

COLLEGE OF INTEGRATED CHINESE MEDICINE

EQUALITY AND DIVERSITY POLICY

Introduction

This policy is designed to enable the College of Integrated Chinese Medicine to promote an environment in which equality of opportunities can be planned, developed and implemented. The policy sets out our commitment to equal opportunities, to whom it applies and what we hope to achieve.

College of Integrated Chinese Medicine is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that each employee feels respected and able to give their best.

Students of the College and patients of the College clinic can expect our subcontractors, employees and teachers to implement and behave in a manner consistent with this policy and to be non-discriminatory in their practice.

Our equal opportunities statement is displayed in the student common room and the staff room.

Employees and Sub Contractors

People will be judged solely on merit and ability during recruitment, selection, training, development and promotion throughout their employment.

It is the continuing policy of College of Integrated Chinese Medicine to provide equal opportunity employment to all employees without regard to:

- Gender (including sex, marriage, pregnancy, maternity leave, gender re-assignment, sexual orientation);
- Race (including ethnic origin, colour, citizenship, nationality, and national origin);
- Disability;
- Religion or belief;
- Age.

All employees or sub contractors whether full-time, part-time or temporary, will be treated fairly and with respect. This policy applies to all employment decisions, including those in connection with:

- Recruitment, selection, promotion and advertisement of jobs;
- Terms and conditions of employment;
- Training, career development and progression;
- Grievance and disciplinary procedures;
- Relationships between members of staff.

Each employee of College of Integrated Chinese Medicine has an obligation to promote an equal opportunity environment within the College. As our employee or sub contractor, you have a duty to observe and apply this policy at all times. In particular, you must not:

- Discriminate against or harass colleagues, other employees or job applicants;
- Induce, or attempt to induce, other employees to practice unlawful discrimination;
- Victimise individuals who have made allegations or complaints of discrimination, or provided information about such discrimination.

Violation of this policy is a serious offence and could result in disciplinary action and/or summary dismissal.

To ensure effective operation of this policy and for no other purpose, College of Integrated Chinese Medicine will keep a record of employee and job applicant sex, race, ethnic origin and disability information. From time to time it may seek the co-operation of employees in updating these records. Where necessary, employees will be able to check/correct their own record of these details. Otherwise, access to this information will be strictly restricted.

Access and participation in education

In order to give equal opportunity to all applicants to the course:

- The College will aim to make admissions and enrolment systems free from bias.
- The College will make as many areas of the College as possible accessible to students with disabilities.
- The College educational programme will aim to reflect the needs of all students including those with special educational requirements.

The Curriculum

The College aims to provide a curriculum which:

- Is free from material which discriminates on the basis of Gender (including sex, marriage, pregnancy, maternity leave, gender re-assignment, sexual orientation); Race (including ethnic origin, colour, citizenship, nationality, and national origin); Disability; Religion or belief; Age.
- Has teaching styles and resources that encourage the inclusion of all students including those with disabilities in the College.
- Will respond to the particular learning need of the student where the special learning need has been recognised by the College.
- It should be borne in mind, that we will provide access to the course as long as it is within our capability to do so. Any disability should be revealed on the initial application form and the person should have the potential to practise acupuncture effectively when qualified.
- The college provides an identified learning support officer for help and advice about special learning needs.

The College environment

The College will endeavour to create an environment in which all students, employees, subcontractors and patients feel at ease and free from oppressive attitudes and surroundings.

We will endeavour to give all students, employees, subcontractors and patients a positive welcome at the first point of contact.

Guidance and counselling given to students or potential students, patients, subcontractors and employees will aim to be non-discriminatory and free from stereotyped attitudes or beliefs.

We aim to create a climate of community and good communication amongst all of the students, within each class and between students, employees and subcontractors of the college.

The selection recruitment and promotion of staff, teachers and practical skills tutors
People will be judged solely on merit and ability during recruitment, selection, training, development and promotion throughout their employment.

Enquiries about Disability and Health during recruitment

As an equal opportunities employer the College of Integrated Chinese Medicine will not ask about the health of an applicant (including whether they are disabled) prior to either offering work to the applicant or prior to including the applicant in a pool of applicants from which we intend to select a person to whom to offer work, unless an exemption applies.

The only circumstances in which the Company may make pre-employment health enquiries are:

- To establish whether the Company has a duty to make a reasonable adjustment in respect of an interview/assessment process;
- To establish whether the applicant will be able to carry out a function that is intrinsic to the work concerned;
- Monitoring diversity of applicants;
- Positive action in employment for disabled people;
- Where having a particular disability is a requirement of the role;
- National security vetting.

