



Defence Awarding
Organisation



Equality and Diversity Policy

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Introduction

1. This policy is aimed at DAO Awarding Centres and DAO Learners, who are delivering/enrolled on DAO Approved Qualifications.
2. It sets out the DAO intentions to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry.

Awarding Centre Responsibility

3. It's important that DAO Awarding Centre staff involved in the delivery of DAO qualifications and DAO Learners are fully aware of the contents of the policy (eg via their induction when first embarking on DAO qualification(s)).

Review Arrangements

4. DAO will review the policy annually and revise as and when necessary, in response to customer and DAO Learner feedback, changes in DAO practices, actions from the Regulatory Authorities or external agencies or changes in legislation. If you would like to feedback any views, please contact DAO via the details provided in this policy.

Areas covered by this Policy

5. The policy covers the following areas:
 - a. **DAO Staff.** DAO commit to incorporating specific and appropriate duties in respect of implementing the Equal Opportunities policy into job descriptions and work objectives of all staff. DAO will provide equality training and guidance as appropriate to staff; including as part of staffs' induction training as well as further on-going courses as identified via our internal staff performance review arrangements.
 - b. **DAO Qualification Development.** DAO 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 Qualifications or their Units. 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 Qualifications or Units¹.
 - c. **DAO Awarding Centres.** DAO expect Awarding Centres to enable Learners to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, colour, race, nationality or ethnic origin or disability. Assessment must similarly be undertaken without discrimination. Awarding 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 delivery sites and there should be arrangements in place to monitor its application and effectiveness.
6. Where complaints relating to issues of inequality cannot be satisfactorily resolved by the Awarding Centre, Learners must be made aware of their right to appeal to DAO via the arrangements outlined in the DAO Appeals Policy.

¹ This meets the requirement for [Ofqual GCoR Condition: D2](#)

Monitoring Arrangements

7. DAO 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. As part of the Learner registration and certification processes for Qualifications and Units DAO may collect information on diversity, requests for special considerations, access arrangements and feedback from Learners, Awarding Centres, and other stakeholders.
8. All relevant issues identified that suggests that DAO provision or services may have unnecessarily impacted on Learners will be reported back to the DAO Compliance Team who will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision and/or services where necessary and in accordance with DAO documented procedures for developing and reviewing Qualifications and Units. Details of our ongoing reviews will be made available to the qualification regulators upon request.

Awarding Centre Support

9. Policies for handling Enquiries, Appeals, Malpractice and Maladministration are available on the DAO website and the DAO Qualification Management System (QMS)
10. The DAO will work with Awarding Centres to deliver a customer-focused and professional service to DAO Learners. DAO policies are reviewed annually. Any queries about the contents of the policy, please contact the DAO Compliance Team via:

DAO Website

[https://www.gov.uk/government/groups/defence-awarding-organisation,](https://www.gov.uk/government/groups/defence-awarding-organisation)

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