



Defence Awarding
Organisation

Equal Opportunities Monitoring Process

Collection of data and monitoring processes

Defence Awarding Organisation monitors equality of opportunity and access to its qualifications through the following means:

1. Market research processes

Annually, Defence Awarding Organisation will conduct a customer satisfaction survey to keep under review the accessibility and manageability of its units and qualifications for Learners and to ensure that these are continuing to meet Learner needs.

Where market research processes identify the need for new units and qualifications, the business manager will ensure that any equal opportunities and/or accessibility issues are taken into account as part of the market research to identify potential barriers for access and record them in the Qualification RoC and Unit Development Business Case (QDV 3) so that these may be taken forward to the unit and rule of combination development process and where possible, eliminated.

1.1 Consulting user groups

Defence Awarding Organisation has many user groups that it regularly consults with and who provide valuable information regarding access to assessment, diversity and equality. These include:

1.1.1 Centres

Centres can supply the organisation with information about barriers to assessment or potential barriers based on their experience of delivering qualifications to Learners.

1.1.2 Learners

Learners themselves will be consulted during the annual customer satisfaction survey regarding their experiences and any potential barriers to assessment.

1.1.3 Other organisations

Defence Awarding Organisation consults with other practitioners to ensure that any issues related to potential barriers to assessment can be identified.

2. Unit and rule of combination development processes

During the development of both units and rules of combination, the team responsible for developing the unit and/or rule of combination take into account any equal opportunities and/or accessibility issues for the unit/rule of combination and mitigate these where possible by ensuring that language is clear, free from any bias and appropriate to the unit/rule of combination.

The unit and/or rule of combination checklist identifies any potential barriers that cannot be mitigated and these are presented to the business manager who will record these in the Reasonable Adjustments and Special Considerations Log as potential claims for reasonable adjustments and/or special considerations.

The log will be used as monitoring evidence for the self-assessment report and any potential revisions that need to be made to the unit and/or rule of combination development process to improve equality of opportunity and accessibility within the process itself.

3. Reasonable adjustments/special considerations

Defence Awarding Organisation will monitor all claims for reasonable adjustments/special considerations using the Reasonable Adjustments and Special Considerations Register (RASC 2) to consider whether the amount and type of claims has a relationship to potential barriers to equality of opportunity and/or accessibility which could be resolved through amendments and revisions to units and/or rules of combination, the format and structure of examinations and assessments and the quality assurance of assessments and examinations. If such a relationship is found, Defence Awarding Organisation will:

- institute the unit and/or rule of combination review process to redevelop the units and/or rule of combination accordingly
- provide a report to the nominated Committee proposing changes to the format and structure of assessments or to the quality assurance processes to ensure that identified barriers are minimised. On agreement by the nominated Committee the proposed changes will be instituted within an appropriate timescale to cause minimum disruption to the assessment and awarding processes.

Records of such instances will be kept and reported in the self-assessment report, including the number of instances this has occurred and what has been done to mitigate them.

4. Collection of other forms of data which might impact equal opportunities

Defence Awarding Organisation collects data on age, gender and ethnicity through the registration process which it will monitor regularly to ensure that no groups are being disadvantaged or denied access.

Defence Awarding Organisation also collects data on disability through requests for reasonable adjustments and monitors these as detailed above.

Defence Awarding Organisation will monitor Centres on their compliance with their published equal opportunities policy to ensure that Centres are treating all Learners fairly and that all Learners have fair access to assessment and are not discriminated against in any way. Any practitioner found not complying with the policy will be subject to malpractice and maladministration investigations as part of the Malpractice and Maladministration Policy.

Staff who are outsourced sign a formal contract which contains clauses that they must comply with the Equality Act 2010. Any member of staff or contractor found to be not complying with the Equality Act and/or Defence Awarding Organisation Equality Statement will be subject to disciplinary procedures.