Equality, Diversity and Inclusion

Policy Summary: The Equality, Diversity and Inclusion Policy document is a summary of Face Aesthetics and Training's approach to the removal of any form of unfair discrimination. Equality means treating everyone with fairness and respect and recognising the needs of individuals. Diversity means recognising, valuing, and taking account of people's different backgrounds, knowledge, skills, needs and experiences. Inclusion means increasing the participation in our programmes of all those who can benefit regardless of all other factors.

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1 Purpose

The aim of this policy is to express our vision and values of equality, diversity, and inclusion and so that we can identify, prevent, and correct unfair discrimination within our programme, especially against any learner aged under 18 and others who may be vulnerable. The policy also aims to protect employees or representatives of Queen Academy and the salons we work with.

Face Aesthetics and Training aims to create a work and learning environment that:

- Provides equality of opportunity
- Respects and celebrates difference.
- Strives to ensure that all who work and learn within the organisation feels valued and empowered to reach their full potential

This is regardless of the ways that people are different including, race, learning difficulty, disability, medical condition, gender, gender reassignment, nationality, sexual orientation, age, pregnancy and maternity, faith, marriage or civil partnership. This list is not exhaustive.

2 Scope of the Policy

This policy applies to all who work or learn at Face Aesthetics and Training.

3 Principles

This policy works towards the implementation of four principles:

- Quality - working for the highest possible standards in the services we provide
- Equality - endeavouring to remove disadvantage, discrimination and deprivation
- Empowerment - creating commitment and giving people responsibility and influence
- Equity - being impartial, rational and fair in all activities and dealings



4 Objectives of the Policy

The main objectives of the Equality, Diversity and Inclusion Policy are:

- To allow Face Aesthetics and training to contribute to a more just society.
- To create a culture of continuous improvement with equality at the core
- To encourage the celebration of diversity throughout our programme
- To eliminate victimisation, harassment, and discrimination, either direct or indirect

5 The Need for Further Improvement

This policy is necessary for the following reasons:

- To reflect our determination to embrace the changing equality agenda
- The development of a policy framework and strategy to help meet our objectives
- The pursuit of objectives to underline our determination to maintain our reputation and standing within the training industry

6 Respecting Diversity

We recognise that people contribute to a work or learning environment because of aspects of identity not in spite of these aspects. A diverse work and learning environment brings a richness of experience and expertise. We also recognise that embracing diversity is not just about identifying differences but accepting, valuing and celebrating the differences.

7 Implementing the Policy

Face Aesthetics and Training has a commitment to equality. We place this at the centre of what we do. We will strive to achieve equality both within our own organisation and within those organisations that we consider as our partners in training.

This Equality Policy is an indication of our determination against which we can be held accountable. Our long-term aim is for Face Aesthetics and Training to act as a benchmark against which the performance of other similar training organisations can be compared.

All of our employees and all representatives acting on behalf of Face Aesthetics and Training are individually responsible for complying with this policy and working towards the removal of discriminatory attitudes and practices.

8 Communication

Communication can influence people's perceptions and attitudes. Face Aesthetics and Training is committed to ensuring that all our communications and literature will promote words and images that reflect the diversity of society

9 Face Aesthetics and Training's Values

Valuing Our Learners

Our approach is based upon respect for all and a total commitment to safety, fairness and equality of opportunity, especially for young people under the age of 18 and others who may be vulnerable and who are involved in our programmes. Our aim is to help young people to become the best that they can be.

Valuing Our Team

We realise we cannot exist without the efforts of our team. We aim to create an atmosphere which encourages positive and innovative attitudes in everyone involved with Face Aesthetics and Training and which allows people to develop their talents to the full.

Valuing Our Services

We are proud of the services we provide. We know that to gain the success we seek we must offer our customers a far higher level of innovation, service and support than any other organisation. To do this, we need to position ourselves at the leading edge of apprenticeship education, aiming ours to be acknowledged as the programmes by which others are judged.

10 Consultation and Participation

Consultation and participation enables Face Aesthetics and Training to better understand and serve the needs of all those involved. A consistent approach to consultation and participation will result in a better understanding between team members, learners, employers and partner organisations and with others who come into contact with Face Aesthetics and Training. We will consult in different ways to the following groups:

- Learners involved in our programmes via one-to-one reviews with members of the Advisor team and by encouraging learners to participate in surveys conducted by Face Aesthetics and Training.
- Owners, employees and representatives we work with during quarterly review meetings

11 Obligations on Our Team

Employees and representatives need to be aware of their own obligations as well as Face Aesthetics and Training's commitment to equality, diversity and inclusion. These obligations include:

- Acting in accordance with Face Aesthetics ad Training commitment to follow the principles of equality, diversity and inclusion in all dealings with other employees; i.e. to reflect those principles in all we do and say whilst at work.



