

Equality and Policy

Oracle Training Solutions embraces the belief that all human beings are equal and different and its culture of promoting equality and valuing diversity is firmly rooted in that conviction.

Oracle Training Solutions takes its responsibilities seriously in promoting increased awareness of its beliefs, values and accompanying behaviours amongst its staff, associates, apprentices, learners on other programmes, partners and organisations and individuals with whom it comes into contact by ensuring fair, respectful and un-biased treatment of all, encompassing their personal skills, individual needs, limitations, beliefs, culture and values.

Oracle Training Solutions values the unique skills, experience and perspectives of every individual, finding ways to bring out the best in every employee, apprentice and learner on other programmes and recognises the benefits these differences bring.

For apprentices, learners on other programmes, employers, partners and employees alike, Oracle Training Solutions promotes a culture and provides a service of equality and fairness in recruitment, assessment of capabilities and skills, assessment and feedback on performance and matters of discipline and conduct.

Oracle Training Solutions is committed to providing training and development to all staff, apprentices and learners on other programmes, on an ongoing basis.

Protected Characteristics:

Age (Equality Act 2010)

Oracle Training Solutions actively recognises the business benefits of an age-diverse workforce, welcoming the skills and experience of people of all ages. All members of staff and apprentices are treated fairly in their cycle of employment from recruitment, selection, promotion, training and development, redundancy and retirement.

Sex (Equality Act 2010)

Oracle Training Solutions actively promotes a culture of equality and fairness in recruitment, selection, promotion, training and development, recruitment and retirement regardless of the sex or sexual orientation of the member of staff or apprentice.

Sexual Orientation (Equality Act 2010)

Oracle Training Solutions promotes fair treatment of heterosexual, homosexual and bisexual employees and apprentices whilst in employment and ensures that they are not subject to post-termination harassment.

Race (Equality Act 2010)

Oracle Training Solutions is committed to ensuring that no individual or group to whom it offers or provides a service or employment should be subject to discrimination on the grounds of race, colour, nationality, national or ethnic origin. Oracle Training Solutions is working to ensure that all racial and ethnic groups within its business location are exposed to opportunities for employment, learning and development and achievement of vocational qualifications.

Disability (Equality Act 2010)

Oracle Training Solutions is committed to offering equal employment opportunities to job applicants with physical limitations and supporting them to work alongside more fully able team members. Oracle Training Solutions offers support, guidance and access to assessment towards the provision of specialist aids and equipment.

Staff are encouraged to be aware of the needs of physically limited or disabled colleagues, apprentices and learners on other programmes, to understand their special needs and arrangements for training events, meetings, audio and visual materials and physical environment.

Gender Re-Assignment (Equality Act 2010)

Discrimination on the grounds of gender reassignment was made unlawful as a result of the Sex Discrimination (Gender Reassignment) Regulations 1999. The provisions are now part of the Equality Act.

Oracle Training Solutions is committed to protecting individuals who have undergone or are about to undergo gender reassignment. Individuals do not need to be under medical supervision to be protected by the law.

Maternity and Paternity (Equality Act 2010)

Maternity and Parental leave rights are actively maintained and operated within the organisation ensuring that the life/work balance is maintained.

Religion and Belief (Equality Act 2010)

Oracle Training Solutions is actively working to ensure that no employees or apprentices are discriminated directly upon. That is, to treat them less favourably than others because of their religion or belief. Oracle Training Solutions is also committed to ensure that employees or

apprentices are not discriminated indirectly upon, meaning to apply a criterion, provision or practice which disadvantages people of a particular religion or belief without a good reason.

Equal Pay (Equality Act 2010)

Oracle Training Solutions is actively working to ensure that all employees and apprentices are paid fairly and according to formalised pay scales encompassing qualifications and experience, seniority, range of duties and performance.

Marriage/Civil Partnership (Equality Act 2010)

Oracle Training Solutions aims to ensure that all employees and apprentices who are in a marriage or civil partnership are treated fairly and with dignity and respect.

Oracle Training Solutions is also committed to:

Rehabilitation of Offenders (The Rehabilitation of Offenders Act 1974)

Oracle Training Solutions acknowledges two key responsibilities in this area:

- To those people who may have 'spent' criminal convictions
- To people who may be considered to be members of 'vulnerable' groups

There will be no discrimination in the recruitment of personnel who may have spent criminal convictions, however Oracle Training Solutions will consider the safety of vulnerable groups who receives its services and will seek to protect young people under the age of 18, the elderly and mentally impaired, certain professions such as the care industry, self-regulatory organisations including finance services and also Government bodies. Oracle Training Solutions will work in line with the Safeguarding and Child Protection Policy, and the Prevent and Safeguarding Policy, procedures and processes.

Public Interest Disclosure Act 1998

Should a member of staff, apprentice or learner on another programme, need to disclose any of the following:

- A crime
- A failure to comply with legal obligations
- A miscarriage of justice
- A health and safety threat
- Damage to the environment
- Deliberate concealment of information tending to show any of the above five matters

Oracle Training Solutions will take no adverse action. Oracle Training Solutions will ensure that the employee, apprentice or learner on another programme, feels it safe to make the disclosure and that they will suffer no detrimental treatment by doing so or that any evidence will be destroyed.

