

Student Handbook

**Your guide to learning at
London Skills and Development Network**

Table of Contents

1) Hello and welcome	3
2) Student Code of Conduct	4-5
3) Centre Values	6
4) Improving your skills	7
5) Funding your learning • English and maths • Free education and training courses for adults • Education and training for under 24 years olds • Advanced Learning Loans • Bursaries and learning goals	8-9
6) Study Skills and setting targets	10-11
7) Roles and Responsibilities of those involved in your programme • Teacher/Lecturer/Assessor • Teaching Assistant and Learning Support Assistant • Student Office • Moderator (Internal Verifier) • Curriculum Manager • Education Services Manager • Employment and Careers Support	12-13
8) What you can expect from London Skills & Development Network	14-15
9) What we expect from you	15-16
10) Learning Centre Rules and Plagiarism	17-19
11) Our courses and qualifications	20
12) The learning process	21
13) Post-programme Student Support Policy	22
14) Employment support	22-24
15) Comment, Complaints and Compliments	24
16) Equality and Diversity	24-25

17) Safeguarding and Prevent	26
18) Sustainability and the environment	27
19) Bullying and harassment	28
20) Appeals Procedure	29
21) IT Policy Statement and 'Staying Safe Online'	30-32
22) Health and Safety	33
23) What am I entitled to regarding Health and Safety	34
24) Getting in touch with us	35
25) Appendices	36-48
Appendix A: More information about health and safety	36-40
Appendix B: More information about safeguarding	41-44
Appendix C: More information about equality and diversity	45-47

Hello and welcome

Welcome to London Skills & Development Network! We're really pleased that you've chosen us to help you towards the successful achievement of your learning goals.

We can offer you a wealth of training, learning and professional development options. We also offer a range of supporting activities and services, including: job search, healthy living, financial awareness and free impartial and confidential information, advice and guidance in a range of key welfare, career and skills areas.

We have a great reputation in learning and skills development and have already helped many local people who, like you, were also keen to fulfil their potential.

As one of our valued students, we will support you and provide you with the necessary tools, advice and guidance to succeed. This means that we'll help you to gain a qualification/s that will improve your career chances, help you to improve your knowledge and skills and also help to boost your confidence and self-esteem.

We offer a whole range of courses, as well as different ways of learning - online, classroom and 1:1 coaching. This means you have plenty of choice, and we will always provide the appropriate level of support for you.

We go out of our way to provide high quality education and training, and a safe and friendly environment. We will also welcome any suggestions you have to help us make things even better.

Your tutor will tell you more about your particular programme, and will let you know what you need to do to be successful.

We are positive about receiving feedback. If there is anything we can do better, or if we do not live up to your expectations, please tell us and we will work with you to address concerns and improve our service.

We hope that you enjoy your time with us.

Best wishes

London Skills and Development Network

LSDN STUDENT PROFESSIONAL CODE OF CONDUCT 2025/26

We want you to enjoy your time here at LSDN, and in order to do this, we would like you to follow and adhere to our Student Professional Code of Conduct.

We want you to enjoy your time here at LSDN, and in order to do this, we would like you to follow and adhere to our Student Professional Code of Conduct.

- ☐ **Attendance** – We expect students to attend all of their planned sessions, we have set a minimum standard of 95% attendance which all students should meet. If for any reason you are unable to attend your session, call the centre by 9:00am to notify us that you are unable to attend and the reason.
- ☐ **Punctuality** – Attend all your sessions on time. You must notify LSDN in advance if you are running late for any reason.
- ☐ **Professional behaviour** – No swearing, shouting or use of foul language is permitted on LSDN premises.
- ☐ **Bullying, Harassment and Aggressive behaviour** - LSDN has a zero-tolerance policy towards any form of abusive language or behaviour towards staff or other students. LSDN expects students to cooperate with the implementation of the LSDN Positive Behaviour Policy.
- ☐ **Property and equipment** - Furthermore, LSDN expects all students to respect and take care to avoid any damage to LSDN property and equipment and all property and equipment belonging to LSDN staff and students. Students must maintain responsibility for any devices, equipment or personal property they bring onsite at LSDN. Students must not bring any dangerous, sharp or illegal items on to LSDN premises.
- ☐ **Mobile Phones** – Students are required to silence their mobile phones in class and should wait until planned break times to make or receive calls. If you are expecting an urgent call (e.g. housing, medical, etc), please inform the teacher in advance and exit the class to answer the call. Do not take the call in the class as this is disruptive to other students the same applies to accessing social media, playing games or watching content online during class.
- ☐ **Class etiquette** – Once the class has started, you should remain seated and in the classroom until your timetabled 10-minute break. It is very disruptive to other students to have people walking in and out of the classroom during class. As mentioned above, if you have an emergency or expect an urgent call, please inform teaching staff in advance. Earbuds/Earphones/Headphones are also not allowed during classroom teaching (except for break times, lunch break and independent study sessions).
- ☐ **Smoking, Drugs & Alcohol** – Alcohol and illicit drugs are not permitted on LSDN premises. Individuals must not attend or attempt to attend LSDN premises whilst under the influence of drugs or alcohol. Cigarettes, vapes, cigars or any other type of smoking

or vaping equipment should not be used or visible on LSDN premises (for example these should be kept securely in a bag or pocket and not visible in your hand or on a desk/table).

- **Dress code** – there is no formal uniform or dress code at LSDN, however, students must NOT wear any clothing with offensive messages, revealing clothes or clothing unsuitable for work environment. Where cold, we do permit learners to wear or bring a hoodie into the classroom but the hood must be kept down at all times whilst on the premises. Summer wear such as long shorts (knee or below) and maxi dresses are acceptable summer wear. Students should err on the side of caution and avoid any inappropriate or revealing items of clothing or clothing which would interfere with learning e.g. practical constrictions. We request all staff and students to remove outerwear such as coats, wooly hats and other outdoor items whilst in the classroom. Religious and other indoor scarves and head coverings are permissible.
- **Positive behaviour** – Standards of good behaviour and responsibility in society are key themes embedded in all LSDN programmes. All staff, teachers and students play a major role in promoting positive behaviour and applying LSDN policies and procedures.

Key messages

- *Understand, respect and abide by LSDN centre rules*
- *Show respect and tolerance for the ideas, views, beliefs, values and property of others.*
- *Engage in all classroom and work activities with commitment and to the best of your abilities.*

Positive behaviour expectations are clearly set out via induction and the LSDN student handbook. Minor incidents and breaches will effectively be addressed by staff in a timely and appropriate manner to help avoid recurrence or escalation.

Our Centre has a zero-tolerance policy to discrimination, violence, extremist behaviour or ideologies, bullying and harassment, and any form of abusive behaviour.

Our Centre has a zero-tolerance policy to discrimination, violence, extremist behaviour or ideologies, bullying and harassment, and any form of abusive behaviour.

CENTRE VALUES

At London Skills & Development Network, we believe in **FREEDOM, EQUALITY, RESPECT** and **FAIRNESS** for all.

We wish to **PREVENT** all actions and activities that go against these principles.

In studying or accessing services at our centre, we ask you to please observe and respect these principles.

We want you to **ENJOY** our time with us, to feel **WELCOME** and to feel **SAFE**.

If any reason you feel our staff, our students or other individuals within our centre are not upholding these principles, **PLEASE TELL US**.

