

## **Equal Opportunities Policy**

### **Statement of Intent**

In accordance with the Equality Act 2010, SUBU Advice is committed to the provision of a service for students which delivers equality of opportunity and freedom from discrimination on the grounds of race, religion, colour, nationality or ethnic origin, sex, sexual orientation, marital status, age, disability, class or other considerations. SUBU Advice is opposed to all forms of discrimination and will endeavour to fight it and promote equality of opportunity. This Policy applies to all staff and clients, and any form of discrimination will be challenged.

### **Publicity**

The Policy will be displayed in SUBU Advice waiting areas so that clients will be able to read it. Recorded and electronic copies are available upon request.

### **Employment**

SUBU Advice recruitment and selection procedures are implemented and monitored in accordance with the SUBU Equal Opportunities Policy.

### **Monitoring**

SUBU Advice monitors its enquiries. The monitoring process records information about the types and numbers of enquiries, method of access and details of the type of student approaching the service (for example whether the student is mature, international, part time, male or female) to ensure that all students at the university have access to the service. If the monitoring indicates that certain categories of students are being under represented, then the SUBU Advice will seek to redress this.

### **Consultation**

Clients are able to give their views about the service at any point during the year, either in writing or verbally to the SUBU Advice Manager or via our client feedback survey – see Client Involvement Policy. SUBU Advice may also co-ordinated focus groups in order to gather feedback on the experience of particular groups of students.

### **Referral**

SUBU Advice is aware that there are limitations on the service it provides. In order to provide consistent quality of advice, SUBU Advice has links with other agencies which may be better able to assist a client. See Signposting and Referral Policy

### **Challenging Discriminatory Behaviour**

All forms of discrimination will be challenged. If a client demonstrates discriminatory behaviour or makes discriminatory comments, staff dealing with the situation will explain that SUBU Advice is committed to equal opportunities and that discrimination will not be tolerated. The member of staff should draw attention to this Policy. The member of staff will explain that if the behaviour or comments continue, SUBU Advice may no longer be in a position to advise the client and may withdraw services.

If the discriminatory behaviour or comments continue, and the member of staff feels that withdrawal of services may be appropriate, they should discuss the situation with the Manager of SUBU Advice. The Manager will then make the decision to withdraw services or not, and will inform the client.

### **Right to Withdraw Services**

If a client is persistently discriminatory in comments or behaviour despite being informed that SUBU Advice will not tolerate this behaviour and that services may be withdrawn should the behaviour continue, then SUBU Advice will withdraw services. The reasons will be explained to the client and the client will be informed of alternative agencies that they may wish to contact.

If a member of staff is threatened or feels threatened with violence at any time, SUBU Advice reserves the right to withdraw services immediately.

### **Complaints**

If a client feels that SUBU Advice hasn't followed the Equal Opportunities Policy, then they should be notified of the Complaints Procedure. See Complaints Procedure for more details.

### **Related documents:**

SUBU Advice Equal Opportunities Statement: Display  
SUBU Equal Opportunities Policy

<p><b>Reviewed by:</b> SUBU Advice Manager <b>Review Frequency:</b> Annually <b>Last reviewed:</b> August 2025 <b>Date of next review:</b> August 2026</p>
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