



FREEDOM OF INFORMATION REQUEST



Request Number: F-2011-03550

Keyword: Organisational Information/Governance

Subject: Diversity Training

Request and Answer:

Your request for information has now been considered and the decision has been taken not to supply the information you have requested.

Question

Police Diversity Training (Student Officers).

1. Training Plan for Student Officers including Aims Objectives and Intended Learning Outcomes
2. How many hours training involved?
3. What Training method used? (eg Guest Speaker, Role play, taught lesson, self/group learning, other please detail)
4. Is Student learning assessed? If Yes, how assessed? and what is the pass mark?
5. Training based on ACPO/HMIC/Home Office guidance? If yes please specify document(s)
6. IAG, NGO or other source input to course or supplied material? Please detail

Question

Police Diversity Training (Constables 2 yrs service and above excluding Community Police and Community Affairs)).

7. Training Plan for Officers including Aims Objectives and Intended Learning Outcomes
8. How many hours training involved?
9. What Training method used? (eg Guest Speaker, Role play, taught lesson, self/group learning, other please detail)
10. Is Student learning assessed? If Yes, how assessed? and what is the pass mark?
11. Training based on ACPO/HMIC/Home Office guidance? If yes please specify documents(s)
12. IAG, NGO or other source input to course or supplied material? Please detail.

Question

Police Diversity Training (Sergeants excluding Community Police and Community Affairs).

13. Training Plan for Sergeants including Aims Objectives and Intended Learning Outcomes
14. How many hours training involved?
15. What Training method used? (eg Guest Speaker, Role play, taught lesson, self/group learning, other please detail)
16. Is Student learning assessed? If Yes, how assessed? and what is the pass mark?
17. Training based on ACPO/HMIC/Home Office guidance? If Yes please specify document(s)

18. IAG, NGO or other source input to course or supplied material? Please detail.

Answer

Section 17(1) of the Freedom of Information Act 2000 requires the Police Service of Northern Ireland, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which:

- (a) states that fact,
- (b) specifies the exemption in question and
- (c) states (if not otherwise apparent) why the exemption applies.

The exemption/s, as well as the factors the Department considered when deciding where the public interest lies, are listed below:

Section 43(2) - Commercial Interests

Section 43(2) is a prejudice based exemption which means that the public authority must demonstrate that it is satisfied that to release the information would damage someone's, including the service itself, commercial interests. It is also a qualified exemption which means that the public authority must consider the balance of the public interest in releasing the information against the public interest in withholding it.

Harm

The material sought by this request relates to in-depth personal development and is training material for the benefit of both individuals and the police service. Any disruption or disclosure of this training and its processes would place the police service at significant risk and undermine its training and development role and responsibility. A main training aim of the PSNI is to process and develop staff and to release the information requested would hinder the future capability of the PSNI to further develop staff.

Police Diversity Training is primarily a product of PSNI who hold the commercial interest for this business area and therefore would be directly prejudiced by the disclosure of the information being sought. The PSNI have also entered into commercial arrangements with other training providers who will also be directly prejudiced should the information be released. Ultimately the disclosure of information would damage the reputation and business confidence which currently exists between the PSNI and its training providers.

Substantial human and financial resources have been engaged in the development of training material over the years which indicates the commercial value of the material in question and the competitive environment that currently exists.

Public Interest Test

Section 43 – Commercial Interests

Factors favouring disclosure

Disclosure of this information will allow for public scrutiny of training materials used by the PSNI and other training providers, to determine whether these are robust and adequate for the diversity training of police officers.

Factors favouring non-disclosure

Disclosure of this information would affect the commercial interests of the service as it would not only have to employ extra resources to administer and manage the royalties, but also to monitor and follow up any breaches of copyright. Disclosure would also affect the commercial interests of any authorised training provider who may lose out in any future tendering for provision of courses both

with the PSNI and other forces.

Balancing Test

The balance test is to determine if the benefits to the public outweigh the harm it would or may do if the information were to be disclosed. In this case, there is evidence to suggest the commercial interest capabilities of the PSNI and other training providers would be affected with this disclosure. However, this course is already open to scrutiny and feedback from the PSNI itself.