BRITISH VALUES

Our centre abides by the UK Government recognised **BRITISH** values, these are:

- **DEMOCRACY** – everyone is treated equally and has equal rights.
- **RULE OF LAW** – laws are transparent, applied fairly and all are equally accountable.
- **INDIVIDUAL LIBERTY** – freedom of choice and speech.
- **RESPECT** – mutual respect and tolerance for those with different faiths and beliefs.

BRITISH values are internationally recognised as **UNIVERSAL** values and apply **EQUALLY** to individuals of all nationalities, faiths and backgrounds.



Improving your skills

Fact

If you have a Level 2 qualification you are likely to earn on average £4000 a year more than someone without one.

Government sponsored programmes that can support the development of your skills

Funding for adult learning and skills is part of the government's plan to support individuals and businesses to achieve their full potential.

What does it involve?

It depends entirely on your chosen programme of learning, your existing skills and your training goals (e.g. to gain a job, to gain your first qualification or to improve your career prospects).

Your course tutor or personal tutor will be able to speak to you in-depth about what each programme entails, and we also have fact sheets available about the different programmes and courses.

Benefits for you

You will gain the right skills and qualifications, boosting your chances of earning more money and possibly some of the following:

- Keeping you ahead of new regulations and new technology
- Supporting your day-to-day life, such as helping your children with their homework
- Giving you more control over your future
- Increasing your confidence at work and in your home life
- Recent research also suggests that higher qualified, better paid people are healthier

We will work with you to develop positive behaviours and make sure you understand your rights and responsibilities as individuals and members of society. You may be able to use the skills that you develop to support others, for example family members.

Funding your learning

English and maths

Most English and Maths courses are FREE for adults who need those skills. Funding is provided by the government and basic eligibility rules apply. Speak to your personal tutor for more details.

Free education and training courses for adults

To be eligible for free adult courses you must:

- be 19 or older
- live in greater London
- be in full or part-time employment and earn less than the London Living Wage (you will need to provide wage slips or your last self-assessment form to evidence this)

You can choose to study more than one part-time course a year if you want to and it doesn't matter whether you already have higher qualifications, so long as you are applying to study something new or at a higher level than previously studied.

Advanced Learning Loans

If you are planning to study a course at Level 3 or above and you are aged 19 or over on the first day of training, you may be eligible to apply for a loan towards the cost of your training (tuition fees), if you are **not** eligible for free training.

In order to apply you would need to fulfil the nationality and residence requirements and the money would not be released until you had obtained a National Insurance Number.

In order to start the application process, ask LSDN for a 'Learning and Information' letter which will contain the details about your course. Once you have this information you can apply online at <https://secure.studentfinance.direct.gov.uk/protocol/index.do>

You would usually get a letter confirming your loan within two weeks.

You pay back your loan (plus interest) once you have finished your course and earn more than £27,295 a year. Your repayments would stop if your income fell below £27,295 a year. Your annual repayment would be 9% of any income you earned **over** £27, 295.

Bursaries and learning grants

If you receive a letter approving your Advanced Learning Loan, you may also be able to apply for additional money from the Loan Bursary Fund. This could help to pay for things like accommodation and travel, course materials, childcare or classroom assistance for a disability or learning difficulty. To find out if you are eligible to apply for this fund, please speak to your tutor or one of our course advisors.

If you study with LSDN on any government funded programme you may be eligible to apply for support through our Learning Support Fund. This could help to pay for things like accommodation and travel, course materials, childcare or classroom assistance for a disability or learning difficulty. To find out if you are eligible to apply for this fund, please speak to your tutor or one of our course advisors.

Study Skills and Setting Targets

In order to gain maximum benefit from your course, you need to be prepared to allocate some of your personal time to study. This can sometimes seem difficult when you are working or have family commitments, but it is a necessary requirement to ensure that you complete your course on time.

It is important to plan your time and set achievable targets from the outset; by doing so you will be able to monitor your progress effectively and you may find the following techniques beneficial in enabling you to do so:

- Keep a 'to do' list of everything that needs to be done adding new tasks as they arise.
- Estimate how long a task will take based on your previous experience. If the task is new you could ask your tutor for guidance. Do not leave everything to the last minute.
- Build time into the plan for reflecting on progress to date and making changes. This would be also useful when preparing for your reviews with your personal tutor.
- Set priorities. It may be more beneficial to do part of a large task than to complete several small tasks.
- Use a planning system which suits you.
- Minimise distractions. You may need to be assertive if other people are preventing you from working by making demands on your time.

In order to gain maximum benefit from your time with your tutor you need to listen to feedback on your work and ask for clarification if necessary. If you feel that you are having difficulties you need to ask for help and support early on to ensure that you don't get too far behind. If you miss any classes make sure that you ask the tutor for any handouts or coursework immediately on your return. It would also be useful to pair up with another student who could give you a copy of their class notes.

It can be useful to complete a personal SWOT analysis so that you are aware of your own strengths and weaknesses. An example of this exercise is given below:

Strengths

I'm organised

I've got a good attendance record

I'm punctual

My IT skills are good

Weaknesses

I can get easily distracted

I find it hard to manage my time

Opportunities

The chance to improve my skills

The opportunity to progress into work, college or university

Threats

Sometimes the classroom is noisy and distracting

I can't always get on a computer in the library

NOW TRY YOUR OWN

Further Information

You can find more information and resources on Study Skills by accessing LSDN's free learning resource site LSDNEdu (lsdnedu.org.uk) as well as information posted on your dedicated course Google Classroom site.

Roles and Responsibilities of those involved in your programme

Your Personal Tutor

Your Personal Tutor is there to support you through your time at the London Skills and Development Network. They will identify themselves to you at the start of your programme and will make themselves available to you should you need help or advice with your course. They can offer advice on choosing an appropriate course, coping with the demands of the course, your options once you have gained your qualification, or any other learning related area with which you would like some help. Your personal tutor will book appointments with you throughout your time at London Skills & Development Network, and also when your programme is near its end.

Teacher/Lecturer/Assessor

Your course will be led by one or more professionally qualified teachers/lecturers who will make sure you have the skills and knowledge required to gain your qualification. All teachers/lecturers have professional experience in the area in which you are being trained. Your teacher/lecturer may also be your assessor, or you may be allocated a separate individual as assessor. All assessors are experienced and qualified in the industry and sector subject area they cover. The assessor will guide you through how to put a portfolio of work together for assessment toward the qualification. Your teacher/lecturer is there to support you, and you can approach them at any time for help and support with your learning.

Teaching Assistant and Learning Support Assistant

Teaching Assistants and Learning Support Assistants are allocated to classes on as needed basis. They may not be in class every day. However, when in class their remit is to support students with their learning including additional support for any student falling behind.

Student Office

The Student Office supports students from the engagement and enrolment stage to programme exit and progression. The Student Office is your one stop shop for queries, concerns and issues. Key areas covered by the Student Office includes:

- Enrolment and course choice
- Information, Advice and Guidance
- Induction
- Student welfare and wellbeing
- Enrichment and professional courses

- Additional and specialist learning support
- Student representative and Learner Voice
- Careers and employment support
- Post-programme support
- English, maths and Digital learning support

Moderator (Internal Verifier)

A moderator is the person who checks on the standard of assessing being carried out by your assessor. They ensure that all assessments are up to the standard required by the awarding organisations and that judgements are fair and balanced and valid.

