



# Diversity & Equal Opportunities



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# Diversity and Equal Opportunities Competence Assessment

## ASSESSMENT DURATION:

- 20 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

This competence assessment will test your knowledge of the legal requirements relating to equal opportunities in the workplace. It will also test your ability to apply practical aspects of the law to workplace activities.

## Content

- General principles of equal opportunities and diversity.
- UK equal opportunities and anti-discrimination laws relating to:
  - Race
  - Gender
  - Disability
  - Religion
  - Age
  - Ex-Offenders
  - Flexible working
  - Parents in employment
- Application of the law to:
  - Recruitment and selection
  - Performance management



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# An Overview of Diversity and Discrimination

## ASSESSMENT DURATION:

- 55 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Many people grudgingly accept diversity in the workplace and do so in a fatalistic manner: 'that's just the way things are'. This course will help them to understand that diversity is not just an inevitable fact of life but a positive benefit that enhances their working environment. The contrast between the new, exciting and positive age of diversity and the old, depressing and negative age of discrimination is one that will help you to focus on why you need to be involved in supporting equal opportunity in your place of work.

Creating and implementing an effective equal opportunities policy is not only a legal requirement but a business asset to any employer, large or small. Having a policy that actually works depends largely on having a workforce that is committed to that policy and understands the benefits that accrue from it. This course can make a major contribution to the education of your workforce and encourage a positive attitude towards diversity.

## Course Content

- Diversity and equal opportunity – what they are and why they are important.
- Equal opportunities policy and culture.
- Discrimination, its effects, outcomes and penalties.
- Direct and indirect discrimination.
- Dealing with discrimination.
- Harassment, its forms and effects.
- Victimisation.
- The contribution of induction and ongoing training to equal opportunity.
- Positive action.



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# Race Legislation

## COURSE DURATION:

- 30 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

## Course Content

- The Human Rights Act 1998
- The Race Relations Act 1976
- The Race Relations Amendment Act 2000
- The Race Relations Act 1976 (Amendment) Regulations 2003

## Learning Objectives

- To ensure that your organisation's employment policies and employee behaviour do not contravene UK law with respect to racial discrimination.
- To promote a culture of racial equal opportunity within the framework of UK law.



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# Gender Legislation

## COURSE DURATION:

- 45 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

## Course Content

- The Sex Discrimination Act 1975
- The Sex Discrimination (Gender Reassignment) Regulations 1999
- The Employment Equality (Sexual Orientation) Regulations 2003 – Scope
- The Equal Pay Act 1970
- European law and equal pay
- The Part Time Working Regulations 2000

## Learning Objectives

- To ensure that your organisation's employment policies and employee behaviour do not contravene UK law with respect to gender discrimination.
- To promote a culture of gender equal opportunity within the framework of UK law.



# The Law and Disability Discrimination

## COURSE DURATION:

- 35 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

## Course Content

- The Disability Discrimination Act 1995:
  - Defining 'disabled'
  - Who is protected and from what
  - Scope of employment provisions
  - Justification
  - 'Reasonable Adjustment'
- The Disability Discrimination Act 1995 (Amendment) Regulations 2003
- The Disability Discrimination Act 2005

## Learning Objectives

- To ensure that your organisation's employment policies and employee behaviour do not contravene UK law with respect to disability discrimination.
- To promote a culture of disability equal opportunity within the framework of UK law.



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# Legislation Relating to Religion

## COURSE DURATION:

- 30 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

## Course Content

- Employment Equality (Religion or Belief) Regulations 2003:
  - Scope
  - Aspects of employment
  - Direct discrimination
  - Indirect discrimination
  - Victimisation
  - Harassment
  - Genuine occupational requirements
  - Exemptions
  - Positive action

## Learning Objectives

- To ensure that your organisation's employment policies and employee behaviour do not contravene UK law with respect to religious discrimination.
- To promote a culture of religious equal opportunity within the framework of UK law.



# Age Legislation

## COURSE DURATION:

- 40 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

The Employment Equality (Age) Regulations are part of the European directives which are aimed at ensuring equality and diversity in the workplace (gender, race, disability, sexual orientation, religion/belief, age). The regulations make it unlawful to discriminate against workers, employees, jobseekers and trainees because of their age. New Age Discrimination Regulations came into force on 1 October 2006 and are arguably the biggest development in UK employment law in a generation.

Ageism in the workplace remains a major problem. Employers may need to make major changes to the culture of their organisations and review their workplace practices and policies to comply with the Regulations. Employers who fail to do so may face uncapped compensation claims. In the Republic of Ireland, for example, age has recently been the basis of 19% of all claims for the infraction of employment regulations.

## Course Content

- Age: myths and misunderstandings.
- Age discrimination: a definition.
- Scope of the regulations
  - Direct discrimination
  - Indirect discrimination
  - Victimisation
  - Harassment



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# Ex-Offenders Legislation

## COURSE DURATION:

- 30 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

## Course Content

- Disclosure of convictions
- Rehabilitation periods
- `Breaking the Circle`
- Driving disqualifications
- Driving endorsements
- Further minor convictions
- Further serious convictions
- Cautions
- Exceptions to the rehabilitation period rule
- Effects on job applications and interviews
- Discrimination and spent convictions

## Learning Objectives

- To ensure that your organisation's employment policies and employee behaviour do not contravene UK law with respect to ex-offenders.
- To promote a culture of equal opportunity within the framework of UK law and codes of practice as they apply to ex-offenders.



