

Equality, Diversity and Inclusion (EDI) Policy

1. Purpose

Safe Skills Training Ltd is committed to equality, diversity and inclusion (EDI). We provide training and related services in a way that is fair, respectful, and accessible.

This policy sets out:

- Our EDI commitments
- How we prevent discrimination
- How we support access through reasonable adjustments
- How concerns are raised and handled

2. Scope

This policy applies to all Safe Skills Training Ltd activity, including:

- Enquiries, marketing, booking and customer service
- Training delivery (in-person and online)
- Assessment and certification administration (where applicable)
- Communications and learning materials
- Complaints, appeals and feedback processes

It applies to:

- Learners and prospective learners
- Clients and customer organisations
- Members of the public attending open courses
- Contractors, subcontractors, associates and suppliers
- Any future employees and volunteers

3. Definitions

- **Equality:** Fair treatment and equal opportunity.
- **Diversity:** Recognising and valuing differences.
- **Inclusion:** Creating an environment where people feel respected, supported, and able to participate.
- **Discrimination:** Unfair treatment because of a protected characteristic.

- **Harassment:** Unwanted conduct related to a protected characteristic that violates dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
- **Victimisation:** Unfair treatment because someone has raised a concern, made a complaint, or supported another person.
- **Reasonable adjustment:** A change that removes or reduces a disadvantage for a disabled person.

4. Legal framework

Safe Skills Training Ltd aligns this policy with UK equality law, including the Equality Act 2010.

5. Protected characteristics

Safe Skills Training Ltd recognises the protected characteristics under the Equality Act 2010:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origins)
- Religion or belief
- Sex
- Sexual orientation

6. Our commitments

Safe Skills Training Ltd commits to:

- Treat people with dignity and respect
- Provide equal access to training and services
- Make reasonable adjustments for disabled learners and others who need support to access training
- Use inclusive language and avoid stereotypes
- Provide clear information in plain English
- Take concerns seriously and act promptly
- Maintain confidentiality and share information only on a need-to-know basis
- Monitor feedback and improve our service



7. What we do not tolerate

Safe Skills Training Ltd does not tolerate:

- Direct discrimination
- Indirect discrimination
- Harassment
- Victimisation
- Bullying
- Hate incidents

This applies to behaviour:

- In the training room
- During breaks and practical activities
- In emails, phone calls, and online communication
- On social media where it relates to our services or learning environment

8. Reasonable adjustments (access and inclusion)

8.1 Our approach

Safe Skills Training Ltd supports access through reasonable adjustments.

Adjustments are agreed on a case-by-case basis. Adjustments are confirmed in writing.

Safe Skills Training Ltd does not charge learners for reasonable adjustments.

8.2 How to request an adjustment

A learner, client, or referrer can request an adjustment by emailing:

- andy@safeskillstraining.com

Requests must include:

- The course name and date (if booked)
- The adjustment requested
- The reason the adjustment is needed
- Any supporting information the learner chooses to provide

8.3 Timescales

- **Acknowledgement of an adjustments request: within 2 working days**

- **Decision provided (approved, approved with changes, or declined): within 5 working days**

8.4 Examples of adjustments

Adjustments may include:

- Extra time for written tasks
- Rest breaks
- Alternative formats for materials (larger font, simplified layout)
- Reading questions aloud or clarifying wording
- Seating arrangements
- Support for hearing or visual needs
- Adjusted practical methods where safety and learning outcomes are maintained

8.5 Venue limitations (no dedicated training rooms)

Safe Skills Training Ltd does not currently operate its own training venue. Training is delivered at customer premises or hired venues.

This means:

- Some access requirements depend on the venue provided
- Safe Skills Training Ltd can request venue changes and reasonable access arrangements
- Safe Skills Training Ltd cannot guarantee that every venue will meet every access requirement

Safe Skills Training Ltd will:

- Ask the customer/venue to confirm access arrangements
- Propose alternatives when a venue does not meet access needs
- Offer an alternative date or alternative venue options when available

8.6 When an adjustment cannot be provided

An adjustment can be declined only when one or more of the following applies:

- The adjustment would make the activity unsafe
- The adjustment would prevent the required learning outcomes from being achieved
- The adjustment is not possible because of venue constraints and no suitable alternative is available

If an adjustment is declined:

- Safe Skills Training Ltd will explain the reason in writing
- Safe Skills Training Ltd will propose an alternative adjustment when possible

9. Inclusive training delivery

Safe Skills Training Ltd delivers training in a way that supports inclusion by:

- Setting clear ground rules for respectful behaviour
- Using a range of teaching methods to support different learning needs
- Checking understanding during delivery
- Encouraging questions without judgement
- Managing group dynamics to prevent exclusion or intimidation

10. Confidentiality and data protection

Information about adjustments, disability, health, or other personal circumstances is handled as confidential personal data.

Safe Skills Training Ltd processes personal data in line with its Data Protection Policy and Privacy Notice.

11. Raising a concern

Concerns can be raised by learners, clients, members of the public, contractors, or any other affected person.

Concerns can include:

- Discrimination
- Harassment
- Bullying
- Failure to provide agreed adjustments
- Any behaviour that undermines inclusion or safety

Concerns must be sent to:

- andy@safeskillstraining.com

11.1 Immediate action

If a concern relates to immediate safety, Safe Skills Training Ltd will stop the activity and take action to make the environment safe.

11.2 Investigation and outcome

Safe Skills Training Ltd will:

- Acknowledge the concern within **3 working days**
- Review the information provided
- Speak to relevant parties
- Confirm the outcome in writing

If the concern is also a complaint, it will be handled under the Complaints Policy.

If the concern relates to assessment decisions, it will be handled under the Appeals Policy.

12. Responsibilities

12.1 Director/Lead Educator

The Director/Lead Educator is responsible for:

- Implementing this policy
- Ensuring training delivery supports inclusion
- Agreeing and recording adjustments
- Responding to concerns and taking corrective action
- Reviewing this policy annually

12.2 Learners and customers

Learners and customers are responsible for:

- Treating others respectfully
- Sharing access needs as early as possible
- Following venue safety rules

13. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if legal requirements or services change

Version control

Version	Date	Summary of changes
1.0	17/04/2026	First issue



Safe Skills
Safe Skills, Strong Teams

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