What you can expect from London Skills & Development Network

- We will treat you with dignity and respect and will not discriminate against you for any reason or purpose.
- We will provide you with a safe and secure place to undertake your learning and will fully address any health or safety issues you may have.
- We will be easily contactable Monday to Friday 9-5 and will aim to respond to all queries within 2 working days.
- We will access the funding that is available to assist you in your training. Where there are further costs involved we will inform you clearly at the beginning before you start your training and we will agree payment arrangements with you.
- We will carry out checks to ensure that you are eligible for funding we seek to claim on your behalf and will work with you to gather any necessary evidence. The criteria may change from time to time, but usually includes checks on residency in the UK and details of your prior learning and qualifications.
- We will tell you if you or your employer needs to contribute to the funding for your learning.
- We will establish your present levels of ability in English, maths and Digital Skills and we will inform you of additional support available to help you improve your English, maths or Digital Skills if needed.
- We will assess your existing vocational or occupational skills level and devise an individual learning plan to meet your needs.
- We will monitor your progress towards your learning goals.
- We will respond to any issues or concerns you raise and will provide confidential advice and support where needed.
- We will provide clear communication throughout your programme and will keep you up to date on your progress and any planned changes. In unforeseen circumstances (e.g. if the tutor is sick) we will inform you at the earliest opportunity and do our best to minimise any disruptions to your schedule.

You should also expect from us ...

- A friendly, approachable and professional service
- To be treated with courtesy and respect
- To be treated fairly whatever your age, race, gender, sexual orientation or disability
- An agreed learning plan, which is discussed and agreed from the start, so that we all understand your goals and how you are going to achieve them

- Regular feedback and reviews of your progress, so that you can see how you are getting on.
- Continual improvement of our service by using your feedback, as well as investigating and resolving any of your complaints.
- To be fully supported by us so you never feel alone in your learning

LSDN Promise

- To provide you with VALID, RELEVANT, RESPECTED and HIGH-QUALITY learning and qualifications which will benefit you personally and professionally.
- To provide you with ACCURATE and HELPFUL information, advice and guidance in relation to your course, learning options and career opportunities.
- To support you with positive career progression and next steps on completion of your course.

What we expect from you

As a student and a member of the London Skills & Development Network community you have certain responsibilities.

In order to achieve your learning goals you will need to:

- Attend all the classes, tutorials and assessments that form part of your programme of learning, regularly and on time.
- Let your tutor know straight away if you have difficulties with your course work.
- Let your tutor know straight away if you have a genuine reason for absence or we may assume that you have left the course.
- Review your own progress regularly and discuss this with your tutor.
- Use your best efforts to achieve the academic standards required by the course and the examination board or awarding organisation.
- Undertake all assignments, assessments and exam work within specified deadlines and adhere to all rules and regulations regarding these.

Note: If you are absent for four consecutive weeks or more, not counting planned holidays, without informing your tutor of your intention to return, we will take that to mean you have left the course.

Note: The requirements for achieving your learning goals are given in course information documents at induction.

You also have obligations towards other students and members of staff:

- You are expected to treat everyone with respect as set out in the London Skills and Development Network equality and diversity policy.
- You must keep to the health and safety regulations in classrooms, workshops and other premises.
- When you use computer equipment, you are expected to keep to the acceptable use policy and follow safe internet use guidelines.
- When on class visits, you must follow the London Skills and Development Network rules, and regulations or code of conduct.
- You should carry out the self-learning requirements of the course and hand in assignments on time.
- You are expected to keep to the no smoking policy on all London Skills and Development Network partner premises.

Learning Centre Rules and Plagiarism

We have certain rules and regulations which tell you what we expect when it comes to your behaviour, attitude, conduct, time-keeping and attendance. These will be explained to you on induction

What happens if

I have broken the rules?

If you break the rules, you will be told what you need to do to put things right and what will happen if you don't.

For example, if you are late for a lesson or session with your tutor, you will be asked to give a reason and asked to not be late again as this can disrupt the class for others.

If you continue to be late, your tutor will speak to you again, help you to find a solution and you may be given a warning.

If there is no improvement in your behaviour your options at this point will be explained to you.

To find out more about our disciplinary and grievance process, you can talk to your tutor or speak to anyone in the Learning Centre

Plagiarism

Plagiarism is defined as attempting to pass off as the student's own work, the work of others, from whatever format (including items downloaded from the internet) and without proper acknowledgement of sources.

Examples of plagiarism include, but are not limited to:

- Copying directly from a text, word for word
- Using text downloaded from the internet
- Paraphrasing the words of a text very closely
- Using statistics from another source or person

- Copying from essay or the notes of another student
- Downloading or copying pictures, photographs or diagrams without reference to the original source

Where plagiarism is suspected, tutors/assessors will inform the relevant line manager who will investigate the incident.

Should the student be deemed to have plagiarised from another source, the appropriate awarding body/examination board will be informed.

Artificial intelligence

London Skills & Development Network permit the appropriate and responsible use of generative Artificial Intelligence (AI) applications by our students.

1. We recognise that generative AI applications can be useful tools in specific aspects of learning, such as:

- assisting in the structuring or organising existing work
- getting inspiration / overcoming 'writer's block'
- spelling and grammar checks
- supporting international students with language challenges
- aiding students with specific learning requirements
- creating prompts for image making
- creative image making and media production
- producing quick summaries / synopses
- other subject specific tasks such as debugging code

2. We are committed to engaging with generative AI within the context of our wider commitment to equality and social justice. We will work with students to understand and have awareness of the biases that may present in some AI systems and to minimise any inequalities in access.

3. Course and module content at London Skills & Development Network will be regularly reviewed to ensure the exploration and understanding of emerging technologies, including AI. We encourage staff and students to actively participate in sector-wide debates and discussions on emerging issues related to Generative AI and other emerging technologies.

4. We aim to support students in their Generative AI literacy within wider learning skills development, assessment literacy, information literacy, digital literacy, and awareness of academic misconduct.

5. London Skills & Development Network students will be expected to document or reference all usage generative AI for assessment submissions.
6. We will collaborate with employers, employer networks, Professional Statutory Regulatory Bodies (PSRBs) and other professional organisations to ensure our courses prepare students for the changing workplace environment, where AI may be a part of everyday life.
7. We are committed to engage with the broader legal, ethical, and philosophical issues surrounding the use of generative AI in teaching and learning contexts and other relevant student facing spaces.
8. London Skills & Development Network will provide its staff with appropriate training, development, support, and resources to engage with generative AI, and related issues including impact on learning and assessment and Academic Misconduct.

Our Courses and Qualifications

London Skills and Development Network offers a wide range of courses and qualifications. As well as those which are included here, we are happy to discuss other options based on your individual needs. Full details of our courses will be discussed with you when you register with the London Skills and Development Network. This helps the tutor to prepare an individual learning plan that provides the support you need to meet your learning goals.

Professional and Technical Qualifications

Professional and Technical qualifications are career focussed qualifications that equip you with specific knowledge and skills to work in a chosen sector, industry and/or occupational area. LSDN offers Professional and Technical qualifications in a wide range of subjects and areas, including:

- Health and Safety - Building and Construction - Railway Engineering
- Public Services and Public Safety - Environmental Conservation and Green Skills
- Wellbeing, Employability, Personal and Professional Development

Programmes for the Unemployed

In these challenging economic times, it's vital we all have the right skills to gain employment and improve our career prospects. London Skills and Development Network's range of unemployed training provision is aimed at those who are currently out of work and offers support, training and advice to suit the needs of the individual student.

