



## Equality, Diversity, and Inclusion (EDI) Policy

Smart Skills Training Services Ltd / Smart Skills Tutoring Services

DSL / Principal: Stembie Mudumo | Directors: Brian Matanga & Stembie Mudumo

Email: [info@smartskillstutoring.co.uk](mailto:info@smartskillstutoring.co.uk) | Tel: 07377 475814

Approved: 01 Oct 2025 | Next Review: Oct 2026 (or sooner if required)

### 1. Policy Statement & Aims

Smart Skills Training Services Ltd is committed to promoting equality, eliminating discrimination, and fostering an inclusive culture for all learners, staff, and partners across our online and blended provision. We ensure equal access to Functional Skills, GCSE, IGCSE, and other programmes regardless of protected characteristics, socio-economic background, or circumstance.

### 2. Legal Framework

This policy aligns with: Equality Act 2010; Human Rights Act 1998; SEND Code of Practice 2015; Public Sector Equality Duty (where applicable); UK GDPR/Data Protection Act 2018; Ofsted Education Inspection Framework (EIF); and relevant awarding body requirements.

### 3. Protected Characteristics

We protect against discrimination based on: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. We also actively support learners with socio-economic disadvantage, carers' responsibilities, and English as an additional language (EAL).

### 4. Roles & Responsibilities

- **Directors (Brian Matanga & Stembie Mudumo):** strategic leadership and resourcing for EDI.
- **Principal (Stembie Mudumo):** operational lead for EDI; ensures implementation, training, monitoring, and reporting.
- **Staff/Tutors:** model inclusive practice; complete annual EDI and safeguarding training; challenge discrimination; apply reasonable adjustments.
- **Learners/Parents/Carers:** treat others with respect and report concerns using the procedures set out in this policy.

### 5. Inclusive Curriculum & Teaching Practice

Curriculum Intent, Implementation, Impact (Ofsted EIF) inform planning for diverse learners. Teaching incorporates differentiation, accessibility, and culturally responsive materials. Online lessons (Zoom) and resources (TutorBird, LMS) are designed to be accessible (e.g., captions, readable formats, alternative tasks, flexible submission). Tutors set clear expectations for respectful participation in lessons and WhatsApp community groups.

## **6. Access Arrangements & Reasonable Adjustments**

We make reasonable adjustments for learners with SEND, disabilities, or health needs, and provide support for EAL learners. We work with awarding bodies and exam centres to arrange appropriate exam access arrangements (e.g., extra time, readers, scribes, assistive technology). Requests are handled promptly based on evidence and individual needs.

## **7. Preventing Discrimination, Bullying & Harassment**

We operate zero tolerance for harassment, victimisation, bullying, hate incidents, and discriminatory language/behaviour across all channels (Zoom, TutorBird, WhatsApp, email). Incidents are investigated promptly and fairly, with sanctions applied per behaviour and safeguarding procedures, and support provided to those affected.

## **8. Digital Inclusion & Accessibility**

We strive to remove barriers to participation by providing device/connection guidance, low-bandwidth options, and accessible file formats. Where possible, we provide recordings, transcripts, or captioning for online sessions and ensure communications are clear and readable.

## **9. Monitoring, Data & Evaluation**

We collect and review anonymised data (e.g., enrolment, retention, achievement, complaints) to identify gaps and inform improvement. Equality objectives are set annually, monitored by the Principal, and reviewed by Directors. Findings feed into the quality improvement plan.

## **10. Training & Awareness**

All staff complete induction and annual training on EDI, safeguarding, Prevent, and inclusive teaching online. Additional CPD addresses bias awareness, reasonable adjustments, and accessible digital design.

## **11. Communication & Engagement**

We communicate EDI commitments through the website, onboarding materials, and learner handbooks. We invite feedback from learners and parents/carers, and we co-create improvements through learner voice activities and surveys.

## **12. Reporting Concerns & Complaints**

EDI concerns can be raised with tutors or directly with the Principal via [info@smartskillstutoring.co.uk](mailto:info@smartskillstutoring.co.uk). Formal complaints follow the organisation's Complaints & Appeals Policy. We protect individuals from victimisation for raising concerns in good faith.

## **13. Related Policies**

Safeguarding & Child Protection; Teaching, Learning & Assessment; Data Protection (GDPR); Online Safety & Code of Conduct; Complaints & Appeals; Health & Safety; Safer Recruitment.

## 14. Monitoring & Review

This policy will be reviewed annually or sooner if required by legislation, Ofsted guidance, or organisational changes. Progress against equality objectives is reported to Directors.

**Approved by:** Brian Matanga (Managing Director)

**Reviewed by:** Stembie Mudumo (Director & Principal / DSL & Prevent Lead)