

## DPTrainingUK Policy Document:

- Equality, Diversity, Inclusion & Fair Assessment Policy
- Policy Number: DPTTrainingUK-P4-EDIFA-V3
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**What This Policy is About:** Our commitment to fairness, inclusion, and equal access for all delegates, and how we make that happen in practice.

**Who it Applies to:** All delegates, clients, and staff.

**Key Message:** We follow the Equality Act 2010 in full. If you have specific needs or require adjustments to your assessment, please let us know at least 5 working days before your course.

**If you have Any Questions:** Contact us at [info@DPTrainingUK.com](mailto:info@DPTrainingUK.com) or via [www.DPTrainingUK.com](http://www.DPTrainingUK.com). For urgent enquiries, call +44 (0)7921 769868



### 1. Scope

- 1.1. This Equality, Diversity & Inclusion and Fair Assessment Policy outlines the procedures for all training programmes and business activities overseen by **Different Perspective Training Ltd. (DPTrainingUK)** specifically regarding:
  - 1.1.1. **Activities:** The delivery of Training and Consultation in First Aid, Mental Health, Outdoor and Off-Site Safety, and Water Safety.
  - 1.1.2. **People:** All DPTTrainingUK staff, trainers, course delegates, and any members of the public or site staff who interact with the training group or equipment.
  - 1.1.3. **Locations:** All training sites, including bespoke client premises and public venues.

### 2. Introduction

- 2.1. We are dedicated to delivering a transparent, accountable service that embraces diversity, promotes equality of opportunity, and is inclusive to all.
- 2.2. We actively promote fair assessment practices across all our courses, ensuring assessments are free from bias and do not discriminate against anyone.
- 2.3. Where issues arise, we are committed to listening, rectifying errors, and preventing recurrence.
- 2.4. The purpose of this Equality, Diversity and Inclusion and Fair Assessment Policy to explicitly state how DPTTrainingUK's commitments under current legislation are applied by its staff to our activities, courses, qualifications and assessment practices and outlines the procedures that aim to achieve the following objectives:
  - 2.4.1. Guarantee fair access and equal opportunities for all, while upholding the integrity of qualifications.
  - 2.4.2. Remove any barriers to achievement for course participants.
  - 2.4.3. Offer ongoing support to delegates, particularly those with specific needs or requirements that may warrant special considerations.
  - 2.4.4. Consider the latest legislation and guidance on equality and equal opportunity.
  - 2.4.5. Handle any issues or complaints, fairly, and confidentially, see Policy 5 for full details.
  - 2.4.6. Adhere to the requirements and policies of regulatory bodies.

### 3. Equality, Diversity & Inclusion

- 3.1. The Equality Act 2010 for Great Britain identifies 9 protected characteristics:
  - 3.1.1. Age.
  - 3.1.2. Disability.
  - 3.1.3. Gender reassignment.
  - 3.1.4. Marriage and civil partnership.
  - 3.1.5. Pregnancy and maternity.
  - 3.1.6. Race.
  - 3.1.7. Religion and belief.
  - 3.1.8. Sex (gender).
  - 3.1.9. Sexual orientation.
- 3.2. **Equality** is achieved 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.



- 3.3. **Diversity** is recognising, valuing and managing individual differences to enable everyone to contribute in their own way feeling comfortable with and understanding various needs.
- 3.4. **Inclusion** occurs when people are given equal access to opportunities for success not necessarily the same opportunities. Good practice ensures guidance and support is available for learners needing reasonable adjustments or special considerations in activities and assessments.
- 3.5. Legislation seeks to prevent discrimination in all these areas. We all have a duty to promote equality and inclusion and remove discrimination - supported by analysing data and delegate feedback.

## 4. Equal Opportunities Statement

- 4.1. We are committed to providing equal opportunity for all people 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 for example recognising restrictions on those working with young children and vulnerable adults.
- 4.2. Discrimination of any kind, direct or indirect, is wrong. We are committed to ensuring no person is subject to unfair treatment.

