

# **FIRSTAID4LIFE Limited**

## **Equality, Diversity – Equal Opportunities**

### **Policy Document**

**FIRSTAID4LIFE LIMITED advise all learners where to find the current version of this policy via its website [www.firstaid4life.com](http://www.firstaid4life.com)  
Learners may receive a paper version upon request.**

## **1. Introduction**

- 1.1 FIRSTAD4LIFE LIMITED is committed to providing services that embrace diversity, promote equality of opportunity and assessments that are based on requirements only and do not discriminate against anyone.
- 1.2 The purpose of this policy is to explicitly state how this commitment and current legislations are to be applied by FIRSTAD4LIFE LIMITED to first aid training courses, qualifications and assessment practices.

## **2. This policy covers 3 broad areas:**

- 2.1 **Equality** is where people are treated fairly and given an equal opportunity. It is not about treating everyone in the same way, but recognises that needs can be met in different ways. Equality focuses on those areas covered by the law, currently encompassed in The Equality Act 2010 for Great Britain, which identifies 9 protected characteristics namely age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Legislation seeks to prevent discrimination in all these areas. FIRSTAD4LIFE LIMITED believes we all have a duty to promote equality and remove discrimination. We confirm that we do this by analysing statistical data and learner/stakeholder feedback.
- 2.2 **Diversity** is about recognising, valuing and managing individual differences to enable everyone to contribute in their own way feeling comfortable with and understanding various different needs.
- 2.3 **Equal Opportunity** is about providing equal opportunities to succeed not necessarily the same opportunities. Good practice involves guidance relating to learners who are eligible for reasonable adjustments in activities and assessments or who require special considerations.
- 2.4 **Scope**  
This policy will be applied to all training courses and qualifications offered by FIRSTAD4LIFE LIMITED.

## **3. Equal Opportunities Statement**

- 3.1 FIRSTAD4LIFE LIMITED is committed to providing equal opportunity for everyone who is employed by FIRSTAD4LIFE LIMITED or takes advantage of FIRSTAD4LIFE LIMITED services, regardless of age, gender, race, religion, disability, ethnic origin, national origin, marital status, sexual orientation, political persuasion or trades union activity. This commitment will be informed by current UK legislation, including the Equality Act 2010 and any other applicable legislation or Government Policy e.g. recognising restrictions on those working with young children and vulnerable adults.
- 3.2 It is morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus it is our intention to ensure that no person is subject to unfair treatment in any way.

#### **4. Application of Equal Opportunities Statement**

- 4.1 FIRSTAD4LIFE LIMITED will ensure equality for all learners by ensuring that:
- a. Responsibility for the full implementation, evidence collection, maintenance of registers and annual review of this policy is taken by the Director of FIRSTAD4LIFE LIMITED. All such evidence is to be made available to the Awarding Organisation upon request.
  - b. All qualifications used by FIRSTAD4LIFE LIMITED are developed by Awarding Organisations (AO) with robust equality systems.
  - c. All assessment instruments and processes will be free from any bias, and inclusive for all learners.
  - d. All FIRSTAD4LIFE LIMITED Trainers, Assessors and Learners are made aware of FIRSTAD4LIFE LIMITED commitment to equality of opportunity.
  - e. FIRSTAD4LIFE LIMITED implements this equal opportunities policy and all staff and students are aware of it
  - f. As many learners, and as diverse a range of learners as possible have access to FIRSTAD4LIFE LIMITED qualifications.
  - g. FIRSTAD4LIFE LIMITED Learners have the opportunity to feedback to FIRSTAD4LIFE LIMITED after every course. FIRSTAD4LIFE LIMITED will archive this evidence on the AO website.
  - h. Learners can contact the AO Malpractice and Misconduct Committee or Appeals/ Complaints Committee if matters relating to alleged discrimination are not resolved by FIRSTAD4LIFE LIMITED directly.
  - i. FIRSTAD4LIFE LIMITED in conjunction with the AO will collect sufficient data to allow the monitoring and evaluation to ensure that there is no discrimination on the grounds of race, disability and gender via learner registration and achievement documents and course evaluations.
  - j. This policy and statement is reviewed by FIRSTAD4LIFE LIMITED when required.
- 4.2 All information and data for review and evaluation is archived, including:
- a. Evidence of higher or lower participation by different groups by collecting learner registration data from each course.
  - b. Evidence that different groups have different needs in relation to AO qualifications by collecting learner evaluation data from FIRSTAD4LIFE LIMITED.
  - c. Authentic sample of evaluation data gathered by the AO by informing learners that the AO may request additional confirmation from all learners.
- 4.3 Where a barrier to learning has been identified (through review process, EQA reports or complaints and appeals procedures being invoked), FIRSTAD4LIFE LIMITED (in conjunction with the AO) will investigate and take appropriate action (withdraw assessment material - amend/update – provide training, as necessary) and then continue to monitor the evidence.

