



The Qualification Hub

Policy, Procedures and Documents

Equal Opportunities and Diversity Policy

Version

1.0

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Reviewed By

TQH Board of Directors

thequalificationhub.com |



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Introduction

This policy is aimed at The Qualifications Hub centres and learners, who are delivering/enrolled on or have taken one of our approved qualifications.

It sets out our intention to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry.

Centre's responsibility

It's important that centre staff involved in the delivery of our qualifications and learners are fully aware of the contents of the policy (e.g. via their induction when first embarking on our qualification(s)).

Review arrangements

We will review the policy annually and revise it as and when necessary, in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

If you would like to feedback any views, please contact us via the details provided at the end of this policy.

Areas covered by the policy

- **TQH staff**

We commit to incorporating specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff.

We will provide equality training and guidance as appropriate to our staff; including as part of staffs' induction training as well as further on-going courses as identified via our internal staff performance review arrangements.

- **Qualification Development**

We will ensure that there are no features that could disadvantage any groups of learners that share a particular characteristic or barriers to entry other than those directly related to the purpose of the units or qualifications. The nature of any such features or barriers will be



stated and the inclusion of the requirements that create the barrier justified in terms why they are required for the particular unit or qualification. TQH will ensure that equality, diversity and accessibility considerations are embedded within qualification development, review and maintenance activities. Equality impacts will be considered during qualification design and review to identify and remove any unnecessary barriers to entry, assessment or achievement. TQH is committed to ensuring that learners who require reasonable adjustments or special consideration are able to access qualifications fairly and appropriately. Arrangements relating to reasonable adjustments and special consideration are detailed within TQH's Reasonable Adjustments and Special Consideration Policy.

- **Centres**

TQH expects centres to provide equal access to learning, assessment and certification irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Assessment must similarly be undertaken without discrimination. Centres are required to have in place a policy to ensure that such discrimination does not occur either directly, indirectly or as a result of pressure from other bodies. This policy should apply to all satellite/associated venues and there should be arrangements in place to monitor its application and effectiveness.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the centre, learners must be made aware of their right to appeal to us via the arrangements outlined in our Appeals Policy.

Monitoring the success and relevance of our arrangements

We are committed to complying with all current and relevant legislation and, which at the time of writing includes, but is not limited to the Equality Act 2010 and Northern Ireland Equality Law.

As part of the learner registration and certification processes for qualifications and units we may collect information on diversity, requests for special considerations, access arrangements and feedback from learners, centres, and other stakeholders.

TQH monitors equality, diversity and accessibility through learner feedback, complaints, appeals, reasonable adjustment requests, special consideration requests, quality assurance activity and other relevant information recorded within The Hub. Trends and emerging issues are reviewed as part of TQH's quality assurance and governance arrangements.

Where monitoring activities identify that TQH's qualifications, services or arrangements may have created unnecessary barriers or adversely affected learners, the matter will be reviewed by the Head



of Quality Assurance. Where appropriate, corrective and preventative actions will be implemented, including amendments to qualifications, assessment arrangements, quality assurance processes or organisational procedures.

Details of our ongoing reviews will be made available to the qualification regulators upon request.

Contact us

If you've any queries about the contents of the policy, please contact info@thequalificationhub.com