Those who take part in the scheme can undertake practical, constructive work based units from employability skills qualifications such as time management, teamwork or team leading, interview skills and choose one or more vocational skills pathways, such as care, administration, childcare or railway engineering to complement the rest of the programme.

English, maths and Digital Skills

We offer free English, maths and Digital Skills support for those who need to brush-up on their skills. We encourage all students to achieve English and math qualifications to Level 2 (GCSE), as this is the agreed level needed to operate effectively in the workplace and will provide you with the best possible foundation for future success in your chosen career.

The LSDN Learning Process

Stage 1: Enrolment

Meet with advisor and tutor
Check eligibility
Sign paperwork
Carry out risk assessment
Carry out functional Skills assessment
Advice and guidance given

Stage 2: Skills Assessment

Carry out diagnostic assessment
Agree support needed
Update learning plan

Stage 3: Individual Learning Plan

Agree and complete individual learning plan
Review previous experience / qualifications
Carry out skills scan
Arrange progress review meetings

Stage 4: Induction

Induction to course content
Briefing on health and safety, equality and diversity and Safeguarding
Introduction to programme

Stage 5: Learning

Classroom learning
Observation of work practice (for vocational courses)
Update learning plan
Regular reviews
Study Skills

Stage 6: Achievement and Certification

Complete assessments, assignments or exams
Opportunity for improvements or exam re-take (if needed)
External moderation
Certificates issued

Stage 7: Destination & positive progression

Sponsorship programme
Careers advice and job brokerage/employability session
Employer events
Positive Progression and Good Work job outcome and reporting

Post-programme Student Support Policy

If you have recently completed a course or training programme at LSDN, this policy will apply to you.

LSDN is a learning community, once you have completed your course, this does not have to be the end of your journey with LSDN. We want to continue to support you as you progress in your career and future learning.

LSDN has the following post-programme policy:

- All LSDN students, past and present, may access LSDN premises and receive ongoing support and advice from LSDN staff (both formal and informal) either face to face or through the use of technology or phone.
- Former LSDN students will continue to receive LSDN updates and information regarding relevant employment and career opportunities, if they request this. Support will be offered, to those students who request it, to gain employment and/or progress within employment (e.g. promotion), as appropriate.
- Former LSDN students will continue to have access to their LSDN online email addresses and learning platform for up to 12 months post-programme.

In all cases, LSDN will continue to provide support to all former students in any way possible, subject to its capacity and level of expertise.

Employment Support

London Skills and Development Network is dedicated to support all our students in making informed decisions concerning their future. Personal Tutors are available to provide enhanced access for students through interviews, workshops and support to tutors in the development of student employability. If you require assistance please contact your personal tutor.

LSDN employment support

We are dedicated to providing comprehensive support and resources to enhance your employability skills and help you succeed in your career. We understand that your ultimate goal is to secure a rewarding career, and we are committed to equipping you with the necessary tools, knowledge, and guidance to achieve that objective. Our career support services are designed to complement your training program and maximise your potential for professional success.

Career Guidance: Our experienced career guidance staff are available to assist you in exploring various career paths, identifying your strengths and interests, and aligning them with the demands of the job market.

One to One Surgery Meetings and Career Event Sessions:

Through one-on-one surgery meetings and career event sessions, our career guidance staff will provide personalised guidance, helping you make informed decisions about your future career.

We understand the importance of a well-crafted CV and compelling cover letter in capturing the attention of potential employers. Our workshops and individual sessions focus on resume writing techniques, highlighting your skills and accomplishments effectively, and tailoring your application materials to specific job opportunities.

Interviews can be a nerve-wracking experience, but our training centre is here to help you navigate them with confidence. We provide workshops and mock interview opportunities to help you hone your interview skills, develop effective communication techniques, and showcase your abilities to potential employers. Our experienced instructors offer valuable feedback and guidance to enhance your performance and increase your chances of success.

If you would like to book for a one to one session, click on: <https://forms.gle/EDi7jjV1SJNWUWzcA>. If you would like to register for any of our future career development events, click on: <https://forms.gle/AJo47ANbzN1ZYqj46>

Networking and Industry Connections: Building a professional network is crucial for career advancement. At LSDN, we facilitate networking opportunities by organising guest speaker sessions, industry-specific workshops, and networking events. These activities allow you to connect with professionals in your field, gain valuable insights, and potentially secure internships or job placements. Our extensive network of industry partners and alumni provides a valuable resource for mentorship, advice, and potential employment opportunities.

Continuing Education and Professional Development: We believe that learning is a lifelong process. To support your ongoing professional development, we offer continuing education resources, wellbeing support and event sessions to enhance your skills, and broaden your knowledge base in regards to learning, career and wellbeing. Our goal is to foster a mindset of continuous learning, empowering you to stay ahead in a rapidly evolving job market. We also want to enrich you with an array of life skills knowledge for your learning to go beyond the classroom. Please visit our website at WWW.LSDNEDU.ORG.UK

At LSDN, we are committed to your success beyond your learning program. Our employability support services are designed to equip you with the skills, confidence, and connections necessary to thrive in your chosen career. We encourage you to take advantage of these resources and maximise your employability to achieve your professional goals.

Comments, Complaints and Compliments

We are committed to developing and maintaining high standards of support, training and conduct. We want you to help us make our organisation a great place to learn. If you have a suggestion to make or want to pay a compliment, we'd be very pleased to hear from you.

Please talk to your tutor, Personal Tutor or any other member of staff if you think we are not meeting our charter standards. You are welcome to make a suggestion or complaint as appropriate.

You may request a copy of our full complaints policy and procedure from the front office or in writing by emailing: info@lsdn.org.uk.

Equality and Diversity

Overview

The vision of the UK Department for Education is to create 'a learning society in which everyone has the opportunity to go as far as their talents and efforts will take them'.

We are committed to providing you with a learning environment that is free from discrimination and promotes equal opportunity and equal access regardless of any personal characteristics. We have adopted a system of continuous development to promote aspects of equality and diversity regularly with you. There will be some training input at your induction, and further promotion and checking of your knowledge and understanding at progress reviews.

- If you have any concerns.....
- If you feel unsupported in learning or in the workplace.....
- If you would like to discuss your concerns confidentially.....

....please tell us. Ask to speak to your tutor privately or to the Learning Manager.

About Equality and Diversity

Our society is becoming more complex and diverse. The overall population is growing, we are more ethnically diverse, and we are living longer. New patterns of migration have affected previously

homogenous communities. Equality legislation has helped challenge much discrimination and prejudice, but there are still big equality gaps.

What is equality?

Equality is ensuring individuals or groups of individuals are treated fairly and equally and no less favourably, specific to their needs, including areas of race, gender, disability, religion or belief, sexual orientation and age. Promoting equality should remove discrimination in all of the previously mentioned areas. Bullying, harassment or victimisation are also considered as equality and diversity issues.

What is diversity?

Diversity aims to recognise, respect and value people's differences to contribute and realise their full potential by promoting an inclusive culture for all staff and students.

More information

You can also find a range of free resources and information on our website about keeping safe and healthy.

Equality and Diversity Policy

You can get a copy of our full Equality and Diversity policy from the Teaching and Learning office.

