

Training workshop

Equality, Diversity, British values and Business support staff Excellent working relationships and customer care

What is this training about?

Outstanding providers recognise that **all** staff have a role in actively integrating and promoting equality, diversity, inclusion (EDI) and British values. This helps prepare learners for life in Britain's complex multicultural society. Yet training often focusses on teachers – don't underestimate the role of business support staff such as student services, estates, reception, admin, security, IAG, finance and admissions.

The 2019 inspection framework has key practical implications for EDI and British values. Fully integrating and promoting these are an essential part of your journey to outstanding and beyond – to be the 'best of the best'.

Why should staff attend?

But what does it mean for **business support staff** to actively integrate and promote EDI and British values in their job roles, responsibilities and departmental practice? How do we tackle ethos and culture issues, so all are treated with respect and prejudice is never tolerated? How do staff gain the skills and confidence to tackle issues that they may feel uneasy about challenging?

The workshop explores the practical implications of working with a diverse workforce and student body. It will help improve working relationships and equip front-line staff to deliver a high-quality service for all. It will help create or maintain an

inclusive culture where there is a shared commitment to value diversity and respect difference.

Updated with the very latest findings from Ofsted, this engaging and thought-provoking session shares best practice in the sector.

Why should we run this event?

This course will help your organisation to:

- **Maximise** opportunities so EDI and British values are promoted fully across all business support departments
- **Ensure** staff are adept at working with colleagues, learners, applicants and others from different backgrounds and cultures.
- **Secure** a whole-organisational commitment to EDI and British values.

'I would have no hesitation in recommending her for any organisation wanting to make a difference'.

Greg Wood, Staff Development Manager, Leicester College



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What will delegates learn?

Objectives of a one-day event are to:

- explain the practical implications of the 2019 inspection framework in relation to EDI, British values and the roles and responsibilities of business support staff
- reflect on the practical implications of working with a diverse workforce and student body
- explore what it means to integrate, actively promote and champion EDI and British values within the job roles and responsibilities of business support staff
- examine sector issues, challenges and case studies and reflect on your own practice
- appreciate how integrating and promoting EDI and British values can help improve inspection outcomes, working relationships and customer care
- take learning back and begin to implement the approaches provided.

'Christine's help was invaluable in helping us to identify ways we could further improve our practice at the College. June Morrow, Director, Walsall College

Who should attend?

All business support staff and managers, for example staff involved in reception, marketing, admissions, student services, estates, administration, canteen, security, and IAG (information, advice and guidance).

Are there any options?

90 minute inspirational briefing sessions for large audiences (typically 50 – 250 staff) or smaller audience workshops (typically 25 – 30 staff). These can be repeated in a day.

Two-hour or a Half-day workshop, as a single event or repeated in a day.

Targeted training, **tailored to specific groups** of staff such as student services, HR, front of house staff or business support managers.

More questions?

Contact Christine for indicative content, programmes, amount for delivery of training sessions and anything else you need to know.

Dr Christine Rose

Christine brings up-to-date knowledge of how to fully integrate and promote equality, diversity, inclusion and British values.

Nationally recognised as an expert, she has worked with over 300 providers, supporting a significant number to achieve outstanding

status at inspection. She has helped thousands of staff and managers improve their practice.

She uniquely combines an ability to inspire with extensive experience and an in-depth knowledge of best practice. Her training events are engaging, interactive and highly practical.

