



Equality, Diversity and Inclusion Policy

Policy Owner: Directors, AdaptEd Tuition Ltd

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1. Policy Statement

AdaptEd Tuition Ltd Tuition Ltd Tuition Ltd Tuition Ltd is committed to providing tuition and educational support in an inclusive, respectful and welcoming environment in which people are treated with dignity, fairness and respect.

We value diversity and recognise that learners, families, Tutors, staff and professionals bring different experiences, identities, strengths, needs and perspectives. We aim to remove avoidable barriers to access and participation and to support positive educational outcomes, particularly for learners with Special Educational Needs and Disabilities (SEND).

AdaptEd Tuition Ltd does not tolerate unlawful discrimination, harassment or victimisation. Bullying, discriminatory abuse, hate-related behaviour and retaliation are addressed through the safeguarding, anti-bullying, complaints, contractual or conduct procedures.

2. Purpose

The purpose of this policy is to set out AdaptEd Tuition Ltd's approach to equality, diversity and inclusion across service delivery, learner support, recruitment and engagement, communication, safeguarding and professional conduct.

3. Scope

This policy applies, so far as relevant, to Directors, employees, self-employed Tutors, volunteers, contractors, Learners, parents and carers, Clients, schools, Local Authorities, Commissioners and anyone acting on behalf of AdaptEd Tuition Ltd.

4. Legal and Guidance Framework

This policy has been reviewed with reference to the Equality Act 2010 and the Equality and Human Rights Commission's 2026 statutory Code of Practice for services, public functions and associations. AdaptEd Tuition Ltd also has regard, where relevant to its work, to the Human Rights Act 1998, Children Acts 1989 and 2004, SEND Code of Practice, Keeping Children Safe in Education, UK GDPR and Data Protection Act 2018, and applicable safer-recruitment and safeguarding requirements.

AdaptEd Tuition Ltd is a tuition provider rather than a school. School- or public-authority-specific statutory duties are therefore not stated as if they automatically apply to AdaptEd Tuition Ltd. Where AdaptEd Tuition Ltd delivers commissioned services, it will also comply with applicable contractual and lawful Commissioner requirements.

5. Equality Act Principles

The Equality Act 2010 identifies nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

The precise legal protection differs according to context. For example, the Equality Act rules for services do not apply identically to every protected characteristic in every circumstance. AdaptEd Tuition Ltd will apply the law relevant to the particular relationship, including service provision, recruitment/engagement and employment where applicable.

Unlawful discrimination may include direct discrimination, indirect discrimination and, in relation to disability, discrimination arising from disability and failure to make reasonable adjustments. The Act also prohibits victimisation and provides protection against harassment in the circumstances specified by law.

6. Wider Inclusion

AdaptEd Tuition Ltd also recognises that barriers or disadvantage may arise from circumstances that are not themselves protected characteristics under the Equality Act. These may include caring responsibilities, socio-economic disadvantage, neurodivergence, mental-health needs, English as an additional language, care experience, interrupted education, family circumstances or other individual needs.

Our commitment to inclusion is broader than minimum legal compliance. Decisions will nevertheless distinguish between legal duties and additional good-practice support.

7. Inclusive Tuition and Learner Participation

AdaptEd Tuition Ltd seeks to make tuition accessible, supportive and responsive to individual need. Tutors are expected to use respectful and inclusive language, adapt teaching appropriately, promote belonging, avoid stereotyping, support agreed adjustments and encourage independence and confidence.

Equality does not always mean treating everyone identically. Different approaches or adjustments may be appropriate to remove disadvantage, meet disability-related needs or provide meaningful access to learning.

8. SEND, Disability and Reasonable Adjustments

AdaptEd Tuition Ltd will consider and, where legally required, make reasonable adjustments for disabled people. In service provision, the reasonable-adjustment duty is anticipatory: AdaptEd Tuition Ltd should consider barriers affecting disabled people generally and not rely only on responding after a difficulty arises.

Depending on the circumstances, adjustments may include changes to teaching approaches or lesson structure; accessible or AdaptEd Tuition Ltd materials; additional processing time; communication adjustments; use of suitable assistive technology; alternative methods of providing a service; changes to the learning environment; or other auxiliary aids or support.