- The need to co-operate with measures introduced to ensure there is no discrimination in any aspect of the learning services we provide
- Ensuring that as persons responsible for learning delivery arrangements we do not discriminate
- Not persuading or seeking to persuade other employees or representatives to practice unlawful discrimination in employment or service delivery
- Drawing the attention of more senior colleagues to any suspected discriminatory acts or practices in employment or in the delivery of services
- Not victimising individuals on the grounds that they have made complaints or provided information about instances of discrimination or harassment
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12 Obligations on Partner Organisations

Clinic's we work with need to be aware of their own obligations as well as Face Aesthetics and Trainig's commitment to equality, diversity and inclusion. These obligations include:

- Acting in accordance with Face Aesthetics and Training commitment to follow the principles of equality, diversity and inclusion at all times
- The need to co-operate with measures introduced to ensure there is no discrimination in employment or in training and service delivery within their operations
- Ensuring that as persons responsible for service delivery arrangements or for selection decisions in recruitment, promotion, transfer and training, they do not discriminate
- Not persuading or seeking to persuade any of their own employees to practice unlawful discrimination in employment or service delivery
- Drawing the attention of Face Aesthetics and Training any suspected discriminatory acts or practices in the service delivery on behalf of Queen Academy
- Not victimising individuals on the grounds that they have made complaints or provided information about instances of discrimination or harassment.

13 The Legislative Framework Recruitment and Selection

Face Aesthetics and Training recognises that fair and equitable recruitment and selection practices are crucial in delivering equality. All employees involved in the recruitment and selection process will be required to abide by the provisions of our Equality Policy. Specifically Face Aesthetics and Training will ensure that:

- A positive statement about Equality of Opportunity appears in all job advertisements
- Job vacancies are advertised widely
- Job criteria are determined solely on the essential requirements of the job, and people are selected and appointed on merit and on their ability to do the job

Face Aesthetics and Training aims to develop initiatives to support our employees and representatives in combining work and other responsibilities. In doing so we recognises that



many of our team fulfil demanding roles outside work which often inhibit their ability to commit themselves to full-time involvement.

Race Equality

Discrimination has often taken place on the grounds of nationality, colour, religion race, national origin, leading to racist attitudes and practices. Face Aesthetics and Training acknowledges that ethnic minority people have historically faced discrimination in all areas of their life.

Face Aesthetics and Training is committed to do all we can to eradicate racism and racial discrimination, either direct or indirect, in every area of our work. Prejudice is commonly addressed as unreasonable feelings, opinions or attitudes, especially of a hostile nature, directed against a racial, religious or national group.

Gender Equality

The majority of Face aesthetics and Training employees, representatives and Learners are majority female and when planning and delivering services we must observe that many females have particular concerns about safety. Face Aesthetics and Training will ensure that, whenever identified, these safety concerns are acknowledged and action is taken to address their fears.

Face Aesthetics and Training will continue to initiate and develop family friendly employment policies and provisions and when dealing with partner organisations, Face Aesthetics and Training will challenge any sexist attitudes, structures and practices.

Lesbian, Gay and Bisexual Equality

Lesbians, gay men, and bisexuals may face discrimination and because of changing social attitudes, discrimination could occur when they are accessing training or attempting to access training or job opportunities.

Face Aesthetics and Training realises that policies, procedures and practices should take account of the fact that not everyone is heterosexual and that everyone has the right to define their own sexual identity. Discrimination against lesbians, gay men and bisexuals can be decreased by offering support, help, recognising need and encouraging participation.

Issues Relating to Age and Equality

Ageism leads to discrimination against people based on assumptions and stereotypes about their age. The stereotypes are based on perceived notions of an individual's ability and potential. Young people under the age of 18 and older people are the groups most likely to suffer from ageism.



Face Aesthetics and Training recognises that the requirements of all people need to be understood and met, but especially those of younger people given the majority of those involved in our training programmes fall into this category.

Religion and Belief

Religion plays an important role in society. The Race Relations Act 1976 has defined members of two religions, Judaism and Sikhism, as ethnic groups. As a result, Jews and Sikhs have legal protection from discrimination in employment and the provision of services.

14 Training and Development

The success of this policy and therefore the effective delivery of service will rely heavily upon the provision of quality training and development programmes that are designed to meet a variety of needs and circumstances related to equality of opportunity.

Training will be provided for the following purposes:

- To enhance and develop the skills, knowledge and abilities of existing team members to realise their full potential irrespective of background or employment status
- To enable team members to be sensitive and responsive to the needs of the wider communities so that they can deliver even better services.
- To equip team members with the skills to provide personal and organisational solutions to discriminatory practice and behaviour and to promote anti-discriminatory behaviour
- To promote greater awareness of equal opportunities and the contribution that team members at all levels can make
- To gain commitment to the pursuit of equal opportunities

15 Complaints Procedures

Face Aesthetics and Training will regard any breach of the Equality, Diversity and Inclusion Policy as a serious matter and has drawn up procedures to deal with complaints of discrimination or harassment. It should be noted that the use of internal procedures does not prevent an employee from bringing an appropriate case to an Employment Tribunal.

If you wish to raise a concern or make a complaint please do so in writing to the Programme Director of Face Aesthetics and Training.

16 Monitoring

Monitoring is a crucial aspect of our Equality, Diversity and Inclusion Policy, it can provide important information by which we can measure our performance against our aims and objectives. More important, certain statistical information can enable Queen Academy to detect where potential or actual imbalances exist and to take steps to correct them.



Monitoring will be undertaken in the following areas on an annual basis:

- The composition of the workforce by gender, race, disability and age
- Learner recruitment trends by gender, race, disability and age
- The take up of employees and our training partners of training opportunities
- The use of complaints procedures currently in force

We will monitor the use and impact of services to:

- Improve take-up
- Identify gaps in services
- Identify where changes can be made
- Better target resources
- Highlight possible inequality
- Investigate causes of any discrimination
- Remove any unfairness or disadvantage