

5. Equal Opportunities Policy

5.1 Statement of policy

Mindbody Solutions is to ensure that their trainers approach to learners should be with complete integrity, respect and honesty to facilitate and provide an excellent standard of NLP Coaching theory and practice. The aim of this policy is to communicate the commitment Mindbody Solutions and its trainers to the promotion of Equal Opportunities.

Mindbody Solutions supports a positive learning ethos for all learners and students to ensure that they get the most out of their learning and the trainers are able to work to the best of their ability, regardless of:

- Gender, including gender reassignment
- Marital or civil partnership status
- Having or not having dependants
- Religious belief or political opinion
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Sexual orientation
- Age

We are opposed to all forms of unlawful and unfair discrimination. All learners, trainers and assistants will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

We recognise that the provision of equal opportunities in the training environment is not only good management practice, it also makes sound business sense. Our equal opportunities policy will help all those who learn and work with us to develop their full potential and the talents and resources of the trainers, assistants and learners will be utilised fully to maximise the efficiency of the organisation.

5.2 Equality Commitments

We are committed to:

- Promoting equality of opportunity for all persons.
- Promoting a good and harmonious learning/training environment.
- Learners being treated with respect.
- Preventing and acting upon occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation.
- Taking lawful affirmative or positive action, where appropriate.
- Regarding all breaches of equal opportunities policy as misconduct, which could lead to disciplinary proceedings.

- Fulfilling all our legal obligations under the equality legislation and associated codes of practice:
- The Register of Exercise Professionals (2009). Code of Practice for Training Providers. Croydon: SkillsActive and The Register of Exercise Professionals.
- The Professional Guild of NLP (2007). Training Organisation Code of Practice. Clitheroe: The Professional Guild of NLP
- The Register of Exercise Professionals. (2009). REPs Code of Ethical Practice. Croydon: The Register of Exercise Professionals

5.3 Implementation

The Managing Director of Mindbody Solutions Ltd has specific responsibility for the effective implementation of this policy. We expect all our trainers, assistants and learners to abide by the policy and help create a quality, learning environment.

In order to implement this policy we shall:

- Communicate the policy to all trainers, assessors and course applicants via our website and/or Trainers Operations manual.
- Provide equality training and guidance as appropriate.
- Ensure that those who are involved in assessing candidates for recruitment or promotion will be trained in nondiscriminatory selection techniques.
- Incorporate equal opportunities notices into general communications and practices.
- Ensure that adequate resources are made available to fulfill the objectives of the policy.

5.4 Monitoring and review

We will establish appropriate information and monitoring systems to assist the effective implementation of our equal opportunities policy.

The effectiveness of our equal opportunities policy will be reviewed regularly, at least annually, and action will be taken as necessary. For example, where monitoring identifies an under-representation of a particular group or groups, we shall develop an action plan to address the imbalance.

5.5 Complaints against Equal Opportunities

Learners, trainers and assistants who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the agreed complaints procedures. A copy of these procedures is detailed below:

5.5.1 Stage 1 – Write, meet or speak to the relevant tutor trainer or assistant in an attempt to resolve the issue.

5.5.2 Stage 2 – If not satisfied after stage 1, write to the head trainer who will investigate the complaint and respond in writing within seven working days.

5.5.3 Stage 3 – If not satisfied after stage 2, write to Sharon Jones, Managing Director of Mindbody Solutions Ltd who will review the complaint with the board of directors and respond within 7 days.

5.5.4 Stage 4 - If a learner is not satisfied with the result of an appeal then, where applicable, they can submit an appeal to the awarding body as prescribed by the awarding body's appeals policy as set out in the Skills Active and REPs Code of Practice for Training Providers (June 2009).

All complaints of discrimination will be dealt with seriously, promptly and confidentially.