Equality, diversity and inclusion

"Creating inclusive cultures where individuals can thrive"

	Level 1 At this level you'll understand	Level 2 At this level you'll understand	Level 3 At this level you'll understand	Level 4 At this level you'll understand
Understanding communities and society	The communities and cultures your organisation operates in	How to adapt your people policies and practices to reflect changes in wider society, the communities and cultures your organisation serves	How to drive change in your people practices to reflect changes in wider society, the communities and cultures your organisation serves	How to manage the complexities of different communities and cultural identities within your organisation
Workforce representation	Your current workforce representation compared to the local, regional and global communities it serves	Different ways to enable the workforce to represent all the communities it serves at a local, regional and global level	Actions that will create sustainable change in workforce representation today and in the future	How to determine the demographics your organisation serves in different locations, and shape strategy so that the workforce represents all the communities it serves today and in the future
Meaningful EDI information	What data and qualitative information are effective in identifying and monitoring bias and inequality	How to identify and monitor bias and inequality through data and qualitative information (e.g. recruitment, progression, demographic data at each grade or level)	How to use data and qualitative information (e.g. recruitment data, information from systemic bias reviews) to enable change which brings about greater equality	How to use EDI data and qualitative information to envision, create and deliver a long-term strategy for change which reduces bias and inequality
Systemic bias and inequality	What systemic bias and inequality is (e.g. in processes, policies, culture, values), and the methods you can use to identify them	How to review and identify systemic bias and inequality in the organisation, using methods such as audits, pulse checks, lived experience reviews and data	How to carry out systemic bias and inequality reviews using a diagnostic approach and use the outputs to reduce bias	How to engage leaders and stakeholders at the most senior levels in reviewing and identifying systemic bias and inequality to drive lasting change
EDI challenges	The key EDI challenges in your organisation and how they are identified	The key EDI challenges in your organisation, and how to raise awareness of these	The key challenges and nuances around EDI in the organisation, and how to ensure they are challenged and addressed	The complexity of EDI challenges in the organisation, and how to drive an inclusive culture that addresses inequality

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Building capability	The role of all staff in developing inclusive workplaces	How to educate and support all staff to be part of and work in inclusive teams and effectively manage issues relating to diversity	The different tools to build EDI capability in all staff including leaders and managers to create inclusive workplaces	How to shape the people strategy to build EDI understanding and capability at all levels
Leadership and accountability	Why it's important for everyone to be invested in and accountable for equality, diversity and inclusion	How to develop pragmatic approaches that address EDI challenges and opportunities, engage managers and hold people accountable for delivering them	How to create pragmatic EDI plans which engage leaders and drive sustainable change, and hold people accountable for delivering them	How to develop a culture and model behaviour that ensures senior leaders' buy-in and create accountability structures across the whole organisation to hold the most senior people to account
Trust and transparency	Why trust and transparency is important in helping people to speak up and feel safe and well at work	The different factors that help people speak up, feel safe and well at work, and how to advocate for others	How to build a culture of trust and transparency which enables people to speak up, feel safe and well, and advocate for others	How to leverage relationships and diversity to build an enduring culture of trust, transparency and advocacy to enable people to feel safe and well
EDI legislation	Equality, diversity and inclusion legislation relevant to your organisation	Equality, diversity and inclusion legislation and how to advise others on application of legislation	How to integrate equality, diversity and inclusion legislation into people and organisation practices	How to interpret competing aspects of equality, diversity and inclusion legislation and actively promote good practice beyond what's legally required
EDI reporting	What EDI reporting is legally required by your organisation (if applicable in your region)	How to carry out EDI reporting requirements, and analyse the data	How to interpret a range of data from EDI reporting to form insights and address inequality	How to shape organisation priorities and long-term planning using insights from EDI reporting and anticipate future data needs