Oracle Training Solutions actively supports the Government's Prevent agenda to counter radicalisation and extremism therefore individuals are encouraged to raise genuine concerns where they may identify any member of staff, apprentice, or a learner on another programme, who may be at risk of being drawn into acts that support terrorism, without fear of reprisal.

Training & Development

All Oracle Training Solutions employees are required to undertake Equality, Diversity and Inclusion training and this should be updated on an annual basis.

Oracle Training Solutions provides all staff with mandatory training in relation to Equality, Diversity and Inclusion.

Oracle Training Solutions will provide further specialist Equality, Diversity and Inclusion training in line with the roles and responsibilities of staff.

Recruitment - Employees

It is the Company's policy to recruit people with the necessary skills, experience and qualifications to deliver organisational objectives and who have the ability to make a positive contribution to the values and aims of the organisation.

Oracle Training Solutions is committed to safeguarding and promoting welfare of children, young people and adults in all its training activities. We recognise that in order to achieve these

aims, it is of fundamental importance to attract, recruit and retain staff of the highest calibre who share our commitment.

The best person for each vacancy will be recruited, regardless of age, disability, gender reassignment, marriage & civil partnership, pregnancy and maternity, race, religion & belief, sex and sexual orientation in line with the Equality Act 2010. Candidate information captured through equal opportunities monitoring will not be shared with the recruitment team and will only be used for monitoring purposes by the Human Resources team.

Job descriptions will contain, without discrimination, the clear requirements based on the needs of the role and will, as standard, contain the employees' responsibilities relating to equality, diversity & inclusion and Safeguarding and Prevent Duty.

Those staff involved in the recruitment process must act in accordance with the Company's Equality, Diversity & Inclusion and Equal Opportunities Policies.

Short listing should be carried out to match the applicants as closely as possible to the job and person specification and a short list of candidates for interview will be agreed.

The invitation to interview will tell candidates that they should advise the organisation in advance of any particular arrangements which need to be made to accommodate them on arrival or during the interview, for example, ramp access or lighting levels.

Prior to the interview, consideration will be given to see whether any adjustments need to be made to accommodate an interviewee who has indicated a disability.

When a suitable candidate has been identified, an offer of employment can be made subject to;

- references being received which are satisfactory to the Company. The company will not approach a current employer unless the candidate has given express permission
- sight of qualification documents (appropriate to the job)
- sight of a document confirming the individual's right to work in the UK (see appendix)
- a satisfactory Enhanced DBS check where the post requires the staff member having "regulated activity" with young people or vulnerable adults or requires them to visit other places of work where they may come into contact with young people or vulnerable adults.

Recruitment – Learners

It is company policy to ensure that we promote our commitment to equality, diversity and inclusion in respect of recruitment of all apprenticeships and learners for other programmes. All advertisements should encourage applicants from under-represented groups.

Dignity at Work – Freedom from Harassment and Bullying

Oracle Training Solutions believes that everyone has a basic Human Right to be treated with dignity and respect at work. Bullying and harassment of any kind will not be tolerated.

Reporting Bullying and Harassment

Any incident of bullying or harassment reported by a Oracle Training Solutions member of staff, associate, apprentice or any learner on a programme, will be treated respectfully, with empathy and respect and investigative action will be taken. Oracle Training Solutions will take all measures possible to ensure the safety of the victim and ensure strictest confidentiality. No Oracle Training Solutions employee, associate, apprentice or learner on another programme, need fear retribution if they make a report of unwanted, unwelcome or unfair treatment including on-line by social media for example via Facebook, WhatsApp or any other social media platform. Witnesses will also be treated fairly and with equal concern, consideration and support.

Anyone wishing to report an incident of bullying or harassment can do so to their line manager or the designated Safeguarding & Prevent lead William Fitzpatrick

Action on reported Harassment Incidents

Oracle Training Solutions is committed to ensuring that staff, associates, apprentices and learners on other programmes can work in a fair, safe, healthy and respectful environment and will consider any incidence of bullying and harassment with empathy and consideration.

On receiving an official complaint:

- Action on receiving a report of harassment or bullying will be taken at the soonest opportunity.
- An investigation into allegations will start immediately and at the latest within 5 days
- The complainant will receive written acknowledgement of the report
- The responding person will be notified in writing of the complaint against them and will be invited to an investigative meeting
- They will be informed that the complaint may result in disciplinary action

- The respondent may be accompanied at all times, if so requested
- The meeting will be chaired by the most appropriate person, usually the Operational Delivery
- Manager for that area of responsibility or a suitable member of the senior management team
- Records of investigations, disciplinary actions taken will be recorded on personnel files for up to 6 months

On receiving an unofficial complaint:

An unofficial complaint may take the form of comments to colleagues, fellow apprentices or learners on other programmes, managers or specialists; which the victim does not wish to make official.

