

Equality, Diversity & Inclusion Policy

The Institute of Telecommunications Professionals (ITP) is committed to ensuring equality of opportunity for everyone, including current and former staff, learners, associates, applicants, clients, customers, visitors, suppliers, and other stakeholders.

We are committed to creating an environment where all decisions are based on merit, and all individuals - whether management, employees, visitors, subcontractors, or other stakeholders - actively uphold and promote principles of equality, diversity, and inclusion. We use the Equality Act 2010 as the legal basis for this policy.

Definition

- **Diversity** - The visible and non-visible difference which will include factors such as gender, religion, personality, and background.
- **Equality** – Treating all groups fairly and removing barriers. It is not about treating everybody the same because everyone has different needs; it is about being aware of this and acting consciously to manage it.
- **Inclusion** - Inclusion is the practice of someone being accepted for whom they are and changes are made accordingly. Inclusion promotes equality of opportunity, creating a welcoming and accepting environment and ensuring that everyone's needs are met.

Purpose

The company seeks to provide a safe, supportive environment for everyone, including current and former staff, learners, associates, applicants, clients, customers, visitors, suppliers, and other stakeholders, promoting good relations and an effective workforce. The company welcomes individuals and groups from local and regional communities and from all socio-economic backgrounds. The company values difference and diversity and will strive to create positive working relationships so the business can grow based on the development of their creative ability, skills, and enthusiasm, and free from discrimination, harassment or victimisation.

The company recognises that prejudice and discrimination can exist both on an individual and an institutional level. It will not tolerate individuals or groups being treated less favourably than others on the grounds of:

- colour, race nationality ethnic or national origin,
- sex, gender, marital status, civil partnership or relationship, family status, pregnancy status, sexual orientation, or gender re-assignment, parental or carer status,
- disability,
- religion or belief (or lack of a religious belief),
- membership of a minority group,
- employment status.

This policy is connected to our Prevent Policy, reflecting the ITP's commitment to meeting all statutory duties and responsibilities under Prevent. Our priority is to provide a safe and secure environment for all learners.

Responsibilities

The policy applies to the management team, employees, visitors and subcontractors. In ensuring that this policy is fully effective and that all the company employees are committed to it, we will work in partnership with employees and external parties in its development and implementation.

The company will work to ensure that:

- ▶ this policy is promoted as part of our staff induction and is revisited annually via e-learning courses. For learners, this will be included in their induction and embedded throughout their programme.
- ▶ equality of opportunity is embedded and incorporated in all policies, practices, decision-making and evaluation processes,
- ▶ monitoring of candidate and employee differences are in place and reported routinely
- ▶ any required reasonable adjustments are put in place as appropriate and reviewed.
- ▶ we do not discriminate directly or indirectly against anyone.
- ▶ we do whatever possible to accommodate the requirements of different religions, cultures and domestic responsibilities.

Commitment to our employees

We are committed to creating an environment where all employees, visitors and subcontractors are treated with respect and dignity and where any differences are welcomed and accepted. Our aim is to continue to grow our workforce with talented, enthusiastic employees, using our differences to make us even more creative and competitive. We ensure that:

- ▶ Candidates for vacancies are advertised to a diverse audience to encourage applicants from a wider pool of talent
- ▶ Our selection processes identify creative ability and skills and seek to appreciate the benefits that differences can bring to our business and customers
- ▶ We seek to recruit candidates that reflect our own commitment to equality, fairness and acceptance
- ▶ Our induction processes clearly outline our commitment to equality, diversity and inclusion
- ▶ Our internal decision-making processes ensure equal treatment for performance and potential regardless of individual differences
- ▶ We are committed to ensuring a fair and unbiased recruitment process. To support this, we implement a blind CV process and provide unconscious bias training to remove barriers to employment and ensure decisions are made based on skills, ability, and potential. These efforts align with our goal of building a workforce that reflects our commitment to equality, diversity and inclusion.

Commitments to our Clients

We are committed to providing services to our clients that demonstrate the relevant diversity of the subject including demographic differences e.g. gender, race, age, language, religion and socio-economic background. We will continue to strive to develop services that are inclusive of diverse needs.

We actively work to ensure our recruitment process is fair and unbiased. As part of this commitment, we have implemented a blind CV process and unconscious bias training to remove barriers to employment and ensure decisions are made based on ability and potential. This supports our goal of fostering a workforce that reflects our commitment to equality and inclusion.

Commitments to our Learners and Applicants

We are committed to creating opportunities for everyone, ensuring that all learners and applicants are treated with respect and dignity, and fostering an environment where differences are welcomed and valued. Our aim is to ensure that no job applicant or learner experiences discrimination on the basis of any protected characteristic.