## 5. Application of Equal Opportunities Statement

- 5.1. We ensure equality for all people by:
  - 5.1.1. Responsibility for the full implementation, evidence collection, maintenance of registers and annual review of this policy is taken by DPTrainingUK Management. All such evidence is to be made available to the Awarding Organisations upon request.
  - 5.1.2. All qualifications used by DPTrainingUK are developed by Awarding Bodies with robust equality systems.
  - 5.1.3. All assessment instruments and processes will be free from any bias, and inclusive for all people.
  - 5.1.4. All our staff and delegates are made aware of our commitment to equality of opportunity.
  - 5.1.5. As many people, and as diverse a range of delegates as possible have access to DPTrainingUK qualifications.
  - 5.1.6. DPTrainingUK delegates have the opportunity to feedback to DPTrainingUK after every course. DPTrainingUK will archive this evidence on the Awarding Organisations Systems.
  - 5.1.7. Following the Appeals, Complaints, Conflicts of Interest, Malpractice and Misconduct Policy (P5), Delegates can contact the relevant Awarding Organisation if matters relating to alleged discrimination are not resolved by DPTrainingUK directly.
  - 5.1.8. DPTrainingUK in conjunction with their Awarding Organisations 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 assessment documents and course evaluations.
  - 5.1.9. This policy and statement is reviewed by DPTrainingUK when required.
- 5.2. We collect and archive learner registration and evaluation data from every course to monitor participation across different groups and identify any barriers to learning. This evidence is made available to Awarding Organisations upon request
- 5.3. Where a barrier to learning has been identified (through review process, EQA reports or complaints and appeals procedures being invoked), We will investigate, in conjunction with our Awarding Organisation and take appropriate action (withdraw assessment material - amend/ update/ provide training, as necessary) and then continue to monitor the evidence.
- 5.4. We conduct an annual Equal Opportunities review and will develop an Action Plan 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. We believe 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.

## 7. Application of Diversity Statement

- 7.1. We consider the following when preparing and delivering our training:
  - 7.1.1. Environment and equipment: adjustable height workstations, accessibility, CPR manikins reflecting age and/ or ethnic origin of potential learners.
  - 7.1.2. Programme resources: 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.
  - 7.1.3. Staff development: Ensuring all are well informed of current policies and procedures in good time for the knowledge to be meaningful.
  - 7.1.4. Information: This should be accessible to all, through email, leaflet, guidance notes or briefings.



- 7.1.5. Liaising with others: Language interpreters may be required or staff who can use sign language.
- 7.1.6. 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.

## 8. The Equality Act

- 8.1. 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.
- 8.2. What 'substantial' and 'long-term' mean
  - 8.2.1. 'substantial' is more than minor or trivial – e.g. it takes much longer than it usually would to complete a daily task like getting dressed
  - 8.2.2. 'long-term' means 12 months or more – e.g. a breathing condition that develops as a result of a lung infection

## 9. Assessment Practice Statement

- 9.1. Our assessment practice is based on award requirements only and does not discriminate against anyone.

## 10. Access to Fair Assessment

- 10.1. Our Trainer/ Assessors will:
  - 10.1.1. Remain thoroughly familiar with and adhere strictly to the fair assessment and special considerations policies established by the qualifications Awarding Organisations.
  - 10.1.2. Design assessment activities that reflect and respect the equality and diversity of all delegates.
  - 10.1.3. Ensure assessments are sufficiently flexible to accommodate individual delegate needs without conferring undue advantage.
  - 10.1.4. Employ clear, jargon-free language at a pace appropriate for delegates.
  - 10.1.5. Request pre-notification of any delegates' special considerations to facilitate suitable training and assessment arrangements.
  - 10.1.6. Notify the Awarding Organisation and document any deviations (Special Considerations) from standard assessment procedures to uphold fairness and appropriateness in assessment.
    - 10.1.6.1. For ITC First Qualifications, DPTrainingUK Management will complete and submit Special Considerations Form C4 - Access to Special Considerations upon advance notice of delegate needs.
    - 10.1.6.2. For ITC First Qualifications, DPTrainingUK Trainer/ Assessors will complete and submit Special Considerations Form Unforeseen Circumstances P7 in situations where such considerations arise without pre-notification.
  - 10.1.7. Implement reasonable adjustments to assessments, ensuring no delegate gains undue advantage nor others experience disadvantage.
  - 10.1.8. Provide clear explanations of learning outcomes and assessment criteria.
  - 10.1.9. Maintain ongoing communication with delegates regarding their progress throughout assessment activities.