#### **5. Action Plan**

- 5.1 An Equal Opportunities review will be conducted annually by FIRSTAD4LIFE LIMITED and an Action Plan developed when issues are identified.

#### **6. Diversity Statement**

- 6.1 Diversity is about valuing and respecting the differences between learners, regardless of ability and/or circumstances or any other individual characteristic they may have.
- 6.2 FIRSTAD4LIFE LIMITED believes differences should be acknowledged, celebrated and embraced to help ensure that all learners feel included in the learning process and the learning environment is suitable for all.

- 6.3 FIRSTAID4LIFE LIMITED will consider the following list whilst preparing and undertaking its training activities:
- a. Environment and equipment e.g. adjustable height workstations, accessibility, CPR manikins reflecting age and/or ethnic origin of potential learners.
  - b. Programme resources e.g. Handouts and presentations to be capable of adaptation to a number of formats, consider other languages, language level and jargon, illustrations to reflect diversity of potential learners.
  - c. Staff development e.g. Ensuring all are well informed of current policies and procedures in good time for the knowledge to be meaningful.
  - d. Information e.g. this should be accessible to all via email, notice-board or leaflet.
  - e. Liaising with others e.g. language interpreters may be required or staff who can use sign language.
  - f. Information may need to be shared between businesses and learners have to agree to their disclosure to be shared with legitimate agencies under the GDPR.
  - g. Feedback and evaluations should be obtained from all learners to ensure that current practices are responsive to their needs and any barriers to learning identified and mitigated.

## **7. Assessment Practice Statement**

- 7.1 FIRSTAID4LIFE LIMITED will ensure that assessment practice will be based on award requirements only and will not discriminate against anyone.

### **7.2 Learners with Individual Assessment Requirements**

- a. FIRSTAID4LIFE LIMITED is committed to providing equal opportunity and freedom from discrimination. Requests for reasonable assessment adjustments, by individuals with special needs, can be applied for. FIRSTAID4LIFE LIMITED may refer to the AO who will assist in the decision making process.
- b. FIRSTAID4LIFE LIMITED will ensure that reasonable adjustment arrangements will be valid and reliable, designed to reflect the learners' competence to meet the assessment outcomes of the qualification and for the employment for which the qualification is designed. FIRSTAID4LIFE LIMITED ensures this by issuing this policy guidance, scrutinising all adjustment requests and liaising with the AO when necessary.
- c. FIRSTAID4LIFE LIMITED will review all adjustment requests and forward them to the AO along with learner registration and evaluation documents.
- d. There will be two timescales for adjustments requests. Where the learner requests reasonable adjustment more than 5 working days before the training and assessment and where reasonable adjustment decisions have to be made shortly before (or even during) the initial stages of the training.

