


Working at Height Group – Integrated Management System Manual		Version: 1 Date: 01/06/2021 Review Annually	Doc No: 4.1.2.
Equality and Diversity Policy - EU	Author & Approval: Adrian Mc Mahon	Document Status: Current No of Page's: 2	

Equality & Diversity Policy

It is Working at Height Limited's Policy that all students and staff will be treated with dignity and respect, fairly and equally and that diversity is welcomed.

Working at Height Limited provides equal access to all learners regardless of their gender, marital status, family status, disability, religion, sexual orientation, race, colour, nationality, ethnic/national origins or membership of the travelling community.

Working at Height Limited will:

ensure that promotional and teaching materials do not use discriminatory language and where appropriate reflect the diversity within the company and broader community.

ensure that all learners are encouraged to participate in the diverse range of courses on offer.

provide a learning environment that encourages learners to remain in the course by removing barriers and ensuring tutors have the skills to deliver courses that are inclusive.

Learners, staff and trainers have the right to learn and work in an environment free from bullying, harassment, discrimination or intimidation.

Working at Height Limited recognises these rights and will not tolerate any behaviour that breaches these rights.

Equality & Diversity Procedure


1. Purpose

The purpose of this procedure is to ensure that staff, trainers and learners are treated with dignity and respect, fairly and equally and that diversity is welcomed.

2. Scope

This Procedure applies to all staff, trainers and learners

3. Responsibility

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The Head of Training & Quality is responsible for ensuring that adequate learners support is in place.

Trainers are responsible for supporting learners on their courses.

4. Records

Learner Handbook, Booking form

5. Procedure

There is a Learner Handbook detailing Learners rights and responsibilities. This is available on the Working at Height Limited website and is emailed to learners in advance of the course. By booking a place on the course they agree to comply with its arrangements. Trainers sign an Affiliation form which requires them to comply with this agreement.

Any breaches of this agreement must be reported immediately to the Managing Director who will decide on the appropriate disciplinary action.

Optimise will endeavour to provide reasonable accommodation to facilitate learners with different needs.


All courses are booked in wheelchair accessible venues.

Online material has accessibility options such as zoom/ magnify content.

There is a section on the course booking form to allow students to indicate any special requirements and reasonable accommodations required.

The tutor asks at the start of the course that they be made aware of any issues that may impact on their learning such as literacy. The tutor also states that there would be mutual respect always shown.

All tests are either skills based or MCQs. The trainer can complete the test on a one-to-one basis with learners and read out the questions.

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Any reasonable support will be provided to those that need it.