## 11. Ensuring Fair Assessment Through Internal Quality Assurance

- 11.1. DPTrainingUK, in accordance with guidance from the Awarding Organisation, will implement a comprehensive Internal Quality Assurance Process to ensure:
  - 11.1.1. The assessment methodology for each qualification is suitable, equitable, and dependable, providing no undue advantage.
  - 11.1.2. All assessments comply thoroughly with the standards set by the Awarding Organisation and relevant regulatory authorities.
  - 11.1.3. Detailed records of assessment activities and any adjustments are maintained to substantiate assessment decisions.
  - 11.1.4. Decisions regarding assessments are impartial and free from bias.
  - 11.1.5. All required documentation will be submitted to the Awarding Organisation in a timely manner.
  - 11.1.6. Delegate assessment evidence is regularly reviewed for completeness, accuracy, and appropriateness with respect to the qualification or award.
  - 11.1.7. Trainers and Assessors undergo routine internal verification by a centre representative, consistent with current guidelines (for example, annual checks to meet HSE requirements for first aid trainer/assessor qualifications).
  - 11.1.8. Unannounced visits to training courses may be conducted as deemed necessary and appropriate.
  - 11.1.9. DPTrainingUK Management will actively collaborate with Awarding Organisations throughout the External Quality Assurance process relating to assessment decisions on its courses.
  - 11.1.10. Insights gathered from internal quality reviews will be used to inform and enhance future assessment practices.

## 12. DPTrainingUK Commitment to Course Delegates

#### 12.1. Our Trainer/ Assessors will:

- 12.1.1. Begin each course with an introduction covering the course outline and assessment criteria.
- 12.1.2. Provide information about the complaints and appeals process, ensuring delegates know what to do if they have any grievances during or after the course.
- 12.1.3. Offer personalised assessment plans and regular feedback that can be reviewed throughout the training.
- 12.1.4. Give an indication of achievement at the time of assessment. While final Pass/Fail decisions rest with the awarding body, trainers may share provisional feedback during activities.
- 12.1.5. Ensure all delegates have a fair and appropriate chance to succeed.

### 13. Delegates with Individual Assessment Requirements

- 13.1. We are committed to inclusive, discrimination-free learning. Delegates requiring reasonable assessment adjustments can apply in advance of any course. We will review each request and refer to the Awarding Organisation where necessary.
- 13.2. All reasonable adjustments are designed to reflect genuine competence and meet qualification outcomes, without conferring unfair advantage.
- 13.3. We will review all Reasonable Adjustment requests and forward them to the Awarding Organisation along with learner registration and evaluation documents.
- 13.4. 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.

### 14. Guidance on Supporting Delegates with Individual Assessment Requirements

- 14.1. We will request that the relevant Awarding Organisation adjust the assessment process to allow the delegate an opportunity to reach the standard, ensuring that the reasonable adjustment does not give the learner an unfair advantage.
- 14.2. Individual adjustments may be required for a number of reasons, including, but not limited to:
  - 14.2.1. Temporary or permanent illness or injury
  - 14.2.2. Sensory impairment
  - 14.2.3. Reading &/or writing difficulties
  - 14.2.4. English as a second language
  - 14.2.5. Recent bereavement
  - 14.2.6. Other extenuating circumstances
- 14.3. We will inform the Awarding Organisation where reasonable adjustment requests are made at least 5 working days prior to the assessment. Decisions will be made by the Awarding Organisation and communicated to DPTrainingUK.
- 14.4. We may appeal against any decision made by the Awarding Organisation.
- 14.5. If delegates are unable to attend scheduled assessments for justifiable extenuating circumstances, then an alternative date for assessment may be made for the delegate. 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 will be recorded and reported to the awarding Organisation with all assessment evidence and copies of the event will be made available to the Awarding Organisation's External Quality Assurer (EQA) upon request.
- 14.6. For skills-based qualifications, such as Water Safety and First Aid where delegates are assessed in scenarios, if an assessment element is missed during the course, delegates will need to attend part of another training course to provide an opportunity for assessment on the elements that were missed on the original training programme. Due to the practical nature of skills-based qualifications, regardless of the extenuating circumstances, the learner must demonstrate competency up to the minimum standard to be awarded the qualification.
- 14.7. We will monitor equality of access to assessment by requesting that all learners evaluate the assessment processes on Course Evaluation/ Feedback Forms. We will submit this information to the Awarding Organisation, giving the learner direct feedback to the Awarding Organisation.

