



# Equality and Diversity Policy

The Excellent Performance Team operates within all equality and diversity legislation at all times. It is committed to the principles and practice of equal opportunities across all of its courses, both as an employer, provider and as a facilitator of such practices by all its members. In our work with key partners, such as swimmers, clubs, businesses, tutors, teachers, coaches and administrators, we will advocate our policies making every effort to ensure that all participation has equity at its core.

- The Excellent Performance Team is committed to work towards ensuring that its programme of courses is accessible to the many, rather than the few.
- We recognise the need to acknowledge the diversity of provision and are committed to the elimination of discrimination on the grounds of religion, belief, race, ethnicity, gender, age, disability, ability, sexual orientation, social or economic background or on any other ground or status.
- We recognise the need to celebrate difference and diversity of provision as a means of creating entitlement and accessibility to our structures.
- We recognise that equal opportunity is about knowing people are different and therefore require different provision.
- We recognise the need to consult widely in order to respond to diversity.

## Addressing equality and diversity

In addressing equality and diversity, The Excellent Performance Team will respond to issues of equity by:

- Recognising that our staff, tutors, teachers, officials and administrators need to adapt and work flexibly in order to respond to the needs of a wide and diverse range of people.
- Take positive action to increase the involvement from underrepresented groups in all aspects of our organisation.

In doing so The Excellent Performance Team supports four key principles as being fundamental to ensuring that everyone can participate in our courses and the achievement of equality of opportunity:

**Entitlement:** People have a right to participate in and access quality and appropriate experiences.

**Accessibility:** It is the responsibility of The Excellent Performance Team- our teachers, tutors, officials and administrators to adapt provision to fit the needs of the many.

**Inclusion:** Wherever and whenever possible, all to access the same provision.

**Integrity:** Whatever we do as an organisation to change or adapt provision, it must be of equal worth, challenging, relevant and in no way patronising.



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## **The Excellent Performance Team as an employer**

The company aspires to provide a diverse workforce, a composition of which reflects that of the broader community in terms of gender, ethnicity and disability. In order to bring about this diversity we undertake to:

- Provide full and fair considerations for all job/role and applications.
- Wherever possible modify employment practices and procedures to reduce barriers experienced by members of disadvantaged social groups in seeking and during employment with the company.
- Maintain records in recruitment and training and use this information as a means of identifying areas of inequality.
- Regularly review our recruitment, selection and training procedures to ensure that they are fair and reflect current best practice.

## **Tutors, Trainers, Teachers and Assessors**

In our training and development of learners, we will strive to ensure that they:

- Establish and implement professional and ethical values and practice.
- Promote and apply the principles and practices of equality and diversity.
- Promote positive images of people with special needs.
- Have a commitment to providing entitlement and access to all their professional activities.
- Encourage high expectations and standards of achievement from all they teach.
- Involve everyone in meaningful and appropriate activity to ensure a quality experience.
- Help everyone to achieve their full potential.

## **Officials and administrators**

In their involvement, we will expect officials and administrators to:

- Adopt, promote and practice the values of the company.
- Ensure that participation can be enjoyed by all.
- Provide meaningful and appropriate experiences which recognise and value the diversity of the participants.
- Actively encourage the participation and involvement of people from disadvantaged or underrepresented groups of the community.

## **Learners**

In their involvement with The Excellent Performance Team Training we will expect learners to:

- Recognise the diverse community that we work in
- Treat all learners, tutors, trainers, administrators and anyone else associated with the delivery of courses with dignity and respect.
- Identify to The Excellent Performance Team Training prior to the programme / course commencing wherever possible any specific requirements eg medical conditions, learning needs, religious requirements that may affect them or need to be taken in to account during the programme / course.



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## Procedure

1. If you consider that your treatment at any time has been disrespectful you have the right to raise the issue with the key contact. The following information should be put in writing:
  - a. Your name and contact details
  - b. Programme / Course name, venue and dates (if applicable)
  - c. Details of the people involved (learners, The Excellent Performance Team Training employees etc.)
  - d. Details of the issue being raised including the nature of behaviour
2. We will acknowledge your complaint within 5 working days of receipt.
3. The Excellent Performance Team Training will appoint someone with no previous involvement with the issue. This person will consider and investigate the content of the complaint and make recommendations. We will respond within a further 20 working days.
4. There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case we will keep you advised of the progress we are making and when we expect to resolve your complaint.
5. Should you not be happy with the response to your complaint you may appeal and the case can be referred to an independent person/organisation for review. Any request for an independent review must be made within 10 days of receipt of the response to your complaint. The findings of the independent review will be reported within 20 days. The outcome of this process will be final.

Complaints should be addressed to the Key Contact:

Mrs Ellie Purvis  
The Excellent Performance Team  
57 Deansway Avenue

Telephone: 07939898510

mailto: [courses@theexcellentperformanceteam.co.uk](mailto:courses@theexcellentperformanceteam.co.uk)

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