



Equality Code

In this Code 'you' refers to individuals and bodies regulated by the **CLC**; all individuals and bodies regulated by the **CLC** must comply with this Code. You must not permit anyone else to act or fail to act in such a way as to amount to a breach of this Code.

Outcomes-Focused

The **Code of Conduct** requires you to deliver the following **Outcomes**:

- The service is accessible and responsive to the needs of individual *Clients*, including those who are vulnerable; (*Outcome 6.1*)¹**

- No-one – *Client, employee, colleague, job applicant, trainee, or other party* – you deal with feels discriminated against (whether directly or indirectly), victimised or harassed. (*Outcome 6.2*)²**

Accessible employment and business **arrangements** help you deliver these **Outcomes** and requires you to act in a principled way:

- 1. Promote Equality of Access & Service. (Principle 6)**
2. You comply with relevant **Equalities legislation**. (**CoC P6a**)
3. You make reasonable adjustments to prevent persons with disabilities from being placed at disadvantage. (**CoC P6b**)
4. You provide equal opportunities for all partners, **employees** or applicants in employment and training. (**CoC P6c**)
5. You make all reasonable efforts to ensure your service is accessible and responsive to **Clients**, including those with vulnerabilities. (**CoC P6d**)

You must also comply with the following specific requirement:

6. Any allegation of (direct or indirect) discrimination, victimisation and harassment is investigated thoroughly, resulting, where appropriate in disciplinary action. (**CoC P6i**)

¹

a **Client** may be vulnerable because of a range of characteristics, including (but not limited to): basic skills: literacy and numeracy; complexity and confusion; difficulty of accessing and understanding

large amounts of information; disability or other impairment; mental health issues; distress or sudden change in circumstances e.g. bereavement, divorce, illness or loss of employment; low income; age; caring responsibilities; limited knowledge of, or limited skills in, use of English; balance of power; lack of competition and choice; or inexperience or lack of knowledge of a particular subject. Vulnerability can only be assessed on a case-by-case basis. 2

On the grounds of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race, religion or faith, sex or sexual orientation.

Should you require information on how to meet your responsibilities under this Code, please see the **CLC's Equality Guidance**.