

Equality, Diversity and Inclusion Policy



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Introduction

CIOL Qualifications (CIOLQ) is committed to eliminating discrimination and promoting both diversity and inclusion. CIOLQ believes everyone should be treated fairly and with respect and dignity - regardless of their background or circumstances – and furthermore recognises that every person is an individual with different needs, preferences and abilities. We aim to reflect this diversity in everything we do, including offering Reasonable Adjustments for our exams to accommodate difference.

This policy sets out our approach to equal opportunities and the avoidance of discrimination during exams.

CIOLQ has a commitment to diversity that:

- Recognises and seeks to redress inequality and disadvantage where possible
- Treats all in a fair, open and honest manner
- Recognises the right of candidates
- Promotes equality of opportunity
- Encourages its workforce and the organisation as a whole to be responsive to the needs of candidates

Scope

This policy is aimed at both candidates taking CIOLQ qualifications and the exam venues that deliver our exams to candidates, as well as any person(s) that have input or involvement in our qualifications. The policy will be used by our staff to ensure that they are dealing with all requests for Reasonable Adjustments and qualification-related enquiries in a fair and consistent manner, and in line with the Equality Act 2010.

Protected characteristics

CIOLQ will not unlawfully discriminate against any user of our qualifications, including (but not limited to) those with protected characteristics under UK law, which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

The following forms of discrimination are prohibited under this policy and are unlawful:

- **Direct discrimination:** treating someone less favourably because of a Protected Characteristic
- **Indirect discrimination:** a provision, criterion or practice that applies to all users of our qualifications, but which adversely affects people with a particular Protected Characteristic more than others and is therefore not justified

- **Disability discrimination:** this includes direct and indirect discrimination against any user of our qualifications because of the effects of a disability, and the failure to make Reasonable Adjustments in line with our Reasonable Adjustments Policy found on our website

Assessment development and delivery

The Institute of Linguists Educational Trust (IoLET), staff and assessors all recognise their personal role in making CIOLQ a genuinely open and inclusive organisation. CIOLQ will ensure that all staff and Assessment Associates (AAs) know about this policy and their responsibilities within it, by including it within induction training, and additionally ensuring that it has a consistently prominent profile within internal communications and practices.

CIOLQ requires candidates to make us aware in good time ahead of any exam session if they are facing (or fulfil) any of the above Protected Characteristics, to ensure that adequate provision can be made.

Policy updating and reviewing

This policy will be monitored and reviewed to ensure it remains fit for purpose. All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	July 2026
Policy owner	Chief Executive

Regulatory references

Ofqual General Conditions of Recognition
Condition D1: Fitness for purpose of qualifications
Condition D2: Accessibility of qualifications
Condition G6: Arrangements for Reasonable Adjustments
Condition G7: Arrangements for Special Consideration
Qualifications Wales
Condition D1: Fitness for purpose of qualifications
Condition D2: Accessibility of qualifications
Condition G6: Arrangements for Reasonable Adjustments
Condition G7: Arrangements for Special Consideration