What is reasonable depends on the circumstances, including effectiveness, practicality, resources, cost, health and safety, safeguarding and the nature of the service. Requests will be considered individually and AdaptEd Tuition Ltd will discuss needs with the Learner, Client and relevant professionals where appropriate.

Where an EHCP, support plan, risk assessment, healthcare plan or agreed strategy has been lawfully shared, relevant information should be considered in planning and delivering tuition. Tutors must work within their role and must not make clinical or diagnostic judgments.

The SEND and Inclusion Policy sets out AdaptEd Tuition Ltd's procedures for identifying needs, agreeing and implementing individual support and reasonable adjustments, reviewing progress and working with families, schools and Commissioners. It should be read alongside this policy when planning or reviewing support for a Learner with identified or emerging SEND.

9. Recruitment, Engagement and Safer Recruitment

AdaptEd Tuition Ltd is committed to fair and inclusive recruitment and engagement. Decisions will be based on legitimate requirements such as skills, qualifications, experience, suitability, availability and safer-recruitment requirements.

AdaptEd Tuition Ltd will not unlawfully discriminate in recruitment, engagement, assignment allocation or employment. Reasonable adjustments will be considered for disabled applicants, Tutors and staff where applicable.

Safer-recruitment and safeguarding checks remain essential requirements for work involving children or vulnerable people and are applied in accordance with law and AdaptEd Tuition Ltd's policies.

10. Expectations of Tutors, Staff and Contractors

All Tutors, staff and contractors are expected to treat people with dignity and respect; use inclusive and professional language; avoid stereotypes and discriminatory assumptions; follow agreed reasonable adjustments; challenge or report discriminatory behaviour where safe and appropriate; maintain professional boundaries; and comply with AdaptEd Tuition Ltd's safeguarding, anti-bullying, online-safety and conduct requirements as documented in their policies.

Discriminatory, humiliating or harassing treatment by a Tutor or other adult may constitute a conduct or safeguarding concern and must be reported through the appropriate procedures as documented in AdaptEd Tuition Ltd's Whistleblowing Policy.

11. Expectations of Learners, Clients, Parents and Carers

Learners, Clients, parents and carers are expected to treat Tutors, staff and others respectfully, avoid abusive or discriminatory language or behaviour, follow reasonable behaviour and online-safety expectations and raise concerns through appropriate channels.

AdaptEd Tuition Ltd recognises that behaviour may be affected by SEND, disability, trauma, health, communication needs or other individual circumstances. Relevant information and reasonable adjustments will be considered. This does not mean that harmful, unsafe or discriminatory behaviour will be ignored.

12. Bullying, Harassment, Discrimination and Victimisation

Concerns about discriminatory bullying, harassment, hate-related behaviour, intimidation or victimisation will be taken seriously and responded to promptly and proportionately.

Where the concern involves a child, young person or vulnerable person and may indicate harm, abuse, exploitation or another safeguarding risk, the Safeguarding & Child Protection Policy takes priority. Bullying concerns should also be considered under the Anti-Bullying Policy.

No person should be disadvantaged or retaliated against for raising an equality concern in good faith, supporting another person or participating in an investigation. Statutory victimisation protections apply where the Equality Act requirements are met.

13. Online Equality, Accessibility and Digital Conduct

Equality, Diversity and Inclusion expectations apply equally to online tuition and digital communications. AdaptEd Tuition Ltd approved platforms and communication arrangements must be used as required. Participants must not use digital tools, social

media, messaging, manipulated content or artificial intelligence to harass, impersonate, exclude, humiliate or discriminate against another person.

AdaptEd Tuition Ltd will consider digital accessibility and reasonable adjustments where appropriate, including communication methods, accessible formats and assistive technology. Online safeguarding, privacy, recording and professional-boundary requirements remain applicable as documented in the policies.

14. Accessible Communication

AdaptEd Tuition Ltd aims to communicate clearly, respectfully and accessibly. Where reasonable and practicable, information may be provided in alternative or accessible formats, communication methods may be adjusted and plain language used.

