



Equal opportunities and diversity policy

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Public

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Document Revision History		
Version	Date	Description of Change
4.0	15/01/2026	Annual review
3.0	02/10/2024	2024 Rebranding
2.3	07/06/2024	Minor updates
1.0-2.2	-	Previous versions

1 Introduction

This policy applies to our centres and candidates who are delivering/enrolled in or have taken a LANGUAGECERT® approved qualification or unit.

It sets out our intention to deliver a service and range of qualifications that are fair, accessible and do not contain any unnecessary barriers to entry.

2 Centre's responsibility

It is important that any staff involved in the delivery of our qualifications and your candidates are made fully aware of the contents of the policy (e.g. during their induction when first embarking on LANGUAGECERT® qualifications).

3 Review arrangements

We will review the policy annually and revise it when necessary, in response to customer and candidate feedback, changes in our practices, actions from the regulatory authorities or external agencies, or changes in legislation.

If you would like to feed back any views, please contact us via the details provided at the end of this policy.

4 Areas covered by the policy

- **LANGUAGECERT® Staff**

LANGUAGECERT® commits to incorporating specific and appropriate duties with respect to implementing the equal opportunities policy into job descriptions and work objectives of all staff.

LANGUAGECERT® will provide equality training and guidance as appropriate to our staff, including as part of staff induction training as well as subsequent on-going courses deemed necessary via our internal staff performance review arrangements.

- **Qualification Development**

LANGUAGECERT® will ensure that there are no features that could disadvantage any groups of candidates who share a particular characteristic or act as barriers to entry, other than those directly related to the purpose of the units or qualifications. The nature of any such features or barriers will be stated and the inclusion of the requirements that create the barrier justified in terms of why they are required for the unit or qualification.

- **Centres**

LANGUAGECERT® expects its centres to enable candidates to have equal access to training and assessment for qualifications irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (The Protected Characteristics). Assessment must similarly be undertaken without discrimination. Centres are required to have in place a policy to ensure that such discrimination does not occur either directly, indirectly or as a result of pressure from other bodies. A centre's policy should apply to all satellite/associated venues and there should be arrangements in place to monitor its application and effectiveness.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the centre, candidates must be made aware of their right to appeal to LANGUAGECERT® via the arrangements outlined in our Appeals Policy.

5 Monitoring the success and relevance of our arrangements

LANGUAGECERT® is committed to complying with all current and relevant legislation which, at the time of this writing, includes but is not limited to the Equality Act 2010 and any other applicable international legislation. In addition, LANGUAGECERT® will comply with local laws as deemed appropriate.

As part of the candidate registration and certification processes for qualifications and units, LANGUAGECERT® may collect information on diversity, requests for special considerations and reasonable adjustments, access arrangements and feedback from candidates, centres and other stakeholders.

All relevant issues identified that suggest that our provision or services may have unnecessarily impacted on candidates will be reported back to our Quality Officer, who will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision and/or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications.

Details of our ongoing reviews will be made available to the qualification regulators upon request.

6 Contact us

For any queries about the contents of the policy, please contact us by using the channels described in the "Contact Us Guide".

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