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# Recruitment and Selection

## COURSE DURATION:

- 50 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Those who recruit for an organisation must ensure that each stage of the recruitment and selection process avoids discrimination and bias. Enforcing equal opportunity will not only avoid contravening the law but, if you are in a managerial position, will portray you as open, enlightened, progressive and fair minded. Creating and implementing an effective equal opportunities policy is not only a legal requirement but a business asset to any employer, large or small. Having a policy that actually works depends largely on having a workforce that is committed to that policy, and understands the benefits that accrue from it. This course can make a major contribution to the education of your workforce and to encouraging a positive attitude towards the fair treatment of all people.

## Course Content

- The benefits of effective recruitment and selection.
- Using a job map.
- Recruitment advertising
- The job application form.
- The application monitoring form.
- Dealing with disabled applicants.
- Sifting and short listing applications.
- The job interview.
- Eligibility to work in the UK.



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# Training and Performance Development

## COURSE DURATION:

- 35 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Performance reviews can be a problem for a manager. The situation may be exacerbated if the manager is unaware of equal opportunity requirements. When you achieve the learning outcomes of this course, you will know how to avoid many of the problems that can occur during a performance review. Equal opportunity requirements apply to most work situations including induction, career development and training, and managers are advised to be well prepared to ensure compliance with governmental and organisational policies.

Ensuring compliance not only helps to minimise and avoid problems that arise as a result of contravening the law but also reflects well on those who are responsible for compliance.

Creating and implementing an effective equal opportunities policy is not only a legal requirement but a business asset to any employer, large or small. Having a policy that actually works depends largely on having a workforce that is committed to that policy, and understands the benefits that accrue from it. This course can make a major contribution to the education of your workforce and to encouraging a positive attitude towards the fair treatment of all people.

## Course Content

- Induction
  - The benefits
  - The key elements
- Ongoing training and development
  - The key issues
  - Part-time workers
  - Positive action
- Diversity training.
- Performance reviews and the need for fairness.
- Building equality and diversity into the process.
- The need for performance review training.
- Equality monitoring.



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# Parents in Employment

## COURSE DURATION:

- 50 minutes

## TARGET AUDIENCE:

- Parents and employers.

## AVAILABLE IN:

- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

This course is an instructional guide that can help to ensure that employees with parental responsibilities are not unfairly held back from advancement.

A complete mastery of this course should help you to avoid contravening the law and, if you have managerial responsibilities, you will be perceived as open, enlightened, progressive and fair minded.

Creating and implementing an effective equal opportunities policy is not only a legal requirement but a business asset to any employer, large or small. Having a policy that actually works depends largely on having a workforce that is committed to that policy and that understands the benefits that accrue from it. This course can make a major contribution to the education of your workforce and to encouraging widespread social responsibility.

## Course Content

- Compulsory maternity leave.
- Ordinary maternity leave.
- Additional maternity leave.
- Returning to work part-time after maternity leave.
- Statutory maternity pay.
- Maternity allowance.
- Statutory paternity leave.
- Statutory paternity pay.
- Adoption leave.
- Parental leave.
- Time off for family emergencies.



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# Flexible Working

## COURSE DURATION:

- 35 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Creating and implementing an effective equal opportunities policy is not only a legal requirement but a business asset to any employer, large or small. Having a policy that actually works depends largely on having a workforce that is committed to that policy and that understands the benefits that accrue from it. This course can make a major contribution to the education of your workforce and to encouraging widespread social responsibility. In addition, flexible working can bring many benefits to an organisation such as enhanced motivation, reduced absenteeism and the efficient use of resources. Research conclusively shows that absenteeism and illness are reduced when an individual has greater control of the work aspects to their life.

## Course Content

- Family issues addressed by flexible working.
- Benefits to employees.
- Benefits to the organisation.
- Legislation covering flexible working.
- Eligibility to work flexibly.
- Flexible working arrangements.
- Introducing flexible working to the organisation.



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# Freedom of Information Act 2000

## COURSE DURATION:

- 50 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Public access to information is now regulated by law, and failure on the part of an organisation to deal correctly with requests for information can have serious consequences. This course will ensure that employees receiving requests for information deal with them confidently and appropriately.

The course will help you to understand how the Freedom of Information Act affects requests for information and if the information is readily available, whether it requires specific action or whether it is exempt from the provisions of the Act.

## Course Content

- The purpose and aims of the Act.
- The benefits and disadvantages of the Act.
- Context with the Data Protection Act.
- Publication Schemes.
- Individual Access Requests.
- Time limits for dealing with requests.
- Requests not requiring compliance.
- Absolute and qualified exemptions.
- The public interest test.



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# An Overview of the Data Protection Act 1998

## COURSE DURATION:

- 45 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

The 1998 Data Protection Act (which came into force on 1 March 2000) makes organisations responsible for ensuring that personal information is protected.