Clients and Learners are encouraged to tell AdaptEd Tuition Ltd about communication or accessibility needs as early as possible. AdaptEd Tuition Ltd will also consider foreseeable accessibility barriers proactively where appropriate.

15. Health, Safety and Equality

Equality and inclusion must be considered alongside health, safety and safeguarding. Risk assessments should avoid unnecessary assumptions about disability or other personal characteristics and should focus on actual risks and appropriate controls.

Health or safety concerns will not be used as a blanket reason to exclude a disabled person where a reasonable adjustment or proportionate alternative can appropriately manage the risk. AdaptEd Tuition Ltd will refer to its Health and Safety Policy, including first-aid and emergency arrangements, where relevant.

16. Reporting Concerns and Complaints

Anyone who experiences or witnesses suspected discrimination, harassment, victimisation or exclusion connected with AdaptEd Tuition Ltd may raise the concern with a Director or through AdaptEd Tuition Ltd's Complaints Policy. Tutors and workers may use the Whistleblowing arrangements where appropriate.

Where safeguarding is involved, the concern must be reported to the Designated Safeguarding Lead without avoidable delay in accordance with the Safeguarding & Child Protection Policy. Safeguarding concerns must not be delayed while a complaint or equality issue is considered.

AdaptEd Tuition Ltd will handle concerns sensitively, fairly and proportionately, keep appropriate records and share information only where there is a lawful and appropriate reason.

17. Responding To Concerns

Depending on the circumstances, AdaptEd Tuition Ltd may gather information, make safeguarding referrals, review adjustments, change tuition or communication arrangements, provide guidance or training, address behaviour, review an Assignment,

suspend or terminate Services or an engagement, or take other proportionate action under the relevant agreement or policy.

AdaptEd Tuition Ltd will consider the rights, needs and circumstances of all involved and will not treat an allegation as proven merely because it has been made.

18. Training and Awareness

AdaptEd Tuition Ltd Tuition Ltd Tuition Ltd will provide or require equality and inclusion information, guidance or training appropriate to roles and responsibilities. This may include equality law, SEND and disability awareness, reasonable adjustments, inclusive practice, discriminatory bullying and harassment, online conduct, professional boundaries and safeguarding.

19. Monitoring and Continuous Improvement

AdaptEd Tuition Ltd may monitor recruitment and engagement practices, requests for reasonable adjustments, complaints, safeguarding or anti-bullying concerns involving discrimination, feedback and relevant policy or legal developments. Information will be handled in accordance with data-protection requirements.

Where patterns, barriers or areas for improvement are identified, AdaptEd Tuition Ltd will consider proportionate action to improve accessibility, inclusion and practice.

20. Responsibilities

The Directors are responsible for oversight of this policy, ensuring appropriate procedures are in place and reviewing significant equality issues.

Tutors, staff and contractors are responsible for applying this policy within their roles, maintaining respectful professional conduct, implementing agreed adjustments and reporting concerns appropriately.

Clients, parents, carers and Learners are expected to cooperate with reasonable equality, safeguarding, behaviour and accessibility arrangements and to provide relevant information needed to support safe and inclusive tuition.

21. Review

This policy will be reviewed at least annually and sooner where there is a material change in law or statutory guidance, a significant incident, learning from complaints or safeguarding cases, or a material change in AdaptEd Tuition Ltd's services.

22. Related AdaptEd Tuition Ltd Policies and Documents

- SEND and Inclusion Policy
- Safeguarding & Child Protection Policy
- Anti-Bullying Policy
- Student Behaviour Policy

- Online Safety, Cyber Security, Artificial Intelligence (AI) and Social Media Policy
- Health and Safety Policy (including First Aid)
- Safer Recruitment Policy
- Complaints Policy
- Whistleblowing Policy
- Data Protection Policy and Privacy Notice
- Client Terms and Conditions
- Self-Employed Tutor Agreement
- Tutor Code of Conduct / professional-boundary requirements
- Missing Learner Procedure
- Assignment-specific risk assessments, care plans, EHCP/support information and Commissioner procedures, where applicable