### 7.3 Guidance

- a. FIRST Aid4Life Limited can request the AO to adjust the assessment process to give individual equality of opportunity to show that they can reach the standard. However it will also be ensured that the reasonable adjustment does not give the learner an unfair advantage.
- b. Individual adjustments may be required for a number of reasons, including:
  - I. Temporary or permanent illness or injury
  - II. Sensory impairment
  - III. Reading &/or writing difficulties
  - IV. English as a second language
  - V. Recent bereavement
  - VI. Other extenuating circumstances
- c. FIRST Aid4Life Limited should inform the AO where reasonable adjustment requests are made. Suitable forms can be downloaded from the AO website and completed and forwarded to the AO at least 5 working days prior to the assessment. Decisions will be made by the AO and communicated to FIRST Aid4Life Limited. FIRST Aid4Life Limited may appeal against any decision made by the AO.
- d. If learners are unable to attend scheduled assessments for justifiable extenuating circumstances, then an alternative date for assessment may be made for the learner, normally within 6 weeks of the original date. The assessment process can thus be deferred to a time when the learner has recovered from their indisposition, temporary illness or injury. All such events need to be recorded on the adjustment and forwarded to the AO with all assessment evidence and copies made available to the AO External Verifier.
- e. For some AO first aid qualifications where the learners are assessed in real time scenarios, as the course progresses this assessment opportunity normally requires learners to attend part of another training course for the qualification. Due to the 'real-life' practical nature of first aid qualifications, regardless of the extenuating circumstances, the learner must demonstrate competency up to the minimum standard to be awarded the qualification.
- f. FIRST Aid4Life Limited will monitor equality of access to assessment by requesting that all learners complete an assessment evaluation section on their end of course evaluation form. FIRST Aid4Life Limited will archive this information on the AO website. This gives the learner direct feedback to the Awarding Organisation.

**Note:** Adjustment form relates to adjustment requests known to FIRST Aid4Life Limited **before** the training course commences.

### 7.4 Minor and routine occurrences

- a. Routine (listed in this guidance) reasonable adjustment to assessment decisions will be made by FIRST Aid4Life Limited, and all such decisions will be recorded on the adjustment form and a copy forwarded to the AO with all assessment evidence.
- b. For routine minor illness, injury situations or similar close to the time of assessment, FIRST Aid4Life Limited can, at its discretion, choose to adjust the time of the assessment (for instance by asking the learner to attend a session from another course delivered by FIRST Aid4Life Limited) and record such decisions in the 'Specific Reasonable Adjustment to be made' box.
- c. This form will then be sent to the AO with all assessment evidence and a copy kept by FIRST Aid4Life Limited and made available for the External Quality Assurance visit.

## **8. Temporary Indisposition**

### **8.1 Temporary Indisposition presentation**

- a. Learners regularly present themselves with a temporary problem that might impede their performance during an active First Aid course e.g. recovering from surgery, lower back pain, damaged joint, muscle pain, digestive system upsets, migraine, occasional seizure, diabetic episode or faint.
- b. FIRST Aid4LIFE LIMITED will make a minor reasonable adjustment to normal activity in order to provide every opportunity for the learner to demonstrate their capability. Some recent examples from AO qualifications are illustrated below:
  - I. A learner presents with lower back pain, they are unable to bend down to a simulated casualty comfortably. The Trainer will negotiate with the learner and arrange a solid table to be present so that the learner can perform, and be assessed performing, a casualty assessment protocol with a simulated casualty lying at hip height. Similarly a CPR manikin can be placed upon the table. As the course develops and the learner performs in a variety of situations, appropriate terrain and simulated first aid scenarios can be arranged. e.g. the casualty could be placed upon a safe rocky ledge or the learner could stand in a safely raised position.
  - II. A learner presents with a recently broken arm still in a plaster cast. It may be inappropriate to perform simulated CPR upon a manikin, the learner can be assessed by performing the appropriate actions in the air space close to the manikin without making potentially damaging contact with the manikin.
- c. These minor reasonable adjustments to normal procedure are typically left to the judgement of the Trainer (Internal Assessor) at the time, as there are a large number of potential occurrences and guidance cannot be given for every potential occurrence. Form adjustment must be used as described above.
- d. If a copy of form adjustment is **not** available, a record is made of the decision and a comment made on the reverse side of the Course Details Form. FIRST Aid4LIFE LIMITED will keep a copy and forward a copy to the AO.
- e. If the situation is beyond the experience of the Trainer or FIRST Aid4LIFE LIMITED and the situation necessitates immediate advice then the FIRST Aid4LIFE LIMITED Trainer has the option of phoning the AO.