Promotion of Equal Opportunities and Observance of the Policy

Each employee and subcontractor of the College of Integrated Chinese Medicine has an obligation to promote an equal opportunity environment within the College. You have a duty to observe and apply this policy at all times. In particular, you must not:

- Discriminate against or harass colleagues, other employees or job applicants;
- Induce, or attempt to induce, other employees to practise unlawful discrimination;
- Victimise individuals who have made allegations or complaints of discrimination, or provided information about such discrimination.

Treating patients

The teachers, students and practitioners who work in the College aim to treat all patients:

- Regardless of race, age, sexual orientation, gender, religion, culture, disability, political beliefs, sexual orientation or social class.
- Will aim to give all patients, practitioners and student practitioners access to treatment rooms in accordance with their individual needs.

Marketing and publicity

The College recognises the need to apply fair marketing strategies when promoting the College and clinic. It will attempt to:

- Ensure that any publicity reflects equality of opportunity and is widely available.
- Use plain English in publicity and marketing material which are available to all without discrimination.
- Encourage interest in the College and clinic activities in all sections of the general public.
- Use appropriate language and media in publicity material according to groups being targeted.

NB All students must be capable of understanding our publicity in English as without this they would not be able to complete the course nor practise acupuncture in this country.

Making a complaint

Any student, patient, subcontractor, or staff member who has not been given equal treatment in any of the areas highlighted in this statement has the right to complain to the College.

Students complaints

A student who has a complaint should if possible and where it is relevant first try to resolve the matter by discussing it with the person involved. If it is inappropriate to do this or it fails to resolve the matter s/he should invoke the college Grievance Procedure.

Applicant complaints

An applicant who has a complaint should in the first instance should contact the Registrar. If, however, the complaint is about the Registrar or if the applicant feels unable to discuss the complaint with the Registrar, then they should contact the Dean.

Staff complaints

If any staff members wish to make a complaint the matter should first, where relevant, be discussed with the person or people involved in order to resolve it. If this is inappropriate or fails to resolve the situation the complaint should be taken to members of the Management Committee who will take an account of the complaint in writing in order to find a resolution. If this fails to resolve the complaint or if the complaint is against a Management Committee member, the complaint can then be made in writing to the College Council. The College Council will then set up a committee of two other staff members and one member of the College Council to resolve the complaint.

Complaints from patients being treated in the College Clinic

If a patient who is being treated in the college clinic wishes to make complaint against a student or other member of staff, then this complaint should if possible be discussed with the person or people involved who will endeavour to resolve the matter. If this is inappropriate or it fails to resolve the matter s/he may then discuss it with one of the clinic supervisors who will make a written account of the complaint and try to find a satisfactory resolution. If this fails to reach a satisfactory solution, then the three or four main supervisors who are working in the clinic will meet to discuss this complaint and try to find a resolution. If this complaint is still not resolved then it can be taken to the College Council who will set up a committee of one student, one staff member and one College Council member in order to resolve the complaint. See separate complaint procedure for “patients being treated by students” for detailed information about the formal process to follow for making a complaint.

Complaints from patients being treated by a College practitioner

Patients may wish to complain directly to the BAC. Alternatively, they may prefer to follow the procedure below:

If the patient is being treated by a qualified practitioner who is working in the college clinic, then a complaint should if possible be talked over with the person or people involved so that it can be resolved. If it is inappropriate to do this or the complaint fails to be resolved the patient may take it to a member of the Management Committee who will take an account of it in writing and try to reach a resolution. If this fails to resolve the problem the three Management Committee members will organise a committee made up of one other patient, one practitioner and one Management Committee member in order to resolve the complaint. If the complaint still fails to be resolved then the person should write to: The British Acupuncture Council, 63 Jeddo Road, London W12 9HQ.

Resolution of complaints

The College of Integrated Chinese Medicine aims to resolve any complaints in accordance with its grievance procedure. All complaints will be treated seriously and confidentially.

If you feel that you have been treated in a manner that is not in accordance with this policy, please initially raise the matter with your line manager. The Company takes such matters seriously and aims to resolve any complaints in accordance with its grievance procedure. If there is a good reason as to why you are unable to raise this matter initially with your line manager, please contact a member of the Management Committee in relation to your complaint. All complaints will be treated seriously and where possible in confidence. For further details, please refer to the grievance procedure.