Safeguarding and Prevent

Safeguarding is all about ensuring the safety and wellbeing of our students and service users. It is also about ensuring that you **feel** safe and that you are able to speak to someone in confidence in the event that you do not!

We are committed to ensuring you are safe at all times. Your tutor will discuss with you how to ensure your wellbeing and who to report any concerns or specific incidents to. You can also find a range of free resources and information on our website about keeping safe and healthy.

Safeguarding Policy

You can get a copy of our full Safeguarding Policy and details of our nominated person for Safeguarding from the Teaching and Learning office.

Radicalisation Statement

Radicalisation is defined as the act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind. Extremism is defined as the holding of extreme political or religious views.

At LSDN, we are fully committed to safeguarding and promoting the welfare of all students and staff. We recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability.

At LSDN, all staff members are expected to uphold and promote the fundamental principles of British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

Sustainability and the Environment

London Skills and Development Network places great importance on its local environment and considers seriously the effect that it has on the global environment in its use of natural resources, consumption of energy and water, production of various types of waste and use of transport by its staff team, clients and visitors.

The Organisation is consequently committed to:

- Complying with all applicable environmental legislation including the Duty of Care 1991, Hazardous Waste 2005 and WEEE 2002 acts;
- Encouraging users of our buildings to be aware of environmental issues and provide training/information where required;
- Promote energy conservation by use of energy saving bulbs, sensor/timed lights, turning off all electrical equipment when not in use;
- The safe disposal of all waste, especially hazardous waste, and providing recycling facilities for our staff and users;
- Where possible to be environmentally responsible in our purchasing and delivery activities;
- Encouraging staff to use public transport wherever possible;
- Ensuring that the organisation considers sustainability as it grows and develops and reviews our environmental practice on a regular basis.

You can get a copy of our full Sustainability Policy from the front office/reception.

Bullying and Harassment

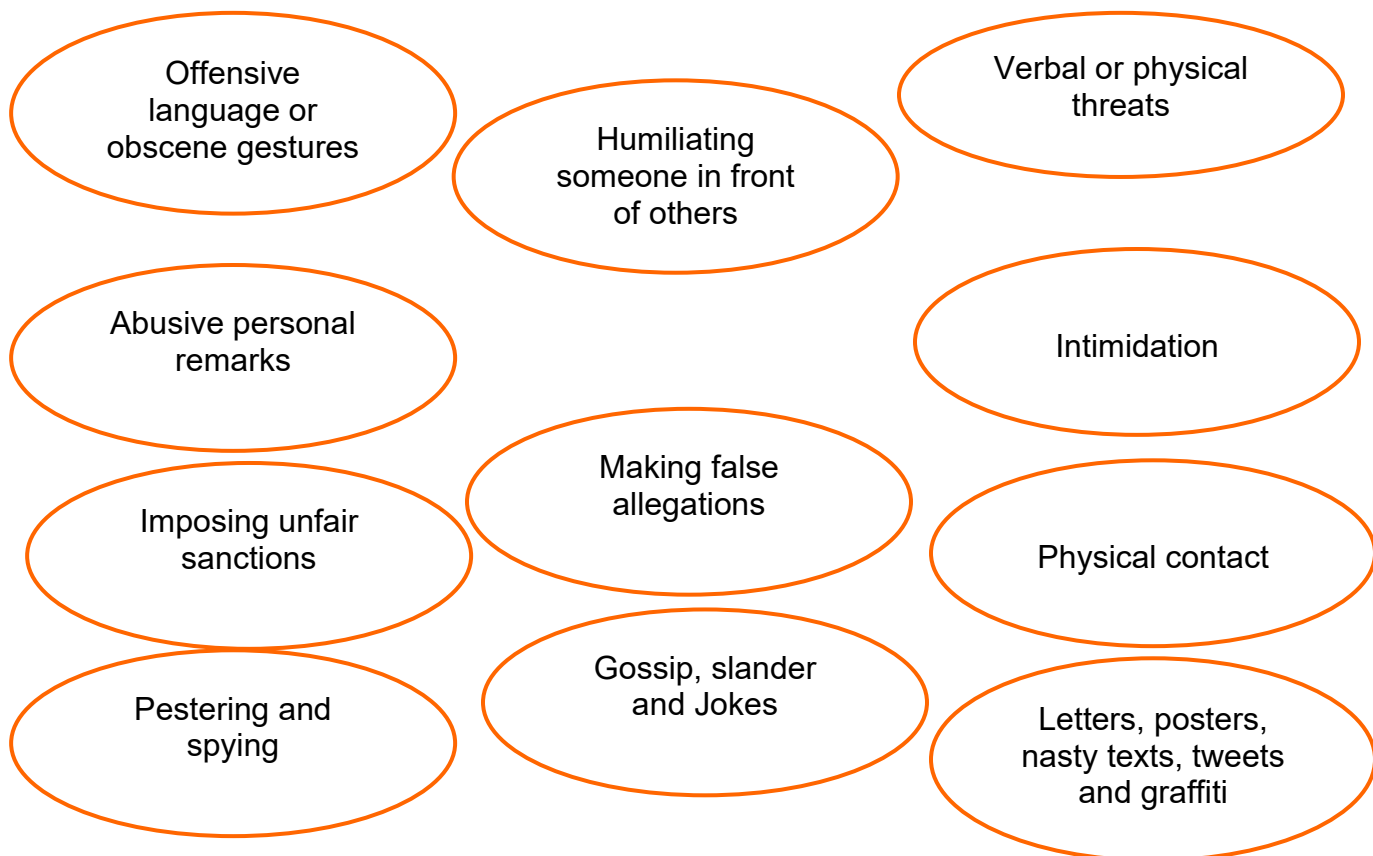
We take bullying and harassment very seriously and will not stand for it!

What happens if

I am being bullied or harassed?

We will investigate any reports of bullying or harassment and deal with them straight away. **To report a case of either bullying or harassment, you can talk in confidence to your tutor or any senior member of staff.**

Bullying and harassment takes a number of different forms including –



Bullying and Harassment Policy

You can get a copy of our full Bullying and Harassment policy from the Teaching and Learning office.

Appeals Procedure

There may be times when you do not agree with a grade you have been given or feedback you have received. There may even be times when you may question your exam results and/or the exam process, or the outcome of an assessment.

What happens if.....

I don't agree with my exam or assessment.

Talk about your concerns to your tutor and ask them to explain the decision. You can bring a work colleague or other learner with you.

If you still want to appeal you should complete a Learner Appeal Form which goes to our internal verifier.

We hope this process will resolve your concerns but you can always speak to the Centre Manager who will try to help you resolve your concerns.

Appeals Policy

You can get a copy of our full Appeals Policy from the Teaching and Learning office.

To find out more about our Appeals policy and process, you can talk to your tutor or speak to anyone in the Learning Centre

IT Policy statement

Student network user accounts are allocated to the named user and for sole use of that user and must not be shared. Students are responsible for their data and their actions taken under their assigned login name.

Do not attempt to access the computer network where you do not have a valid user account or you are not an authorised user. Attempting to access a system to which you have no legal right of access is a criminal offence under British law (Computer Misuse Act 1990) whether the attempt was successful or not.

LSDN reserves the right to seek legal action where UK laws have been broken and/or where criminal activities lead to financial loss.

LSDN reserves the right to monitor any curriculum workstation at any time without any prior notice. This also includes data files and folders of users. Students must always consider whether their actions could harm the reputation of LSDN.