### **8.2 Evidence of indisposition**

All supporting evidence e.g. original Doctors note will be archived by FIRST Aid4LIFE LIMITED unless specifically asked for by the AO.

## **9. Appeals against reasonable adjustments to be made**

- a. If there is disagreement with the AO (Access to Training & Assessment request) decision then FIRST Aid4LIFE LIMITED will contact the AO Office for informal dialogue.
- b. For appeals against AO reasonable adjustment decisions FIRST Aid4LIFE LIMITED will refer to the AO Appeals Policy.

## **10. Potential impact of a qualification training &/or assessment upon disabled people**

10.1 Guidance documents investigated include those on the Equality & Human Rights Commission website: <http://www.equalityhumanrights.com/>

10.2 The scope of disability is examined and advice on how discrimination can be avoided taken from the Equality and Human Rights Commission website. Documents and advice are available for individuals, learners and businesses.

### 10.3 Impact conclusions

Key points:

- a. The onus is on FIRST Aid4Life Limited tutors and the AO to demonstrate that the reason for not awarding a qualification was a non-discriminatory one.
- b. There is no duty to make any adjustment to a provision, criterion or practice of any kind that is a competence standard. However the duty does not apply to the process of demonstrating that a person meets the competence standard. The competence standard and method of assessment are separate and reasonable, fair adjustment has to be made.
- c. FIRST Aid4Life Limited has a duty to make reasonable adjustments.

## 11. Special Considerations

11.1 If the course or learner assessment is disrupted for unforeseen reasons beyond Trainer or learner control then special considerations can be considered, to ensure that learners are treated fairly in accordance with current guidelines from the AO and the regulatory authorities. For learners on FIRST Aid4Life Limited courses and courses where additional special consideration is required, then they will be subject to this guidance.

### 11.2 Guidance

- a. Special considerations are any short term unforeseen events that happen during the assessment of the course e.g. fire alarm, the key holder being late, unforeseen noisy intrusive building work close by, sudden sickness/illness and the like. COVID-19 has been accepted under these criteria as track and trace can direct isolation within hours and hence disrupt attendance on a course.
- b. Typically a one off short-term solution is found such as changing rooms or buildings, extending the working session by a short time or adding additional time to the training programme by negotiation. Attending a later date course for completion is also a possibility, if COVID-19, as long as timescales are appropriate depending upon specific qualifications.
- c. If learners are unable to attend scheduled assessments for these or similar reasons, then an alternative date for assessment may be made for the learners, normally within 6 weeks of the original date. The assessment process can thus be deferred to a time when the individual learner has recovered from their indisposition, temporary illness or injury or the environment has again become conducive to training and assessment for the whole group.
- d. All such events need to be recorded and made available to the AO External Quality Assurer. This document is normally completed **during** or **immediately** as is practicable **after** a training & assessment course.
- e. With sudden unforeseen events away from the main FIRST Aid4Life Limited Centre address the onus is on the individual Trainer to make a discretionary judgement decision that may have to be made quickly. A Trainer working for FIRST Aid4Life Limited should contact FIRST Aid4Life Limited Director immediately for advice and consultation. If not available for any reason then the AO Office is in operation during normal office hours where AO staff are available for advice and consultation by FIRST Aid4Life Limited Trainers.

