ARC Training Services
Equal Opportunities Policy

Supporting Excellence

ARC Training Services upholds the principles of Equal opportunities and recognises its legal duty to ensure that none of its policies and procedures constitutes any form of unlawful discrimination. This policy complies with the Equality Act 2010 and ensures that no learner, employee, or associated organisation is treated unfairly due to any protected characteristic, including: disability, age, race, colour, nationality, ethnic or national origin, sex, gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, or religion or belief.

The Centre recognises that individuals/organisations may have their own Equal Opportunities policies which apply to learners and therefore would be additional to this policy document.

This policy reflects ARC's commitment to Equal Opportunities as it supports organisations to enable learners to gain qualifications in their workplaces. This will cover agreements with organisations to enable fair assessments to take place, as well as the provision of quality assurance.

Following the satisfactory completion of learners' registration forms, ARC will accept learners' registrations that may have special requirements. These may include any of the following:

- Part-time workers
- Night staff
- People with a disability
- People who may be dyslexic
- People whose first language is not English.

ARC Assessors will discuss and record any requested reasonable adjustments during induction/registration and ensure that agreed support measures are implemented. Adjustments may include assistive technology, assessment method adaptations, modified materials, additional time or other appropriate support. If necessary, ARC will support organisations to develop strategies to enable these learners to access fair assessment and quality assurance.

ARC will not refuse to register a learner on the grounds of disability, age, race, colour, nationality, ethnic or national origin, sex, gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, religion or belief, people who are shift workers, night staff, part time workers, people with learning differences such as dyslexia, or people whose first language is not English

The only criteria for refusing registration for a qualification would be if a learner were unable to provide sufficient evidence to prove competence in the award that they wish to access, or if the registration fee for the learner was not paid.

If a learner is considered at risk of being unable to generate sufficient evidence, ARC will work with the learner and employer to explore additional support before any decision is made. Learners will have the right to appeal if they disagree with a decision not to register or progress their certification

The Centre will endeavour to support organisations to address any issues preventing learners from gaining assessment or quality assurance. ARC will monitor learner outcomes to identify any gaps in achievement and ensure organisations, assessors and internal quality assurers offer support.

If a learner feels that they are being discriminated against, they can use the Centre's Complaints procedure to register their complaint. Complaints relating to equality will be treated sensitively and investigated promptly, with outcomes communicated in writing and an option to escalate concerns to the awarding organisation where necessary.

This policy will be reviewed regularly, and reviews will consider learner feedback, any complaints data, and regulatory updates.