We regularly review our recruitment and induction processes to ensure individuals are assessed solely on their relevant merits and abilities. Job criteria are also reviewed with employers to ensure they are relevant and we make every effort to reach a diverse workforce through job advertisements that avoid stereotyping or language that could discourage applications from any group.

We do not ask applicants about their health or disability before making a job offer. After a job offer is made, candidates may choose to provide personal medical information so that we can fully support them in their role.

We also do not ask applicants about:

- Current or past pregnancy, or future pregnancy plans.
- Any matters related to protected characteristics.

In line with legal requirements, we ensure that all employees have the right to work in the UK, without making assumptions about immigration status based on appearance or nationality. To comply with immigration laws, all prospective employees - regardless of nationality - must provide original documents (such as a passport) before starting employment.

We will consider this policy when developing and delivering curriculum to ensure that we are catering for the diverse experiences, cultural backgrounds, skills, and needs of all learners. We prioritise inclusivity and equity in every aspect of the learning journey.

We are committed to ensuring a fair and inclusive recruitment process for all apprenticeship applicants. To eliminate bias and provide equal opportunities, we implement a blind CV process where possible. This ensures that initial hiring decisions are based solely on skills, ability and potential, free from unconscious bias. Additionally, all hiring managers and staff involved in recruitment receive unconscious bias training to help them recognise and mitigate potential biases. These steps help us uphold our commitment to fair treatment, allowing a diverse range of candidates to progress based on merit.

We ensure that:

- Our teaching and learning methods, as well as the resources we use, are accessible and free from discrimination, creating an environment that supports all apprentices equally.
- Our delivery teams routinely assess and adapt assessment approaches, teaching methods, and materials to ensure each apprentice makes meaningful progress, tailored to their unique starting points.
- We will prioritise the identification and evaluation of Learning Support needs for every apprentice, providing the necessary support to enable their success.
- We foster a culture of best practice in equality and diversity, ensuring that these values are regularly shared and celebrated.
- Employers are engaged in the design and delivery of the curriculum, ensuring that it actively challenges stereotypes and is relevant to a wide range of apprentices.
- We will use data to monitor the participation and achievements of apprentices from all minority and underrepresented groups, using this information to drive continuous improvement in our provision and outcomes for all.

Commitments to our Visitors and Stakeholders

We are committed to building strong relationships with our visitors and stakeholders to embrace a total workforce that reflects the diversity of the community it serves. Reasonable adjustments will be made to arrangements and premises to ensure equality of access for job applicants and employees.

The management team are responsible for ensuring that the company stays within the legislation and meets all its duties. The Directors are ultimately responsible for the ongoing prioritisation of this policy as part of our value set and the growth of our business.

All sub-contractors and service providers are responsible for ensuring that their employees, subcontractors, or other agents follow the Equality, Diversity and Inclusion Policy as part of their [partnership](#) with The ITP.

Your responsibility

'We' means everyone. You have a duty to follow this policy and treat everyone you encounter at work with dignity and respect. You must not discriminate against or harass anyone because of a protected characteristic, or for any other reason.

Direct or Indirect Discrimination

Direct discrimination occurs when someone is treated less favourably than others because they have a legally protected characteristic (age, gender, race, etc.).

Indirect discrimination occurs when a requirement makes it more difficult for someone with a protected characteristic to succeed.

Reporting Discrimination or Harassment

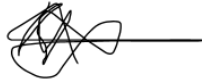
If you believe you have been subjected to discrimination or harassment, including behaviour related to a protected characteristic, you should raise the issue through our Grievance Procedure. We treat all allegations of policy breaches with the utmost seriousness and confidentiality. We conduct thorough investigations with care and sensitivity.

Anyone who raises a concern will be protected from victimisation or less favourable treatment as a result. However, if it is found that an allegation was made falsely and in bad faith, this will be addressed under our Disciplinary Procedure.

Any member of the ITP who is found to have engaged in discrimination or harassment will face disciplinary action. Such actions are considered gross misconduct and may result in dismissal.

Policy Review

This policy is reviewed annually or as needed in response to legal or organisational changes.

Signed and Approved By	Charlotte Goodwill
Job Title	Chief Executive Officer
Signature	
Date Signed	22/01/2026

Document Management

Owners: Lauren Holloway – L&D Manager and DSO

Last Review Date: 22/01/2026

Next Review Date: 22/01/2027

Version Control

Version	Date	Change
Version 01	05/09/2022	New document
Version 02	05/12/2024	Inclusion of Commitment to Learners and Applicants
Version 03	24/02/2025	Inclusion of Blind CV Process to avoid unconscious bias recruitment