Under Section 16 duty to assist the PSNI Equality and Diversity Unit have provided the document on pages 1-20 below which you may find of interest.

The Police Training College have also advised that 25 hrs 45 minutes training is involved in the College for student officers and this consists of guest speakers, role play, taught lessons, group work and DVD's. The training is assessed with examinations 40% pass, competency based assessment 40% and is based on the McPherson Report with ACPO/Home Office – Hate Crime: Delivering a Quality Service - Good Practice and Tactical Guide (Definition of Hate Crime/Incident) also used. The College also advised that Victim Support have an input into the training via a taught lesson.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psnipolice.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

EQUALITY, DIVERSITY & GOOD RELATIONS

Training Plan 2011-2012


Equality & Diversity Unit



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1. Overview of 2011-12 Courses

General Diversity Training Courses

1. Diversity Works
2. Managing Diversity
3. Diversity Works For Trainers

Promoting Harmonious Working Practice Training

4. Bullying, Harassment And Grievance Awareness
5. Managing Bullying, Harassment And Grievance For 1st Line Managers
6. Mediation Skills For Line Managers **NEW 2011**
7. HR Specialist - Information Gatherers Training **NEW 2011**

Specialist Lead Training Courses

8. Mental Health Awareness
9. Managing Mental Health In The Workplace
10. Deaf Awareness/ Introduction To Sign Language & Finger Spelling
11. Autism Awareness
12. Lesbian, Gay And Bisexual Awareness
13. Anti-Racism Training
14. Islamic Awareness
15. Section 75 - Understanding The Equality Agenda
16. Female Empowerment Programme

E-Learning Courses

17. Diversity Now
18. Disability And The Police
19. Bullying & Harassment Awareness
20. Grievance Awareness
21. Mental Health

In addition, there is a wide variety of local and national organisations that offer valuable learning solutions in relation to equality and diversity topics.

- Labour Relations Agency - <http://www.lra.org.uk/>
- Equality Commission - <http://www.equalityni.org/site/default.asp?secid=home>
- Legal Island - <http://www.legal-island.com/events/all-events/>

The above courses must be booked directly with the specific organisations and paid for from Local budgets.

2. General Equality, Diversity & Good Relations Training Courses

The following courses are offered to the organisation and can be tailored to fit the needs and requirements of local issues –

Diversity Works

Purpose: To give participants baseline knowledge of equality and diversity legislation, best practice and related organisational expectations.

Learning Outcomes:

- Develop an understanding of diversity, culture, equality and the dynamics of difference
- Develop an understanding of the impact of prejudice, assumptions and power
- Understand how equality legislation and diversity best practice is practical within the workplace
- Develop knowledge on diversity in a changing environment

Managing Diversity

Purpose: To raise awareness of the manager's roles and responsibilities, legislation and organisational policies linked to equality legislation and diversity best practice.

Learning Outcomes:

- Revisit understanding of diversity, culture, equality and the dynamics of difference.
- Revisit the impact of prejudice, assumptions and power
- Recognise how diversity functions in managing change and the role of a manager in pro-actively addressing situations that this may cause
- Highlight the relevant employment best practice and legislation when managing teams

Diversity Works for Trainers

Purpose: To help build trainer's confidence and knowledge to transfer equality and diversity topics to learners, and manage equality and diversity issues whilst in the learning environment.

Learning Outcomes:

- Enable trainers to confidently blend equality and diversity topics throughout training
- Review equality and diversity legislation & best practice and how this impacts on the training environment
- Enable trainers to pro-actively address equality and diversity issues within the training environment

If your District/Department is interested in delivering any of the above courses please contact zEquality with your request.

