

## Diversity and Equality Policy

### Statement of Purpose

The Institute of Sales Professionals (ISP) is committed to Diversity and Equality and our policy is to ensure that no person involved or associated with the organisation receives less favourable treatment on the grounds of their protected characteristic, i.e.:

Sex  
Disability  
Sexual orientation  
Gender reassignment  
Religion and Belief  
Age  
Marital and Civil Partnership status  
Race  
Pregnancy and maternity  
or any other identifiable discriminatory cause

We believe in human rights for all those connected with ISP and all members of society. No action shall be taken against them by any person connected with ISP which would devalue their contribution to society as a whole or lead them to a loss of self- respect or respect for them by others.

We will comply fully with the letter and spirit of all laws and directives in relation to diversity and equality. ISP is committed to the fulfilment of all agreements, regulations and Acts that have implications for its role in the provision of assessment, consultancy and other services.

This includes, but is in no way limited to:

- The Sex Discrimination Act (Amendment) Regulations 2008
- The Disability Discrimination Act (NI) Order 2006
- Race Relations Act (Amendment) Regulations 2008
- Data Protection Act 1998 (Online Data) 2003
- Health & Safety at Work Act 1974
- The Management of HASAW Regulations 1999
- Age Discrimination Act 2006
- The Equality Act 2010

### Scope

The responsibility for compliance and for the adoption of a positive attitude to these goals is laid upon all individuals within and working with ISP. All external persons connected with ISP are encouraged to maintain the same responsibility and commitment.

ISP will review new assessments for gender and racial stereo type or bias, inappropriate language or subject as part of its qualification development process. ISP will ensure that systems developed for both paper-based and onscreen assessment address the know needs of learners who require support in accessing assessment. For example, papers will be made available in large font, colour will be used that does not impact on the visually impaired, visuals will be clear.

ISP will ensure that JCQ recommended access arrangements are included in qualification specifications, where appropriate and reflected in the ISP policies on access arrangements and reasonable adjustments. Learners with specific access arrangement that cannot be accommodated by the access arrangements already in place, e.g. the need for a braille paper, will be supported where possible.

To protect both staff and learners there are procedures to ensure that each person has a redress against harassment and bullying at any stage of operations. There are procedures for the redress of complaint and for the re-evaluation of decisions taken by assessors in accordance with ISP policies regarding appeals. Each Provider has to have a mechanism for recording both complaints and appeals, which will be held centrally, reviewed and monitored regularly, in order to ensure that avoidable problems should not reoccur.

The result of all initial assessments for learners and any tests for staff will always be available for them, on request, in surroundings and circumstances that preserve confidentiality. Anyone whose personal data is stored by ISP either on a computer or a paper-based system has a right of access to that information.

We believe in order and social discipline both in society and in the organisation of work-based training. Consequently, ISP reserves the right to insist on a standard of dress appropriate with circumstances and safety at work.

ISP has policies and procedures designed to ensure that all persons associated with the organisation have access to diversity and equality procedures.

These procedures include:

- Advice and guidance for redress against harassment and bullying.
- Advice and guidance on making complaints and redressing grievances.
- The right to have a friend, supporter or mentor present during interviews.
- The right of trade union membership.
- The appeals procedure.
- Access to personal data.
- Copyright of designed training notes and other materials where appropriate.
- The notification and identification of Health & Safety issues.
- Procedures for staff recruitment, selection promotion, training redundancy, retirement and dismissal.
- Advice and guidance on the rehabilitation of offenders.
- Advice on the design and guidance of training materials, units and assessment criteria.
- Dress codes.

ISP undertakes to ensure that all advertising and publicity used by it falls within the spirit and letter of the law relating to diversity and equality. It is the duty of ISP approved Provider to ensure that their operations

fall within the spirit and letter of the law relating to diversity and equality. ISP will, as part of its approval and re-approval processes; seek to ensure an Provider's compliance with diversity and equality legislation and we reserve the right to suspend a Provider's registration should it be found to be in contravention of the law.