### 15. Minor and Routine Occurrences

- 15.1. Routine reasonable adjustment to assessment decisions will be made by DPTrainingUK, and all such decisions will be recorded and submitted to the Awarding Organisation with all assessment evidence.
- 15.2. For routine minor illness, injury situations or similar close to the time of assessment DPTrainingUK can, at its discretion, choose to adjust the time of the assessment. Where appropriate, we may ask the learner to attend a session from another course to complete the missed assessment. All such decisions are recorded, signed, and submitted to the Awarding Organisation and upon request be made available for External Quality Assurance.

### 16. Temporary Indisposition



- 16.1. Delegates sometimes present with a temporary problem that might affect their performance. These issues include, but are not limited to: recovering from surgery, lower back pain, joint or muscle pain, digestive upsets, migraine, occasional seizure, diabetic episode, or faint.
- 16.2. DPTrainingUK will make a minor reasonable adjustment to normal training and assessment to provide every opportunity for the delegate to demonstrate their capability.
- 16.3. Minor reasonable adjustments to normal training and assessment procedures are left to the discretion of the DPTrainingUK Trainer/ Assessor at the time. Any adjustments are recorded and reported to DPTrainingUK Management and the Awarding Organisation.
- 16.4. To ensure equality of assessment, for situations which are beyond the experience of the Trainer or DPTrainingUK Management advice from the Awarding Organisation should be sought.
- 16.5. Where Evidence of Indisposition is sought and provided this should be archived by DPTrainingUK.

## 17. Appeals Against Advised Reasonable Adjustments

- 17.1. If there is disagreement with the Awarding Organisation's decision regarding Advised Reasonable Adjustments, then DPTrainingUK will contact the Awarding Organisation for informal dialogue.
- 17.2. For appeals against Awarding Organisation reasonable adjustment decisions DPTrainingUK will refer to the Awarding Organisation's Appeals Policy.

## 18. Potential Impact of Skills-Based, Training and Assessment Upon Disabled People

- 18.1. Reference has been made to Equality & Human Rights Commission website: <http://www.equalityhumanrights.com/>
- 18.2. The scope of disability is outlined, with guidance on preventing discrimination provided by the Equality and Human Rights Commission. Resources are available for individuals, learners, and businesses.
- 18.3. Impact conclusions, key points:
  - 18.3.1. The onus is on DPTrainingUK Trainers/ Assessors and the Awarding Organisations to demonstrate that the reason for not awarding a qualification was a non-discriminatory one.
  - 18.3.2. 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 where reasonable.
  - 18.3.3. DPTrainingUK has a duty to make reasonable adjustments.

## 19. Special Considerations

- 19.1. If the course or delegate assessment is disrupted for unforeseen reasons beyond Trainer/ Assessor or delegate control then special considerations can be considered, to ensure that delegates are treated fairly in accordance with current guidelines from Awarding Organisation and the regulatory authorities.