3. Promoting Harmonious Working Practices Training

The following courses have been devised to help promote a more harmonious, fair and equitable working environment for all personnel within the Police Service of Northern Ireland

Bullying, Harassment and Grievance Awareness

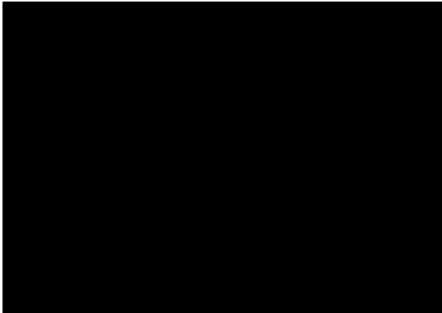
Purpose: To give staff and officers an understanding of the organisation's policies and behavioural expectations in relation to bullying, harassment and grievance in the workplace.

Learning Outcomes:

- Understand the terms bullying, harassment and grievance
- Recognise bullying and /or harassment in the workplace
- Understand the impact of bullying and/or harassment
- Know the PSNI policy and the legal position
- Understand individual rights and responsibilities

Audience: All officers and staff

Method: 2 ½ hour information session with questions and answers throughout.

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course 1 |  | | 09.30-12.00 |
| Course 2 | | | 09.30-12.00 |
| Course 3 | | | 13.30-16.00 |
| Course 4 | | | 13.30-16.00 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

Managing Bullying, Harassment and Grievance for 1st Line Managers

| | |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purpose: | To guide and support managers to help prevent/recognise/ and manage bullying, harassment and grievance issues within the workplace. This course aims to enable managers to appropriately and effectively address with confidence conflict in the workplace. |
| Learning Outcomes: | <ul style="list-style-type: none">• Ensure managers are aware of the organisational and legal context• Ensure managers are aware of the related policies and procedures• Ensure managers are aware of their role and responsibilities in relation to managing bullying, harassment or grievance complaints informally and formally• Give managers the opportunity to work through bullying, harassment and grievance practical scenarios |
| Audience: | Line Managers |
| Method: | 1 day module Simulated activities - participative and interactive |

| Course Dates: | Dates | Venue | Times |
|---------------|-------|-------|-------------|
| Course 1 | | | 09.30-16.30 |
| Course 2 | | | 09.30-16.30 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

Mediation Skills for Senior Line Managers

Purpose: To assist staff/officers to engage constructively with the mediation processes to effectively resolve conflict. Themes covered will be to fully understand the steps of conflict, and highlight the importance and skill of remaining impartial during mediation to a successful outcome.

Learning Outcomes:

- To equip managers with the skills to enable them to successfully support staff through conflict
- To help managers understand how to prepare for and run a mediation session
- To help managers to understand the process of mediation in tackling bullying, poor performance, absence, inappropriate behaviour, etc
- To guide managers towards how to successfully influence and negotiate to seek consensus/action plan
- To help managers ability to strengthen informal resolution options rather than escalating issues through formal procedures

Audience: Senior Line Managers

Method: 3 day module

Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course 1 |  | | 09.30-16.30 |
| Course 2 | | | 09.30-16.30 |
| Course 3 | | | 09.30-16.30 |

Not relevant to Request

There are targeted delegates selected for application onto this course.
All applications are received directly via zEquality.

HR Specialist - Information Gatherers Training

Purpose: To provide an understanding of the Information Gatherer role and responsibilities, legislation and organisational policies linked to Equality legislation and Diversity best practice and enables HR Managers to conduct thorough and appropriate investigations.

Learning Outcomes:

- An overview of what makes a successful information gathering exercise
- Practical interviewing and analysis skills that assist the Information Gatherer in conducting investigations
- Guidance on appropriate report writing

Audience: HR Specialists

Method: Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course 1 |  | | 09.30-16.30 |
| Course 2 |  | | 09.30-16.30 |
| Course 3 |  | | 09.30-16.30 |

Not relevant to Request

There are targeted delegates selected for application onto this course.
All applications are received directly via zEquality.

4. Specialist Lead Training Courses

The following training courses are designed and delivered by local community subject experts. This supports the Equality and Diversity's Training ethos believing that specialist subjects should be delivered by local subject experts from the communities and support groups of the public we are employed to serve and protect.

