Target Audience

Care and Support staff in a variety of settings and Housing Support Teams who are providing direct care and support or customer facing roles.

This course has been developed to introduce and reenforce the concepts of equality, diversity and values which are fundamental to everyone's roles within the Health, Housing and Social Care sector.

To ensure our services are inclusive of all we need to embed our knowledge into practice and this course supports open discussion in order to ensure that this happens.

This course is delivered using a range of methods and resources including:

♦ Live tutor facilitation, interactive polls, questionnaires, scenarios, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

♦ The Equality Act 2010
♦ The Care Certificate Standard 4

Course Content

♦ The terms equality, diversity, inclusion and discrimination
♦ Legislation relating to equality and diversity
♦ The importance of equality, diversity and inclusion in the workplace
♦ Ways in which discrimination may occur in the work setting

♦ Working in an inclusive way
♦ Promoting equality, diversity and inclusion
♦ Challenging discrimination
♦ How and when to access advice and support about equality, diversity, inclusion and discrimination
♦ Understanding and promoting values

Learning Outcomes

After attending this course, learners will be able to:

♦ Describe the terms equality, diversity, inclusion and discrimination
♦ List legislation relating to equality and diversity
♦ State the importance of equality, diversity and inclusion in the workplace
♦ Give an example of how discrimination may occur in the work setting
♦ Give an overview of how to work in an inclusive way
♦ Describe steps you can take to promote equality, diversity and inclusion
♦ List ways to challenge discrimination
♦ State how and when to access advice and support about equality, diversity, inclusion and discrimination
♦ Describe the impact of values on service provision

Duration: 3 Hours