### 11.3 Decision Parameters

- a. The following guidelines outline the parameters within which to make various decisions. It is recognised that by the nature of events that adjustment form completion will in all probability be a retrospective occurrence.
  - I. Danger to the learners  
E.g. Fire alarm, noxious fumes then the trainer will immediately remove the group from danger and if the event is not temporary and easily dealt with by returning to the building upon the all clear, or changing rooms, then the session may well be cancelled and the FIRST AID 4 LIFE LIMITED Director informed immediately by telephone. All course learners will be given the opportunity for training and assessment as soon as reasonably practicable afterwards.
  - II. Intrusive events or noise  
The course venue may be moved. Additional time may be allocated. Training and assessment opportunities may be presented to the group on alternative dates.
  - III. Temporary indisposition of individuals  
Guidance is produced for access to training and assessment earlier in this policy. Form adjustment is required. Minor adjustment to normal procedure is decided upon and recorded on the reverse side of the Course Details Form. If there is a need for additional time resources for that individual e.g. the opportunity for assessment at a later time or place then form adjustment needs to be completed.
- b. These special considerations treat learners fairly and give them every reasonable opportunity to fulfil the training and assessment requirements of the qualification.
- c. Whatever decision is made regarding moving or deferring training and assessment, the minimum training and assessment requirements must be met.
- d. If in doubt as to any decision FIRST AID 4 LIFE LIMITED will contact the AO Office immediately.

## 12. Summary of Procedures

### 12.1 Learner Procedures

- a. For any matter arising from or relating to this policy, learners should:
  - I. Inform the Trainer delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the course evaluation form.
  - II. Inform FIRST AID 4 LIFE LIMITED in writing at their earliest opportunity if the learner cannot easily resolve the situation.
  - III. Inform the AO directly if FIRST AID 4 LIFE LIMITED cannot resolve the matter to the learner's satisfactory.

## 13. Data collection

### 13.1 Data

- a. As a provider of recognised and approved regulatory training activities FIRST AID 4 LIFE LIMITED has to have procedures in place to collect sufficient data to allow the monitoring and evaluation of compliance with the requirements of equalities legislation and to ensure that there is no discrimination on the grounds of race, disability and gender.
- b. Learner Registration and Evaluation documents are continually developed to enhance both learner consultation and data collection.
- c. It is FIRST AID 4 LIFE LIMITED and AO policy that all information and data be shared with the regulatory authorities upon request.



**13.2 Learner Registration Form**

- a. Each learner is asked to complete a Registration Form giving details of:
  - I. Gender - male or female (tick box)
  - II. Special needs or reasonable adjustments requested (text box)
  - III. Ethnicity - ethnic group definitions based upon 2011 census question (tick box)

**13.3 Learner Evaluation Form**

- a. Each learner is asked to complete an end of course evaluation form. Answers are entered on to the AO website which allows FIRST AID 4 LIFE LIMITED training courses to be analysed in relation to the information asked for.
- b. Learners have an opportunity to add an 'amplified comment' to possible areas of concern, each comment received is scrutinised by the FIRST AID 4 LIFE LIMITED Director. Any area for concern is investigated. Specific questions ask for a learner response relating to:
  - I. The assessment component of the qualification
  - II. The teaching component of the qualification
  - III. The qualification courses materials
  - IV. Special adjustment requirement

**13.4 Access to Training & Assessment Form**

Each completed form will be forwarded to the AO.

**13.5 Special Considerations Form**

Each completed form will be forwarded to the AO.

**13.6 Awarding Organisation Assessment by Providers and Centres Feedback Form**

Each completed form, if required, will be forwarded by FIRST AID 4 LIFE LIMITED to the AO.

**14. The Equality Act**

14.1 You are disabled under the [Equality Act 2010](#) if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

**14.2 What 'substantial' and 'long-term' mean**

- a. 'substantial' is more than minor or trivial - eg it takes much longer than it usually would to complete a daily task like getting dressed.
- b. 'long-term' means 12 months or more - eg a breathing condition that develops as a result of a lung infection.