The legislation covers manual records when these are held in a paper filing system as well as computer records. The Act therefore has a significant impact in the workplace because many files are paper based.

Personal data arises from different sources, some obvious (staff records, Rolodex card indexes, email contacts) and others less so (trade or employment references, application forms, payment transactions, customer surveys).

Individuals must always follow proper procedures on how to access, manage and store personal data. If the security of personal information is compromised, it can be costly to put right and a cause of distress to the affected individual. The costs could be fines, criminal convictions, civil damages and an unfavourable effect on the organisation's reputation.

By implementing good security practice, an organisation is better equipped to keep personal data accurate, safe and up to date; the organisation can thereby ensure that access to the data is only possible to those with the authority to view it.

## Course Content

- An introduction to the Data Protection Act.
- The eight Data Protection Principles.
- A closer look at data and processing.
- The rights of data subjects.



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# Bullying in the Workplace

## COURSE DURATION:

- 30 minutes

## TARGET AUDIENCE:

- Everyone at work.

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Bullying is responsible for thirty to fifty per cent of stress-related illness in the workplace and costs employers up to £2 billion in lost revenue every year.

One of the most widely accepted ways of reducing the risk of bullying is to raise employee awareness and provide appropriate training on how to recognise and manage it.

This course can play an important part in your anti-bullying strategy by raising awareness and understanding about what constitutes bullying behaviour, what causes it and what can be done about it.

## Course Content

- What is Bullying?
- Forms of Bullying
- Organisational Factors
- The Legal Position
- Taking Action
- The Results of Bullying: Individuals
- The Results of Bullying: The Organisation



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# Technical Specifications and e-learning Benefits

## Technical Specifications

It is recommended that client computers that are used to access the e-learning in this catalogue, meet the following minimum hardware and software operating system requirements:

- Windows 2000, XP or Vista.
- Internet Explorer version 5.5 or later.
- Flash Player version 6 or later.

## E-learning Benefits

- Fits easily into your work schedule.
- Study and test yourself at any time
- Day release from work is not required.
- No need to wait for a scheduled class.
- Study at your own pace.
- Re-study the learning as often as you like.
- Use the software for refresher training at no extra cost.



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# Aftersales Care

Every client who takes out a license for Ivy's e-learning, receives free software installation guidance and telephone technical support from qualified personnel during the license term. Many clients, however, take advantage of a Service Level Agreement which offers comprehensive care for an entire organisation at nominal cost and includes....

- On- site software installation assistance.
- On-site installation of new and updated software.
- On-site technical support.
- Training on how to use and benefit from the Ivy software.
- Matching of organisational competencies to Ivy's e-learning.
- Assistance with promotional events and materials.
- Usage audits and cost analysis.
- Strategic and tactical e-learning implementation plans.
- Presentations to supervisors and managers.
- Awareness training throughout the organisation.

“ I am very happy with Ivy. Staff are on the ball and the service provided is fantastic. The after sales care is top of the range, really second to none. ”  
Southern Water



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# Learning Management System

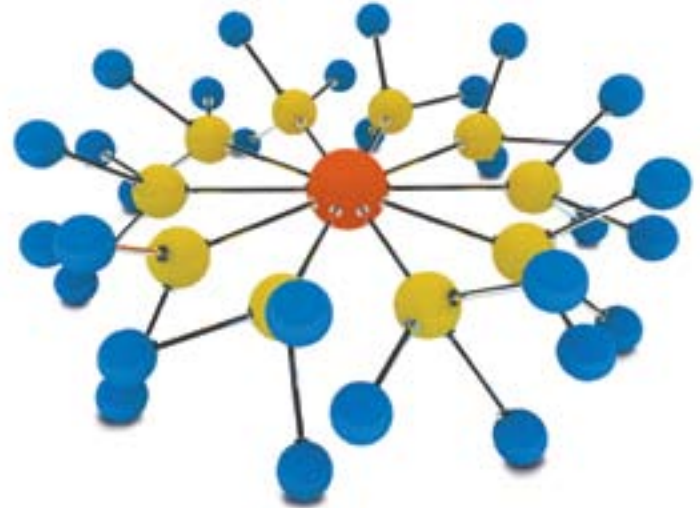
The Ivy Learning Management system (LMS) is available to clients at nominal cost.

It is a highly effective, standards-based product capable of managing learners in an effective, hierarchical manner and organising, delivering and tracking both online web-based courses and offline content such as books and videos.

The LMS has been designed to be easy to use for both learners and administrators. It is fully web-based and can be deployed across a corporate Intranet, the Internet or, in the case of small learning centres, it can be accessed using a personal web server that is installed on one of the centre's computers.

Features of the LMS include...

- User management.
- Content assignment.
- Tracking and reporting.
- Content Integration Utility.
- Training Needs analysis.
- Learning Methods analysis.
- Learning Priorities analysis.
- Risk Assessment reporting.
- User Import Utility.



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Every care has been taken to ensure that the information in this publication is accurate.

Prestige Business Training would be grateful to learn of any errors but cannot accept responsibility for loss thereby caused.

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