, suppliers, visitors or others to the Director who will take appropriate action. CSD will seek to choose suppliers who work within an Equalities Framework.

Version Control and Policy Review

This policy will be reviewed on an annual basis.

Version No	Date	Written/Reviewed By	Authorised By	Next Review Date
V4.0	Nov 2024	Eva Harrison CSD MD	NA	Nov 2025
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