

Training Course 6

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

What is this training about?

Successfully implementing the Prevent Duty involves all staff actively promoting British values. Training often focusses on teachers – don't underestimate the role of business support staff; those involved in student services, estates, reception, security, IAG, finance and admissions, for example.

Ofsted expect **all** staff to understand their roles and responsibilities to promote British values and prepare learners thoroughly for life in Britain's complex, multicultural society. Fully integrating and promoting equality, diversity and fundamental British values is 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 equality, diversity and British values in their job roles, responsibilities and departmental practice? What if staff feel uncomfortable with the term 'Fundamental British Values? How do staff gain the skills and confidence to tackle issues that they may feel uneasy about challenging?

This engaging and thought-provoking session is updated with the very latest findings from Ofsted and shares best practice in the sector. 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.

Why should we run this event?

This course will help your organisation to:

- **Maximise** opportunities so E&D and fundamental British values are promoted fully across all business support departments
- **Create** a positive atmosphere where there is a shared commitment to value diversity and respect difference.
- **Improve** staff understanding so they are adept at working with learners, applicants and others from different backgrounds, delivering high quality customer care for all.
- **Secure** a whole-organisational commitment to equality, diversity, inclusion and British values.

'Christine's help was invaluable in helping us to identify ways we could further improve our practice at the College. Plotting through the learners journey from admission all the way through into the classroom, led us to ... really embed E&D.'

June Morrow, Director,
Walsall College



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What will delegates learn?

Objectives of a one-day event are to:

- understand the context, sensitivities, issues, challenges and opportunities for promoting British values
- recognise the links between promoting British values (BV), implementing the Prevent duty, safeguarding and integrating equality and diversity (E&D)
- explore what it means to integrate and actively promote E&D and BV within the job roles and responsibilities of Business Support staff
- reflect on the practical implications of working with a diverse workforce and student body
- examine sector issues, challenges and case studies and reflect on your own practice
- understand what it means, as business support staff, to champion E&D and BV
- appreciate how integrating and promoting E&D and BV can help improve inspection outcomes, working relationships and customer care
- take learning back and begin to implement the approaches provided.

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 for E&D at inspection.

She has helped thousands of staff 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.