In this case the Line Manager or an appropriate member of the management team will discuss with the complainant the actions to be taken which may result in a series of informal 3-way meetings between complainant, respondent and a facilitator. The purpose of the meetings will be to resolve the harassment or bullying issues.

Fair Treatment at Work - Our Commitment to Apprentices and Learners on other Programmes

We want all our apprentices, learners on other Oracle Training Solutions programmes, employees and associates to feel good about going to work or attending one of our learning centres and that they are treated respectfully, equally and fairly by fellow apprentices, learners, colleagues, team members and managers. It is also crucial that meetings with learning & development coaches/tutors are conducted fairly and constructively and that each meeting has a positive outcome.

Oracle Training Solutions is committed to a programme of monitoring and evaluating to ensure all aspects of the work we undertake with apprentices at their place of work and with other learners on programmes, are of value to both apprentice/learner and employer, and give equal and fair opportunity for the apprentice/learner to develop and progress in their chosen apprenticeship programme framework/qualification.

Before starting an apprenticeship or learning programme, each new apprentice/learner will be given guidance on choosing the most appropriate qualification and level of study. At this meeting apprentices and learners on other programmes, will also find out about English, Maths, ICT and functional skills, and any other relevant qualifications which when combined with the Vocational qualification, form the individual learning framework. To ensure that everyone can complete their programme of learning, information is gathered on the apprentice's/learner's

literacy and numerical abilities to establish any additional support, which may be required.

We are also aware that home and personal circumstances can have a significant influence upon progress and all relevant factors which the apprentice/learner wishes to highlight are considered in terms of impact on the apprentice's/learner's progress and any special individual support which can be offered.

At Oracle Training Solutions we understand the levels of commitment and enthusiasm needed by apprentices and learners on other programmes when embarking on vocational/personal development and also involve managers, specialists and other team members where possible, to act as work place mentors who can offer guidance and support to apprentices and learners on other programmes.

The emphasis is on openness, honesty and co-operation to support the apprentice and learners on other programmes in their successful completion and achievement.

Learning Development Coach/Tutor Support

All Oracle Training Solutions learning & development coaches/tutors are suitably experienced and qualified to deliver the required programmes. Learning & development coaches/tutors who work in our different vocational programmes will be experienced in their own right, will have formal qualifications and/or are working towards an occupationally specific trainer/tutor/teaching qualification. This means that all apprentices and learners on other programmes will always receive honest and fair assessment and feedback along with high quality teaching and learning and appropriate and fair treatment.

The role of the learning & development coaches/tutor is to help apprentices/learners understand the requirements of their chosen learning programme and how these can be met by providing personal statements and a variety of evidence. Meetings between trainer/tutor and apprentice or learners on other programmes are held regularly, usually every four weeks, at an appropriate time and place.

Every step of the process is carefully planned with the apprentice and with the learner on another programme; in consultation with the employer, highlighting evidence which is to be gathered and any additional support or information which the apprentice/learner may need in order to achieve success. Suitable and realistic time scales for achievement are set and regularly reviewed to ensure that apprentices and learners on other programmes are clear about their progress and can personally measure their achievements.

Learning and Development Opportunities

All apprentices and learners on other programmes have access to and are informed of relevant training events which they may attend to build their underpinning knowledge. Development

events are offered by Oracle Training Solutions, or apprentices and learners on other programmes are sign-posted to colleges where suitable or appropriate for the apprentice/learner, in their locality or place of work. All apprentices and learners on other programmes will have an E-Portfolio/Learning File which also contains support material and is used by the trainer/tutor and candidate in 1:1 learning sessions or as a personal resource.

Additional Learning Needs

Oracle Training Solutions will provide additional support to apprentices and learners on other programmes whose literacy and numeracy skills may make it difficult for them to maintain progress. Individual diagnostic assessments will be made to ensure that relevant and meaningful support is received.

Learning and Development Materials

Oracle Training Solutions is aware of the variety of learning styles, locations, intelligences and cultures which influence their presentation of the 'Learner Induction Pack'.

A variety formats will be made available as needed. Apprentices and learners on other programmes are advised of other support materials available in the public domain and for those who do not have exclusive access to a computer, advice is given on public facilities available, such as libraries and internet cafes, as appropriate to the individual's learning.

Candidates Requiring Special Support

Oracle Training Solutions is equipped to offer group and individual support to people who require special coaching and guidance to update numeracy and literacy skills. However, we also acknowledge that there are diverse needs amongst apprentices and learners on other programmes and will adapt services to meet the needs of candidates, for example, by providing readers or audio material for visually impaired or blind candidates.

Marketing

Oracle Training Solutions is aware of the racial and ethnic diversity within which it works. We are striving to make access to our services more readily available to people for whom English is a second language, by improving the quality of marketing materials in a number of languages which will invite interest from all sectors of the community.

Equality Impact Assessments

Equality Impact Assessments will be conducted on Company policy and procedures from time to time.

Monitoring

Oracle Training Solutions is committed to equality monitoring of apprentice/learner admissions, progression and achievement. Comparisons are currently made by ethnicity, age, gender, under-represented groups and disability. The results of such monitoring will be reviewed; any action will be based on the result of this monitoring.

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