This training method gives delegates an invaluable opportunity to meet and directly train with the community specialist and ask open and honest questions to help best improve upon our service delivery to their specific area of our community.

All the following courses are available to view and book on eServices/Campus/Department Training/Equality & Diversity Training:

Mental Health Awareness

Purpose: To create an understanding of mental health, the related legislation, and the implications on the service the police provide to customers with mental illnesses.

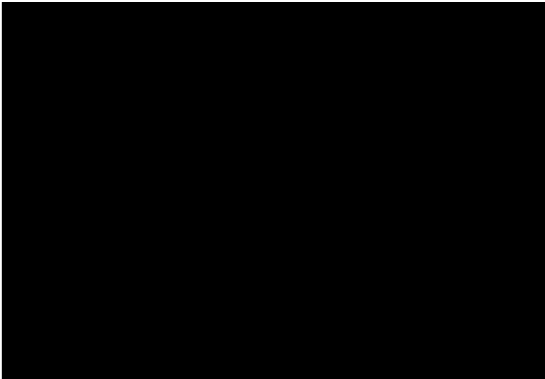
Learning Outcomes:

- Understand mental illness and the related stigma
- Recognise key mental illness signs and symptoms
- Discuss police powers under Mental Health (NI) Order
- Share good practice in dealing with mentally unwell clients
- Apply learning through discussion and application to practical scenarios

Audience: Officers and staff with appropriate work related rationale.

Method: 1 day module

Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course:1 |  | | 09.30-16.30 |
| Course:2 |  | | 09.30-16.30 |
| Course:3 |  | | 09.30-16.30 |
| Course:4 |  | | 09.30-16.30 |
| Course 5 |  | | 09.30-16.30 |

Not relevant to Request

To book a place and for further information on dates, please refer to Campus Online.

Managing Mental Health in the Workplace

Purpose: To create an understanding of mental health, the related legislation, and the implications on the Service for line managers as well as equipping them with the skills required to deal with mental illness / wellbeing within teams.

Learning Outcomes:

- Understand mental illness and the related stigma
- Recognise key mental illness signs and symptoms
- Understand the effect of mental illness on the individual, the team and the organisation
- Understand the key principles of the Disability Discrimination Act
- Detail the support structures within PSNI
- Learn how to support people with mental illness
- Understand how to keep team members well

Audience: First Line Managers and above

Method: 1 day module

Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------|--------------|--------------|
| Course 1 | [REDACTED] | | 09.30-16.30 |

Not relevant to Request

To book a place and for further information on dates, please refer to Campus Online.

Female Empowerment Programme

Purpose: To enable women to develop practical methods to maximise lateral development and promotion prospects through enriching personal and professional confidence.

Learning Outcomes:

- To increase social intelligence and subsequently situational awareness and clarity of language
- To increase personal resilience
- To challenge self-limiting beliefs
- To enrich personal and professional confidence
- To enable women to develop practical methods to maximise lateral development and promotion prospects

Audience: Sergeants & EOI's

Method: Module 1 = 2 days, one-to-one coaching session, Module 2 = 2 days

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------|--------------|--------------|
| Course:1 | [REDACTED] | | 09.30-16.30 |
| Course:2 | | | 09.30-16.30 |
| Course:3 | | | 09.30-16.30 |

Not relevant to Request

There are targeted delegates selected for application onto this course. All applications are received directly via zEquality.

Living With Diversity (YMCA)

Purpose: This programme is an experiential learning programme developed by YMCA Ireland. The programme has been designed for those engaged in community, youth and schools work and have an interest in addressing personal, community and societal issues relating to the Northern Ireland context.

Learning Outcomes:

- To equip youth and/or community workers and educationalists with the skills, knowledge and values to support the improvement of community relations in their contexts
- To provide an opportunity for personal development while exploring issues and concepts such as inequality, interdependence, diversity and peace building.
- To explore a range of media, approaches and methods that contributes to the development of a shared society.
- To reflect on themes which are relevant to the N.I context e.g. healing, democracy, citizenship, political discussion, conflict, awareness of prejudice and discrimination.
- As part of the programme there is an opportunity to plan, facilitate and evaluate a community relations project.

