

# Equality & Diversity Essentials for Financial Services

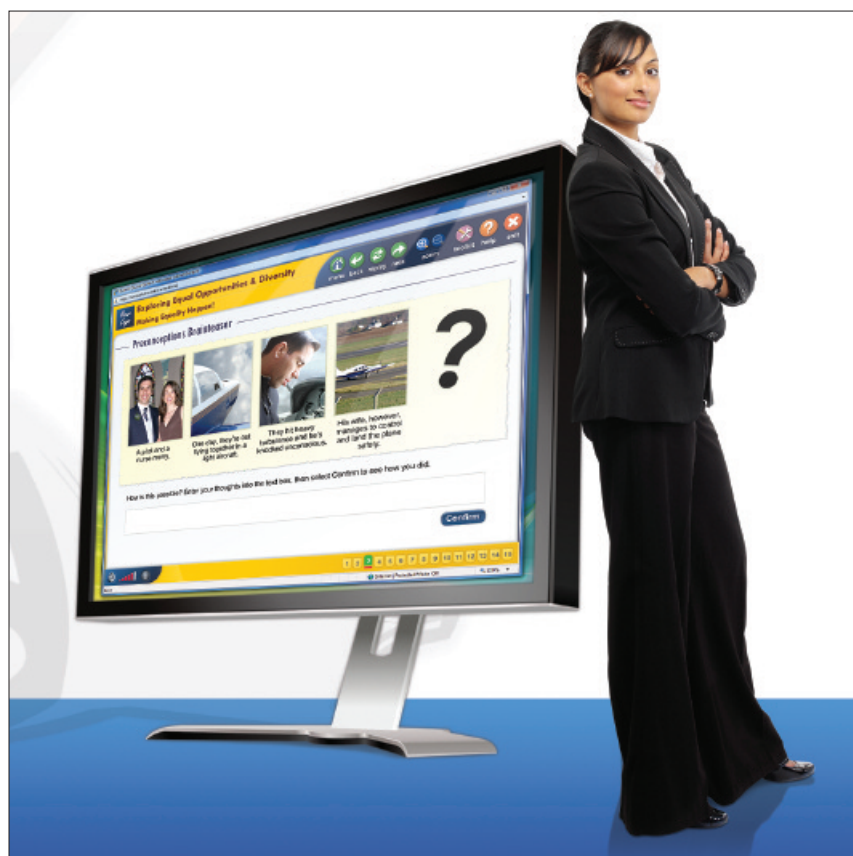
Available from the National Skills Academy for Financial Services, in partnership with Cylix

## Introduction

Driven by the sector's regulatory body there is an ever-increasing focus on ensuring that firms within financial services provide equality of opportunity.

The challenge for these firms is to ensure that their employees understand and act upon the legislation. Fortunately, working in collaboration with Cylix - a true specialist in e-learning - the National Skills Academy for Financial Services have developed 'Equality & Diversity Essentials - for Financial Services'.

This is an e-learning course that enables you to access high-quality, sector-specific training that brings the subject to life.



## Key features and benefits

### The Equality & Diversity Essentials for Financial Services course:

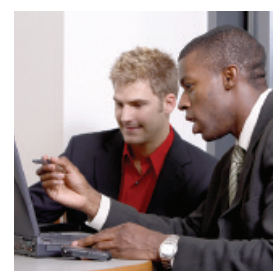
- Is highly cost-effective
- Is produced in collaboration with employment law solicitors, reflecting current legislation and best practice guidelines
- Incorporates high levels of interaction, case studies and photo-drama sequences – tailored to financial services – to engage users and develop their understanding of the practical implications of key legal issues and concepts
- Includes comprehensive mastery test to verify understanding of all key learning points
- Can interact with any SCORM-compliant learning management system, enabling you to monitor and report on usage
- Runs on almost any computer with a browser and Flash player – see below for further details.

## System requirements

### The courses run on both PC and Mac systems with:

- Minimum 800 x 600 display
- Web browser with Adobe Flash Player™ 7 or above
- A soundcard is required for audio, but isn't essential

engaging and cost effective



## Course overview

The *Equality & Diversity Essentials* course has a total run-time of around 90 minutes and has been designed to provide employees within financial services with a practical understanding of equality & diversity in the workplace. The course content is as follows:

Section	Course content
Understanding Equality & Diversity	<ul style="list-style-type: none"><li>• What do equality &amp; diversity mean?</li><li>• Benefits of implementing an equality &amp; diversity policy</li><li>• Visible vs non visible differences between individuals</li><li>• Relevance of equality &amp; diversity to everyone</li></ul>
Key Legislation & Policies	<ul style="list-style-type: none"><li>• Protected Characteristics covered by the Equality Act</li><li>• Forms of “less favourable treatment”: direct discrimination, indirect discrimination, harassment/bullying and victimisation</li><li>• Third party harassment</li><li>• Discrimination by association and perception</li><li>• Positive action vs. positive discrimination (including coverage of positive action in recruitment and promotion)</li><li>• Organisational policies, action plans and guidelines to support the wider concept of diversity</li></ul>
Breaking Down the Barriers	<ul style="list-style-type: none"><li>• Understanding prejudice</li><li>• Preconceptions: what they are and how they can cause discrimination</li><li>• Breaking down stereotypes and self-fulfilling prophecies</li></ul>
Promoting Equality & Diversity	<ul style="list-style-type: none"><li>• Individuals make equality &amp; diversity happen</li><li>• Importance of treating people as individuals and not making assumptions</li><li>• Behaviour and its impact on others</li><li>• Communication guidelines for dealing with different people</li><li>• Language guidelines</li><li>• Challenging unacceptable behaviour effectively</li></ul>
Frequently Asked Questions	<ul style="list-style-type: none"><li>• Answers to common queries and misunderstandings</li></ul>
Test Your Knowledge	<ul style="list-style-type: none"><li>• Comprehensive mastery test comprising questions drawn at random from a question bank. On successfully passing the test, users can print out a personalised course completion certificate</li></ul>

practical  
understanding

sector specific



### Pricing

- 1-100 users – £25 per user
- 101-500 users – £20 per user
- 501-1,000 users – £15 per user
- Over 1,000 users – rate to be agreed

[www.nsafs.co.uk](http://www.nsafs.co.uk)  
0845 618 2353

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