

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Equality, Diversity and Inclusion Policy

Version	Version 4.0
Effective date	1 January 2026
Next review date	1 January 2027
Approved by	Scott Ward (CEO)
Policy owner	CEO

Document control: This document is controlled. Printed copies may not be current. The latest approved version is held by Humanise Solutions. Changes are recorded in the version-control register and approved by the policy owner.

CITY & GUILDS ASSURED ALIGNMENT

Inclusive, accessible and non-discriminatory provision is central to City & Guilds Assured. Equality, diversity and inclusion are embedded across recruitment, delivery, the learner journey and our quality-assurance framework, and are supported by our Access Arrangements Policy & Procedure.

1. Policy statement

Humanise Solutions Ltd is committed to promoting equality, diversity and inclusion across all of our work and recognises these as central to our values and to high-quality provision. We strive to create an environment – for staff and learners alike – in which all individuals are treated fairly and with respect, have equal access to opportunities and resources, and can participate and contribute fully.

2. Purpose and scope

This policy sets out our commitments and the responsibilities of everyone connected with Humanise Solutions. It applies to all employees, contractors, consultants, temporary staff, associates, volunteers and learners, and to all of our activities including recruitment, employment, programme design and delivery, and the learner experience.

3. Legal framework

This policy reflects the Equality Act 2010, which protects people from discrimination on the basis of the protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. We also have regard to associated codes of practice and, where relevant, public sector equality considerations within our contracts.

4. Definitions

Direct discrimination	Treating someone less favourably because of a protected characteristic.
Indirect discrimination	A provision, criterion or practice that disadvantages a group sharing a characteristic, without justification.
Harassment	Unwanted conduct related to a characteristic that violates dignity or creates a hostile environment.
Victimisation	Treating someone badly because they raised, or supported, a concern about discrimination.
Reasonable adjustments	Changes made to remove or reduce a disadvantage experienced by a disabled person.

5. Equality and fair treatment

We ensure that all decisions – in recruitment, employment, learning, progression, training and reward – are based on merit, competence and need. Discrimination, harassment, bullying and victimisation on the grounds of any protected characteristic, or for any other unjustified reason, are strictly prohibited. We provide equal opportunities and remove barriers to participation wherever reasonably possible.

6. Diversity and inclusion

We recognise and value the differences and individual contributions that each person brings, and we see diversity as a strength in understanding and serving our learners and communities. We foster an inclusive environment in which everyone feels respected and valued, accommodating diverse traditions, heritages, experiences and viewpoints, and individual learning needs including neurodiversity and ESOL. Inclusion is designed into our curriculum and delivery, not added as an afterthought.

7. Responsibilities

- Leadership and management: implement this policy, lead by example, and create a positive environment for diversity and inclusion.
- All staff, associates and volunteers: uphold the policy, treat others with dignity and respect, and report any discrimination, harassment or bullying.
- Learners: are expected to treat others with respect, in line with the Code of Conduct for Learners.

8. Embedding EDI in the learner journey

EDI is embedded throughout the learner journey: inclusive information and onboarding; identification of needs and reasonable adjustments (see the Access Arrangements Policy & Procedure); accessible materials and differentiated delivery; and monitoring of participation and outcomes across different groups to identify and address any gaps.

9. Training and development

Regular EDI training is provided to all staff to raise awareness, guide expected behaviours and clarify how to report concerns. EDI considerations are included in induction and in ongoing CPD.

10. Breaches of the policy

Any breach of this policy is treated as a serious matter and will be addressed under our Disciplinary and Grievance Procedures or, for learners, the relevant behaviour and complaints procedures. Individuals who raise concerns about equality, diversity or inclusion in good faith are protected from retaliation or victimisation.

11. Monitoring, review and related policies

We monitor the effectiveness of this policy, including through analysis of equality and diversity data within our quality-assurance and continuous-improvement cycle, and review and update it as necessary. This policy should be read alongside the Access Arrangements Policy & Procedure, the Safeguarding Policy, the Appropriate Behaviours expectations and the Disciplinary and Grievance Procedures. It is reviewed annually, or sooner if legislation or practice changes.