

## Scope

This policy provides definition and examples of Equality & Diversity and how this applies in connection with your relationship with HT Training Ltd.

## Definition

HT Training is dedicated to improving the quality and practice of customer service, sales, management and leadership in organisations, wherever it operates. We understand that organisations operate within their own cultures and legal systems. However, we seek to promote genuine equality of opportunity.

We are committed to equal opportunities for all, regardless of gender, marital status, age, physical status or any disability, racial or ethnic origin, nationality, creed or religious belief, sexual orientation, age or employment status. We seek to ensure implementation of our training and coaching are without disadvantage to any learner that has or any group of learners that may share any of these characteristics.

## Process

The client we are working on behalf of is required to provide HT Training Ltd in writing of any delegates attending the training who require additional support to allow them to partake equally in the learning experience.

Where required we will amend the course materials, content and activity to meet all learners needs equally.

When clients are providing the venue, it is their responsibility to ensure all delegates can access the training facility and it is suitable to their needs.

It is the client's responsibility to check any special dietary requirements of delegates in advance of them attending the course and provide the catering provider and HT Training Ltd with the information 24 hours in advance.

At the start of all courses HT Training tutors are required to brief all attendees on fire and evacuation procedures.

## Distribution

A copy of this policy is available on the HT Training Ltd website at [www.httraining.co.uk/policies&procedures](http://www.httraining.co.uk/policies&procedures).

All associate trainers will be given a copy of this policy and will sign it to confirm adherence.

## Programmes

**Learning Delivery** – we will endeavour to provide information that is suited to the learner’s requirements and capabilities. Special needs should be requested by the client in writing at least 7 days prior to the delivery of the course.

**Programme content** – all of our materials and check to avoid stereotyping.

**Support materials** – we can provide support materials in larger type face or in a verbal format if required. The detail might include examples of how you avoid stereotyping, together with evidence of monitoring delivery and materials over a period of time. It might also include details on how you meet the needs of hearing and sight-impaired learners.

**Behaviour** – we treat all of our clients and delegates as we like to be treated – fairly, equally, with courtesy, respect, welcoming diversity and challenging inappropriate behaviour. Being open and honest in dealing with other people and organisations, whilst protecting personal privacy and keeping commercial confidence.

**Responsibility** – the Directors of HT Training are equally responsible for ensuring this policy is up to date and adhered to.