Audience: Living With Diversity is open to senior officers/staff who play a role in developing skills, knowledge and values in community relations

Method: Four 2 day modules (8 days in total)

Simulated activities - participative and interactive

Course Booking Information:

This course runs throughout the year and is co-ordinated through the YMCA/Equality and Diversity Unit. Please email zEquality if you would like more information.

Deaf Awareness & An Introduction to Sign-Language and Finger Spelling

- Purpose: To enable officers and staff to project a positive attitude and professional service towards deaf service users and staff.
- Learning Outcomes:
- Facilitate an understanding of deaf culture
 - Allow professionals to meet their obligations to provide equality in their service provision
 - Learn about the deaf community and their language: British Sign Language/Irish Sign Language
 - Identify unnecessary barriers to deaf people and proactively identify areas for improvement within our workplace

Audience: All staff and officers with appropriate work related rationale

Method: 1 day module –
AM session = Deaf Awareness,
PM session = Sign-language & Finger Spelling
Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|---------------|------------|-------|-------------|
| Course: 1 | [REDACTED] | | 09.30-16.30 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

Autism Awareness

Purpose: To provide an understanding of Autism Spectrum Disorder to enable the PSNI to respond appropriately

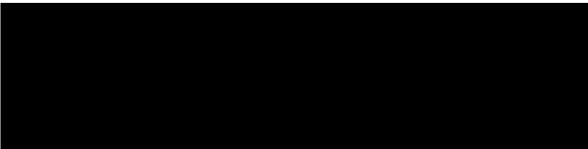
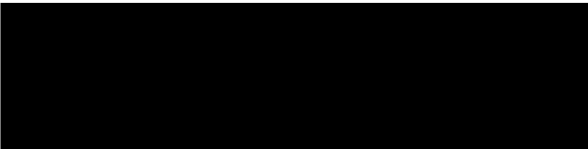
Learning Outcomes:

- Identify the main features associated with ASD
- Describe how ASD may affect the individual and the difficulties encountered
- Illustrate how an individual with ASD may come into contact with the Criminal Justice System and how this may impact on them
- Demonstrate ways to approach individuals when dealing with particular situations

Audience: All staff and officers with appropriate work related rationale

Method: 1 day module

Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course: 1 |  | | 09.30-16.30 |
| Course: 2 |  | | 09.30-16.30 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

Lesbian, Gay & Bisexual Awareness

Purpose: To increase awareness of issues relating to the lesbian, gay and bisexual community and inform officers and staff of PSNI policy and best practice when dealing with members of the community.

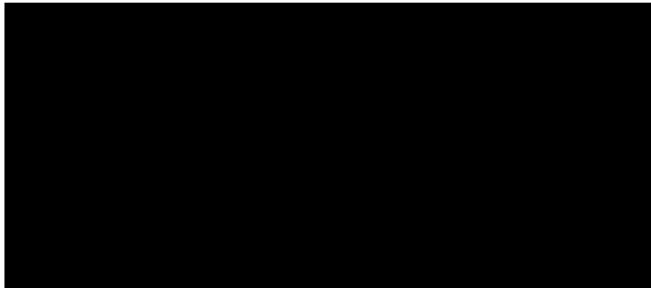
Learning Outcomes:

- Clarify PSNI policy in dealing with and recording homophobic hate crimes
- Highlight issues relating to the lesbian, gay and bisexual community and best practice when dealing with these issues
- Recognise how diversity awareness can have a positive influence on how PSNI is viewed

Audience: All staff and officers with appropriate work related rationale

Method: 1 day module

Simulated activities - participative and interactive

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course: 1 |  | | 09.30-16.30 |
| Course: 2 | | | 09.30-16.30 |
| Course: 3 | | | 09.30-16.30 |
| Course: 4 | | | 09.30-16.30 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

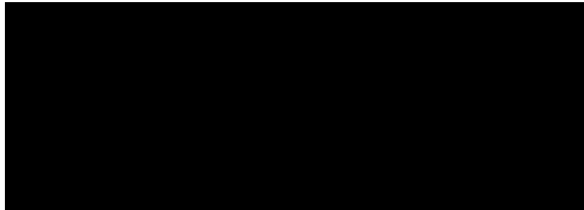
Islamic Awareness

Purpose: To increase awareness of issues relating to the Muslim community and inform officers and staff of PSNI policy and best practice when dealing with members of this community.