Each student within LSDN must realise that web site access can be traced and monitored.

Each student represents LSDN and therefore must act responsibly at all times.

The viewing or downloading of offensive, obscene, discriminatory, defamatory or otherwise unlawful material is strictly forbidden. Web site access reports can be produced on an individual user basis.

LSDN accepts no responsibility for loss or damage of student's files resulting in the use of network computer systems, although robust backup systems are provided.

Students must not leave the workstations unattended whilst logged in.

LSDN systems may not be used to upload or download any material which infringes copyright or other intellectual property rights.

Access to the Internet must only be gained by use of LSDN's Local Area network and Wide Area Network. The setting up of any Internet connections or web servers by any other means is prohibited.

LSDN systems may not be used in any way to harass or intimidate other users this includes obscene, offensive, racist or defamatory material. This includes email and 'net send' messages.

Contravention of email regulations may be reported to the provider.

Students are not permitted to install any software of any kind onto the workstations.

Students are not permitted to consume food or drink in any of the computer rooms within LSDN.

Students are not permitted to play games, whether they are local or networked using LSDN workstations.

LSDN operates an Internet Firewall and reserves the right to block the use of some web sites, IP ports and filter access to inappropriate or offensive web sites.

The use of chat programs, such as 'mirc','icq' and 'MSN messenger', are prohibited.

Students must not use LSDN's computer and networking facilities for 'Cyber bullying' of any kind, including; sending or posting of harmful, derogatory, insulting or cruel text or images using email, instant messaging or any other computer-based facility, that are deemed threatening or cause discomfort to the recipient.

Reasonable private use of the Internet is permitted but should be kept to a minimum and should not interfere with LSDN's academic studies. Excessive private access to the Internet during college hours may lead to disciplinary action.

Students must not interfere or tamper with any software or settings on the workstations. This includes the modification or removal of software.

Students must not interfere or tamper with any of the hardware, physical connections or security devices on the workstations or peripherals. This includes printers, scanners, asset tags etc.

Contravention of any of the LSDN acceptable use regulations will result in disciplinary action and in certain cases could lead to civil prosecution.

LSDN may also use hard copy evidence in prosecution or disciplinary proceedings against any user that contravenes the above conditions.

LSDN reserves the right to change/amend the above terms and conditions at any time without prior notice.

Stay Safe Online

It is important that you safeguard yourself when working online. The following should be applied:

- Use a password, one that is not easy to forget
- Never give your password to anyone else
- Never share personal details with people online, they can use this for a variety of reasons including fraud and impersonation
- Never use any social media to advise anyone that you are not at home, this can lead to burglary or trespass

Health and Safety

Overview

London Skills & Development Network is committed to ensuring your safety and wellbeing

- We will assess the potential risks to your health and wellbeing at your place of study by carrying out a risk assessment.
- We will ensure that your study centre and employer (if applicable) has a Health and Safety Policy and that they too have carried out a risk assessment.
- We will let you have a copy of our own health and safety policy and you will be given further information to help you be a safe student.
- We will provide you access to the booklet 'Be Safe' which provides helpful information on this topic and also provides an assessment tool to check your knowledge when you have read it.

Additional Information

All employers who have five or more people working for them will have their own safety policy, which will state their organisation's commitment to health and safety. This will detail the procedures which are in place to ensure that you are working in safe conditions:

- The organisation should also have produced an assessment of the risks to your health and safety. You should be told about the results of any risk assessment

Do make sure you understand the policy *and* the assessment. If in doubt, ASK!

You are responsible too – be smart – think before you act.

- By law, you must not interfere with, or misuse, anything provided, for safety
- Learn how to work safely and obey safety rules
- Use all equipment and protective clothing provided
- Report things that seem dangerous, damaged or faulty
- Only use tools, machinery or substances after you have been trained and given permission to do so
- Never play practical jokes – they can cause catastrophic accidents and injury.

What am I entitled to regarding Health and Safety?

You are entitled to:

- A safe, healthy and supportive environment, wherever learning takes place
- An induction to health and safety when starting your learning or training, and at each new location or placement
- Full information on the provider's (and where appropriate, the work placement or employer's) health and safety policy, responsibility and procedures.
- Information on supervision arrangements
- Information on any risks associated with the learning programme.
- Advice on, and immediate free access to, suitable personal protective equipment or facilities
- Information on restrictions which apply to any action or activity on the part of the student, for example, restrictions on the use of certain machinery or vehicles
- Training on health and safety issues and appropriate use of equipment where needed
- Advice that, in the event of an accident at work, non-employed students on an apprenticeship programme may claim disablement benefit through the Department for Work and Pensions (DWP),
- Analogous Industrial Injuries Scheme (AIIS).

If you have any concerns regarding your safety you can contact:

- Your workplace supervisor/manager
- Your tutor/assessor or any other senior person at the London Skills and Development Network

You can also research the current legislation

The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999

Health and Safety Policy

You can get a copy of our full Health and Safety policy from the Teaching and Learning office.

Getting in touch with us

As well as talking to your tutor, you can get in touch with us via any of the following ways:

Student Office

Email: study@lsdn.org.uk

Telephone: 07818 152 331 | 07823 494 687 (centre number)

Education Services Team

Email: eateam@lsdn.org.uk

Tel: 020 3784 1294 | **Mobile:** 0791 7758 810

Office hours: Monday - Friday 9.30am - 5.00pm

You can also find out more about us, and see copies of our policies and procedures, by visiting our website www.lsdn.org.uk

Appendix A: More information about health and safety

Health and Safety at Work etc. Act 1974

The Health and Safety at Work etc. Act 1974, also referred to as HASAW or HSW, is the primary piece of legislation covering occupational health and safety in the United Kingdom. The Health and Safety Executive is responsible for enforcing the Act and a number of other Acts and Statutory Instruments relevant to the working environment. There are additional aspects of European legislation often added and these are called a 'Directive'.

Disclaimer

The information provided here should be regularly reviewed and updated and checked for accuracy and completeness. However it is important to note that legal information must be used with a degree of caution.

All workers are entitled to work in environments where risks to their health and safety are properly controlled. Under health and safety law, the primary responsibility for this is down to employers.

As a worker, you have a duty to take care of your own health and safety and that of others who may be affected by your actions. Health and safety legislation, therefore, requires employers and workers to cooperate.

If you have specific queries on health and safety in your workplace, first ask your manager, or your tutor. If there is a safety representative or trade union representative in your work placement you may wish to contact them for any further information you feel you may need.

You may use the following link to the internet to provide you with further information.

Your health and safety: A guide for workers provides further details of your rights and responsibilities.

- **Are you covered by health and safety laws?** This provides general information on how the law applies to you.
- Find out how the law applies to **Agency workers** and view the **guidance**  that tells employment agencies and businesses using agency workers about their responsibilities
- All workers are entitled to **rest breaks and paid holidays** .
- If you are off sick from work and worried about your job, you can find out practical advice on what you can do, how your employer can help you and where to get **more advice [91KB]** .
- If you are concerned about your health and safety at work then **find out how we can help you**. We treat all contacts in strictest confidence.
- If you think someone is breaking the law and you can't get anyone in your organisation to take action, you can tell us and the law will protect you from **victimisation**.
- For more details on your responsibilities and how health and safety law is meant to work, HSE has produced a booklet: **Health and safety regulation: A short guide**. You can also read **Health and safety law: What you need to know**.

