



Equality and Diversity Statement

Griffin House Consultancy Limited, hereafter referred to as 'Griffin House', fully supports the principles of equal opportunities, and is committed to satisfying these principles in all its activities and to ensure that there is open access for all Learners using the services of Griffin House throughout the UK and to ensure that there is equality of opportunity regardless of the Learner's:

- *Religions and beliefs*
- *Gender*
- *Age*
- *Racial origin*
- *Marital / Civil partnership status*
- *Sexual orientation*
- *Disability*
- *Political views*
- *Family status and if they have dependants*
- *Or any other ground or status*

As a Learner on a Griffin House training course, you are required to uphold the spirit of this policy and conduct yourself in a manner that does not cause offence or abuse of fellow Learners. Threatening behaviour to other Learners and/or the Trainer will result in you being asked to leave the training venue. Should it be discovered that a fellow Learner is in breach of the Griffin House principles, then the Tutor of the group will take the Learner having committed the breach into a private area and remind them that such behaviour will not be tolerated. This verbal warning (date, time and brief explanation of the breach) will be recorded by the Tutor and posted to the Griffin House office for retention.

Should the Learner continue to cause a breach and or disturbance, then the Tutor will ask them to leave the training venue, recording their actions at this time.

Where Learners have special needs or require reasonable adjustment

Should you have any special needs regarding the delivery of the training modules and/or the assessment of the said course. e.g. inability to read the paper through visual impairment or where a Learner can speak and understand 'English' but finds it difficult to read printed information or perhaps have a disability; please ensure you inform Griffin House at time of registration of the course of your special requirements. Where reasonable requests are made, Griffin House will allow the relaxation of any conventional rules and regulations which serve to inhibit the performance of those Learners with reasonable adjustment, provided that such action does not have a deleterious effect on the standard, quality and integrity of the assessment.

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Health and Safety

During the induction of Learners, the Trainer will inform the Learners of the location of the fire exits and the whereabouts of the appointed fire assembly point.

Learners are required to ensure that they conduct themselves in such a manner as does not give rise to danger to themselves other Learners and/or Trainer-

- that any bags or other items are controlled at all times and are not left in such a way as may cause injury to themselves or other Learners. (i.e. bags must be kept under the tables and must not block walk ways);
- chairs when not in use should be pushed under the desk for safe keeping and not left out to obstruct the movement of other Learners;
- Should you see or find anything that in your opinion may cause harm to yourself or any other Learner, please inform your Trainer IMMEDIATELY.

In the event of an unscheduled fire alarm or other emergency, Learners shall:

1. Exit the building quickly without causing panic; where possible do try to stay together as a group thus helping the Trainer to rapidly ensure the safety of all Learners;
2. On arrival at the agreed assembly point the Trainer will IMMEDIATELY check the names of the Learners against the attendance register ensuring that ALL Learners are accounted for. Learners MUST cooperate with this procedure;
3. Learners MUST NOT re-enter the building unless they have been authorised to do so by the Trainer whose supervision they are under.

Complaints Procedure

A complaint is a verbal or written comment made by a Learner to state that they were generally unhappy with an element of the course material, Trainer or general treatment they received at the hands of the organization and/or Trainer.

Complaints may be made directly to the Trainer at the time of training, at which time the Trainer will document the detail of the complaint and the action he/she has taken to correct the matter on your behalf. If the Trainer cannot deal with the complaint immediately to the acceptance of the complainant, they will forward your comments to the Griffin House Head Office.

If you would prefer to complain directly to Griffin House's office, then please feel free to do so.

An investigation shall be initiated and you will receive a letter detailing the findings of the investigation within 28 days.



Appeals Procedure

An 'appeal' is a written complaint from a Learner or group of Learners where upon they request that they have, for example, been unfairly treated regarding the manner of their examination.

Appeals should be made in writing directly to the Griffin House Head Office. The Griffin House team will make every effort to ensure that the appeal is dealt with professionally and in a timely manner (target 60 working days).

Enrolment of Griffin House training courses

On attending Griffin House training courses and sitting formal examinations, you are required to provide photographic evidence of your identification.

The following can be accepted as proof of a Candidate's Identity;

- Valid Passport (any nationality)
- Signed UK Photo Card Driving Licence

PLEASE ENSURE THAT YOU BRING SUITABLE IDENTIFICATION WITH YOU AT THE BEGINNING OF YOUR COURSE AND ALSO ON YOUR EXAMINATION DATE IF ON A DIFFERENT DAY.

Privacy Policy

1. Griffin House are committed to protecting our Learner's privacy.
2. We will only use the information that we collect about Learners lawfully.
3. We collect information about clients for two reasons: firstly, to process our client's order and, secondly, to provide our Learners with the best possible service.
4. We will not e-mail Learners unless we have your permission to do so.
5. We will not pass Learner e-mail addresses or details to any other businesses unless the Learner agrees.
6. The type of information we will collect about Learners includes that which is required on our booking form.
7. We will never collect sensitive information about Learners without their explicit consent.
8. The information we hold will be accurate and up to date.
9. Learners can check the information that we hold about them by writing to our Head Office.
10. The personal information we hold about our Learners and/or our clients company will be held securely, in accordance with our internal security policy and the law.

We would like to take this opportunity to thank you for choosing Griffin House as your training provider.

Please find enclosed a copy of the Training Outcomes for the course/s of your choice.