## 20. Guidance on Special Considerations

- 20.1. 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.
- 20.2. Typically, a one-off short-term solution is found such as room or venue change, 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, as long as timescales are appropriate depending upon specific qualifications.
- 20.3. If delegates are unable to attend rescheduled assessments for these or similar reasons, then an alternative date for assessment may be made for the delegates, normally within 6 weeks of the original date. The assessment process can thus be deferred to a time when the individual candidate has recovered from their indisposition, temporary illness or injury or the environment has again become conducive to training and assessment for the whole group.
- 20.4. All such events need to be recorded and made available to the Awarding Organisation External Quality Assurer.
- 20.5. With sudden unforeseen events away from the main DPTrainingUK Centre address the onus is on the individual Trainer/ Assessor to make a discretionary judgement decision that may have to be made quickly. The Trainer/ Assessor should contact DPTrainingUK Management immediately for advice and consultation. If not available for any reason, then advice should be sought from the Awarding Organisation during normal office hours.

## 21. Summary of Special Consideration Procedures

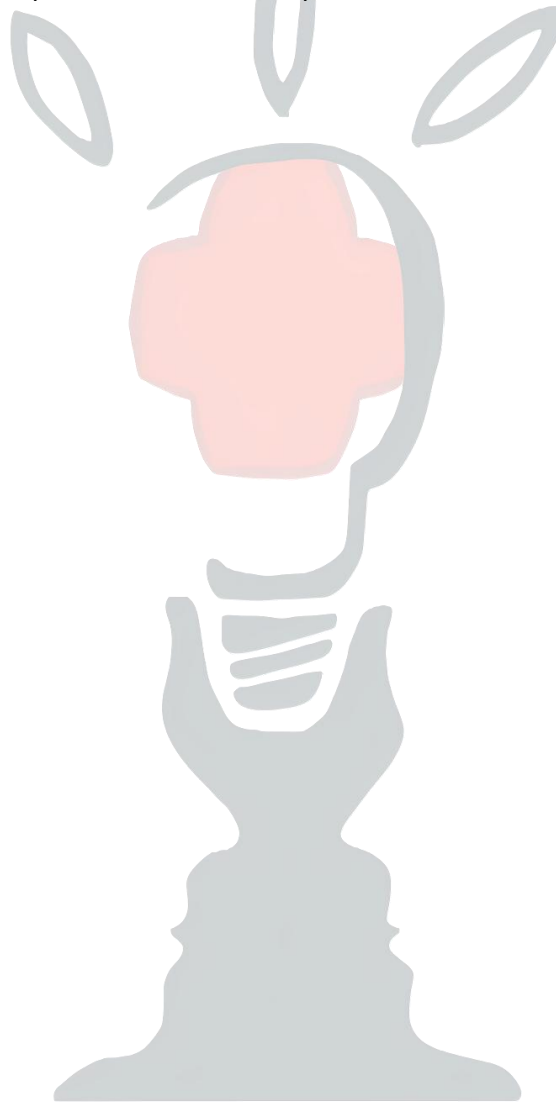
- 21.1. It is recognised that by the nature of events that completion of Special Considerations Notifications will in all probability be a retrospective occurrence.
- 21.2. The special considerations treat all delegates fairly and with equality, giving delegates every reasonable opportunity to fulfil the training and assessment requirements of the qualification.



- 21.3. Whatever decision is made regarding moving or deferring training and assessment, the minimum training and assessment requirements must be met.
- 21.4. Learner Procedures, for any matter arising from or relating to this policy, learners should:
  - 21.4.1. Inform the DPTrainingUK Trainer/ Assessor delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the Course Evaluation/ Feedback Form.
  - 21.4.2. Inform DPTrainingUK in writing at their earliest opportunity if the delegate cannot easily resolve the situation.
  - 21.4.3. Inform the relevant Awarding Organisation directly if DPTrainingUK cannot resolve the matter to the delegate's satisfaction.
- 21.5. If in doubt as to any decision DPTrainingUK will contact the Awarding Organisation immediately.

## 22. Data Collection

- 22.1. Course delegate data is collected, stored, and processed in accordance with latest guidance from the Information Commissioners Office (ICO). Full details of data collection, retention, and delegate rights can be found in *DPTrainingUK Policy 7 – Privacy & Data Protection Policy*.



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