Resources



- [Health and Safety Law](#) What you need to know



- [Your health, your safety](#) A guide for workers



- [Off sick from work and worried about your job](#)

More resources

The Reporting of Injuries Diseases and Dangerous Occurrence Regulations are commonly known as the **RIDDOR** Regulations. All organisations have a duty to comply with them within their business. **RIDDOR** applies to all work activities but not all incidents are reportable

Your employer's responsibilities

Under the law employers are responsible for health and safety management. This page provides a broad outline of how the law applies to employers. Don't forget, **employees and the self-employed have important responsibilities too!**

It is an employer's duty to protect the health, safety and welfare of their employees, and other people who might be affected by their business. Your employer must do whatever is reasonably practicable to achieve this.

This means making sure that you and others are protected from anything that may cause harm, effectively controlling any risks to injury or health that could arise in the workplace.

Your employer has duties under health and safety law to assess risks in the workplace. Risk assessments should be carried out that address all risks that might cause harm in your workplace.

Your employer must give you information about the risks in your workplace and how you are protected and instruct and train you on how to deal with the risks.

Your employer must consult you on health and safety issues, either directly or through a safety representative that is either elected by the workforce or appointed by a trade union.

For more details on this and how health and safety law works, HSE has produced a booklet **Health and Safety Regulation: A short guide**. You can also read **Health and safety law: What you need to know**.

If you have specific queries on health and safety issues in your workplace, first ask your manager. Your safety representative or trade union representative may also be able to help, where they exist.

If you think your employer is exposing you to risks or is not carrying out their legal duty in regards to health and safety, and you have pointed this out to them without getting a satisfactory response, you can **contact us**. **We treat all contacts in strictest confidence.**

Remember: for confidential help and information you can contact the **HSE Infoline**.

Complete the online form: <https://contact.hse.gov.uk/where-in-uk/>

If you cannot use the form, call HSE on 0300 003 1747 or BSR on 0300 790 6787 and they will help fill it in for you. Opening times Monday to Friday from 8.30am to 5pm. On Wednesdays, open from 10am to 5pm.

Now check your own knowledge!

Q. Does a company require a health and safety policy?

A. Employers who employ more than 5 people should have a written H & S policy.

Q. Does this outline what they are committed to providing in terms of ensuring the health and safety of all staff and visitors?

A. The policy should describe their commitment and any actions to ensuring the health and safety of their employees and that of any visitors to their site/premises.

Q. Do you know who to ask if you have any questions regarding your health and safety?

A. There should be a nominated health and safety representative, your line manager may be your first contact if you have any questions, and your tutor will support you to resolve any concerns you may have.

Q. Does your employer have an up to date certificate displayed of their 'Employers' Liability Insurance'?

A. It is a requirement under the law that your employer has and displays an up to date poster of their Employers liability insurance.

Q. What is your responsibility for health and safety at work?

A. As a worker, you have a duty to take care of your own health and safety and that of others who may be affected by your actions. Health and safety legislation, therefore, requires employers and workers to cooperate.

Q. Do you know the emergency evacuation procedure and where to meet?

A. On your induction into the company your employer/training provider should inform you of their procedures. If not, you should find out where the emergency exits are, and where you should meet in the event of an evacuation. Most organisations carry out practice evacuation procedures regularly so that staff know what to do should an emergency occur.

Q. Do you know what a hazard at work might be?

A. There are a wide range of situations that could be described as a hazard which could ultimately put you or someone else at risk of an accident. As these vary from place to place you should talk to your tutor about what might be a risk for you in your work/training place. You should research what these might be.

Q. Do you know about, has your employer talked to you about the regulations for use of VDU's?

A. There is a European directive regarding the time spent in front of a computer. You should research fully what this outlines and talk to your tutor about how this might be implemented in your workplace.

Q. What would you do if you or someone working close to you had an accident at work and sustained an injury?

A. You would need to call on a registered first aider, or your immediate supervisor, if it was serious you should call an ambulance straight away. You would need to report any accident, even a small one, to your line manager and this should be recorded in the accident book. You need to locate where this is held.

Q. Is there a nominated/appointed first aider? Are they always at work when you are? Is there an alternative person?

A. In large organisations there are usually a number of first aiders, in smaller ones it is sometimes your immediate supervisor who would deal with an accident.

Q. Do you have to lift any heavy objects at work, for example boxes of paper, and if so has anyone shown you how to lift heavy items safely?

A. There are well developed ways of lifting heavy items – these are called ‘Manual Handling Techniques’ – most employers will get someone to demonstrate how to do this – if not ask your tutor for help.

Q. Does your employer have any policies/procedures for managing, using and protecting information technology?

A. Many organisations today will have an 'Internet Safety Policy' and you should have been made aware of this. You should know, or find out if your employer has any rules regarding the use of internet, emails, and other applications for personal use. Your employer may monitor your usage.

Q. What are your obligations in terms of protecting individual and company information is there any legislation relating to protecting information?

A. There is the 'Data Protection Act' which outlines how all our personal data should be protected. Companies will have their own guidelines and have a right to expect all staff to keep company information confidential. You need to research this aspect, and your tutor should support you in this activity.

Appendix B: More information about safeguarding

Safeguarding – What is it?

It principally contains two elements

- A duty to protect children and young people from maltreatment
- A duty to prevent impairment of health and development

Some background on ‘Safeguarding’ is provided here to help students, ensure that they are safe, and that any children or vulnerable adults with whom they may come into contact, are also safe.

There has been considerable development and broader understanding of the issues of safeguarding for some years. These aspects have been brought clearly into the public domain through such sad instances as the child protection cases of Victoria Climbié and baby Peter Connolly (‘Baby P’). Lord Laming’s report into the Victoria Climbié case made 108 recommendations for change. There have been more recent cases where vulnerable people have been bullied and attacked leading to devastating consequences for those individuals.

‘Every Child Matters’

Within education and training environments, safeguarding, as a duty, was being addressed through this particular framework containing the following elements: however there are wider implications for providers of education and training.

- Be Healthy
- Stay Safe
- Enjoy and Achieve
- Make a Positive Contribution
- Achieve Economic Well being

Requirements for organisations providing education and training

- To ensure students know there is a nominated senior member of staff in charge of safeguarding arrangements, to whom they can raise any concerns.
- To ensure effective and thorough risk assessments across the training provision have been carried out in line with its policy and procedure on Safeguarding
- To ensure where the provider works with employers, that staff liaise with the employer to ensure appropriate arrangements for safeguarding of students

- To ensure that policies on bullying and discrimination are effectively implemented and that students understand their rights
- To ensure the provision of a safe learning environment for all in training and at work
- To ensure the provision includes understanding of bullying, abuse and internet safety

Your rights

1. You have the right to feel safe where you learn.
2. Other people should not hurt or abuse you in any way.
3. Other people should not threaten to hurt or abuse you.