- Learning Outcomes:**
- Provide an overview of key concepts in Islam and Islamic behaviour
 - Understand the key demographic issues concerning the Muslim community in Northern Ireland
 - Demonstrate how these issues impact on service provision and within the workplace
 - Present good practice models of working with Muslim community members
 - Enable the provision of services that are sensitive and appropriate to the needs of the Muslim community
 - Challenge misconceptions, negative stereotypes and Islamophobic attitudes and behaviours

Audience: All staff and officers with appropriate work related rationale

Method: 1 day module

| Course Dates: | Dates | Venue | Times |
|----------------------|--------------------------------------------------------------------------------------|--------------|--------------|
| Course:1 |  | | 09.30-16.30 |
| Course:2 | | | 09.30-16.30 |
| Course:3 | | | 09.30-16.30 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

Section 75 – Understanding the Equality Agenda

| | |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purpose: | To increase awareness and understanding of the impact that Section 75 of the Northern Ireland Act has on policy writing specifically and the organisation in general. |
| Learning Outcomes: | <ul style="list-style-type: none">• Understand the principles of Section 75 of the Northern Ireland Act• Increase knowledge of the groups protected by Section 75• Understand the PSNI Equality Scheme and associated Section 75 responsibilities• Understand principles and practice of policy screening• Explain how policies and practice can adversely impact on Section 75 groups |
| Audience: | All staff and officers with appropriate work related rationale |
| Method: | 1 day module Simulated activities - participative and interactive |

| Course Dates: | Dates | Venue | Times |
|---------------|------------|-------|-------------|
| Course:1 | [REDACTED] | | 09.30-13.30 |
| Course:2 | [REDACTED] | | 09.30-13.30 |

Not relevant to Request

To book a place on one of the above courses please logon to Campus Online.

The following programmes are available upon request for delivery within your district/department:

Disability Awareness

Purpose: To encourage officers and staff to think about disability differently and to encourage good practice when interacting with people with disabilities.

Learning Outcomes:

- Understand the “disability duties” as outlined in legislation
- Recognise the impact of society on people with disabilities
- Learn how to communicate more comfortably with people with disabilities
- Improve the customer care delivered to people with disabilities

Audience: All staff and officers with appropriate work related rationale

Anti-Racism Awareness

Purpose: To increase the professionalism of the response to racist incidents by making officers and staff aware of the legal framework and the impact and potential ramifications of racist incidents on individuals and communities. Also, this training will increase officer and staff awareness of the work of statutory/partner agencies and what assistance is available to them when dealing with racist incidents.

Learning Outcomes:

- Understand the legal framework
- Learn about how racism impacts individuals and communities
- Highlight the work of statutory/ partner agencies and how the work they do can help police deliver an enhanced service.

Audience: All staff and officers with appropriate work related rationale



5. Training Suppliers

The Equality and Diversity Unit strive to engage with local training suppliers from a range of community groups and specialist organisations. Rationale for this is to ensure training is delivered directly from the subject experts and also to help build communication, rapport and relationships directly with the communities we need to work more closely with -

- Autism NI
- Belfast Islamic Centre
- Carecall / NIAMH
- Deaf Association for NI / RNID
- Disability Action
- Equality Commission NI
- Guide Dogs for the Blind and related consortium members
- Labour Relations Agency
- Mind Associates
- New Life Counselling
- The Rainbow Project
- ShOut
- YMCA
- YouthNet
-a range of Equality and Diversity Training Experts

Further questions please contact –

Email - zEquality

Diversity Training - 69031

Equality & Diversity Unit – ext 69575

