

First Aid Awards (FAA) is committed to supporting equality, diversity and inclusion complying with equalities law.

FAA will:

- Provide ongoing guidance for everyone involved in the development, delivery and award of FAA qualifications ensuring that we all work under the same principles
- Provide equal opportunities encouraging equality, diversity, and inclusion to everyone involved in the development, delivery, and award of FAA qualifications
- Ensure that all learners have equal opportunity to access FAA qualifications and related products and services making sure there are no unnecessary barriers or bias
- Develop and review products and services based on occupational, professional, or statutory requirements ensuring there is no unnecessary discrimination. Learners with a protected characteristic cannot be either advantaged or disadvantaged in comparison to learners who do not share that characteristic
- Have clear arrangements for making reasonable adjustments ensuring that any adjustments made do not affect the validity, reliability, and comparability of the assessment
- Monitor reasonable adjustments granted by FAA centres

FAA CENTRES

An FAA centre is required to undertake the delivery and assessment of FAA qualifications in accordance with equalities law and have an equal opportunities policy which is available to learners.

A centre must make any reasonable adjustment following the [FAA Reasonable Adjustment and Special Consideration Policy](#).

COMPLAINTS AND APPEALS

A learner should refer to the centre's complaints and appeals policies. If the issue is not resolved the matter can be referred to FAA.

FAA policies are kept under constant review and updated as and when required.