Your responsibilities are

1. To respect other people's rights to safety
2. Not to hurt or abuse others
3. Not to threaten to hurt or abuse others

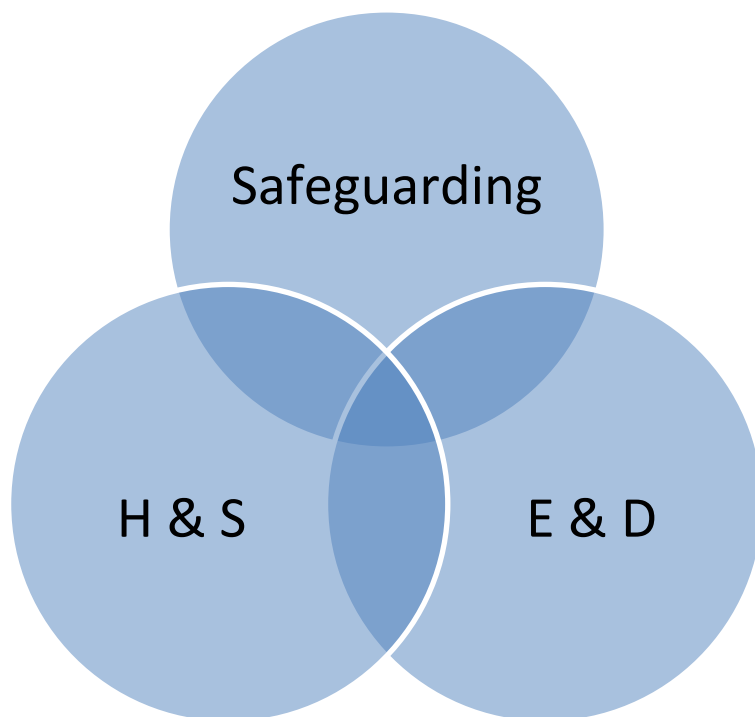
These aspects can include a wide range of different forms of abuse, some are outlined here:

Physical or Sexual Abuse

- People should not touch you in a way that hurts or that you don't want.
- People should not hit, kick, pinch, burn or push you or bind or tie you up.
- People should not say sexual things to you if you don't want them to.

Psychological or Emotional Abuse

- People should not upset you by bullying or teasing you.
- People should not place damaging messages on the internet, or send you threatening or nasty text messages.
- People should not steal from you.
- People should not bully you into handing money over to them.



Whistle blowing

The UK Public Interest Disclosure Act came into force in 1999 after several high profile cases and has given legal protection to workers who whistle blow on professional malpractice.

It provides employees with the rights to raise concerns about safe working environments. Students should have a contact name for a senior person within their training provider to whom they can raise any concerns.

If this does not provide the support needed, contact can be made to the organisation Public Concern at Work (0202 404 6609).

Safeguarding – Questions for students

Note: These questions are to prompt discussion with your assessor and to provide you with the opportunity to ask for more information where answers are unclear.

1. What do you understand by the term “Safeguarding”?
2. What do you understand by the term “Whistle blowing” and when might you do this?
3. What is bullying?
4. What is the difference between bullying and harassment?
5. What would you do if you observed bullying in your workplace?
6. Do you feel safe in your workplace and why? Have you ever felt unsafe and why?
7. If you felt threatened at work, what would you do?
8. Have you had any training about safeguarding? If so, what did you learn?
9. If you were asked by your employer to do something that you did not agree with what would you do?
10. What would you do if you saw a stranger in your workplace in an area not open to the public?
11. How do you manage stress at work?
12. What would you do if your assessor made inappropriate comments to you?

Appendix C: More information about equality and diversity

Equality and Diversity

Our society is becoming more complex and diverse. Overall population is growing, we are more ethnically diverse, and we are getting older. New patterns of migration have affected previously homogenous communities. Equality legislation has helped challenge much discrimination and prejudice, but there are still big equality gaps.

What is equality?

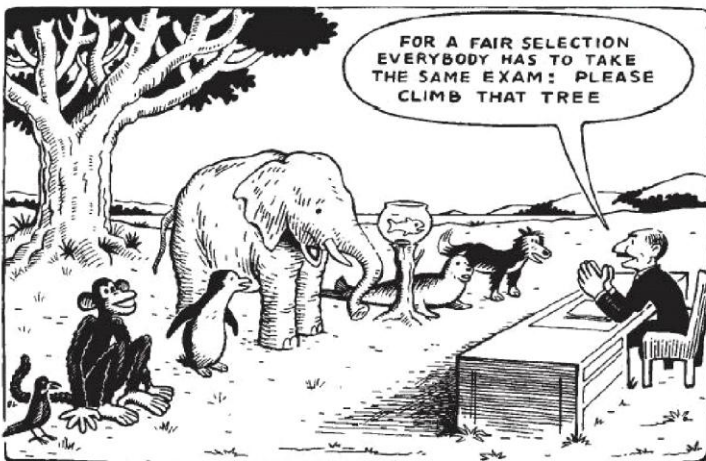
Equality is ensuring individuals or groups of individuals are treated fairly and equally and no less favourably, specific to their needs, including areas of race, gender, disability, religion or belief, sexual orientation and age.

Promoting equality should remove discrimination in all of the previously mentioned areas. Bullying, harassment or victimization are also considered as equality and diversity issues.

What is diversity?

Diversity aims to recognise, respect and value people's differences to contribute and realise their full potential by promoting an inclusive culture for all staff and students.

What it is not!



How can we promote equality and diversity?

We can promote equality and diversity by:

- treating all staff and students fairly
- creating an inclusive culture for all staff and students
- ensuring equal access to opportunities to enable students to fully participate in the learning process
- enabling all staff and students to develop to their full potential
- equipping staff and students with the skills to challenge inequality and discrimination in their work/learning environment
- making certain that any learning materials do not discriminate against any individuals or groups
- ensuring our policies, procedures and processes don't discriminate

Some examples of common aspects of discrimination and harassment can include:

- **Age** – treating someone unfairly or harassing them because they are seen as being too old or too young.
- **Ethnicity, religion and culture** – treating someone unfairly or harassing them because they are seen as being too old or too young.
- **Sexual orientation and trans-sexuality** - treating someone unfairly or harassing them because they are a gay man, a lesbian, bisexual or transgendered.
- **Gender** – Treating people unfairly or harassing them because they are male or female.
- **Disability** – treating people unfairly or harassing them if they have a disability such as a mobility impairment, a form of disfigurement, or a learning or mental health problem.

Respect for ALL

Discrimination and unfair treatment are not just limited to the above instances. 'Respect for all people' should be at the heart of any diversity strategy. Everyone has a responsibility to respect the feelings and sensibilities of others in the workplace, and to behave in a way which does not cause offence. It is important to recognise that we all have different needs at different times in our lives, which may require individual consideration.

Equality and Diversity: Some Question and Answers

Q. What do you think is meant by the terms Equality and Diversity?

A. Equality focuses on treating people fairly, according to their needs; and diversity recognises and respects people's differences.

Q. How can an organisation promote equality and diversity?

A. By providing everyone with an opportunity to fulfil their potential; providing development for staff and students to have the skills to understand and be able to challenge inequality and discrimination in their work/learning environment.

Q. Is there specific legislation to ensure equality and diversity?

A. Yes, the Equality Act 2010 covers a wide range of aspects of equality and diversity - including the protected characteristics of race, gender, disability, religion or belief, marriage and civil partnership, gender reassignment, pregnancy, sexual orientation and age.

Q. The more diverse the staff in an organisation, the better that organisation will be able to meet the needs of its customers: True or False, and why?

A. True: It will help. Ensuring that people's differences are respected and valued is also important.

Q. Our perceptions of other people's abilities are not always based on fact: True or False?

A. True

Q. Who is supported through the Equality Act, Women but not Men, single men and women, all men and women whether married or single?

A. All men and women whether married or single.