



Equal opportunities and diversity policy

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Public

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Document Revision History		
Version	Date	Description of Change
3.0	15/01/2026	Updates in Sections 1 About us, 3 Scope and 5 Areas covered by the policy
2.0	01/10/2024	2024 Rebranding
1.2	13/06/2024	Minor update
1.0-1.1	-	Previous versions

1 About us

LANGUAGECERT® is a business name of PeopleCert Qualifications Ltd, hereinafter referred to as LANGUAGECERT®. It is part of PeopleCert Group, a leading global certification provider that has been delivering millions of exams in 215 countries.

LANGUAGECERT® is a UK-registered awarding organisation, responsible for the development and awarding of language qualifications. It is recognised and regulated by Ofqual and Qualifications Wales and approved by UK Visas & Immigration as a Secure English Language Test (SELT) Provider worldwide.

2 Introduction

This policy is aimed at our candidates who have enrolled on or have taken a Secure English Language Test (SELT) with LANGUAGECERT®. It sets out our intention to deliver service and range of qualifications that are fair, accessible and do not contain any unnecessary barriers to entry.

3 Scope

This policy applies to all personnel providing services related to SELT, including LANGUAGECERT® and PeopleCert staff, and staff working at High Stakes Test Centres. It also applies to other external partners, consultants, contractors or individuals.

We are committed to delivering SELT testing services to all candidates and treating them equally and with dignity and respect, irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (characterised as protected characteristics as per the Equality Act 2010). Furthermore (as detailed in our Safeguarding Policy) we are dedicated to ensuring that all personnel and representatives are aware of the need to protect children and vulnerable adults who are at risk and provide them with guidance on what to do if a concern is raised or risk identified.

LANGUAGECERT® also commits to fully respect any religious and cultural sensitivities. The SELT website has been developed taking into consideration such sensitivities and adopting appropriate tone of language and content.

4 Review arrangements

We will review the policy annually and revise it when necessary in response to Test Centres' and candidates' feedback, changes in our practices, actions from the regulatory authorities or external agencies, or changes in legislation.

5 Areas covered by the policy

Staff

LANGUAGECERT® commits to incorporating specific and appropriate duties with respect to implementing the equal opportunities policy into job descriptions and work objectives of all staff.

LANGUAGECERT® will provide equality, diversity, religious and cultural sensitivity training and guidance as appropriate to our staff, including:

- As part of staff induction training.
- Bi-annual refresher courses.
- As deemed necessary via our internal staff performance review arrangements.

All staff involved in services that require direct or indirect contact with children and/or vulnerable adults, will:

- Be registered with the relevant authority.
- Undergo enhanced background and security checks.
- Receive relevant Safeguarding training and participate in bi-annual refresher training.
- Receive training on understanding and awareness of race, ethnicity, religious and cultural needs.

Qualification Development

LANGUAGECERT® will ensure that there are no features that could disadvantage any groups of candidates who share a particular characteristic or act as barriers to entry, other than those directly related to the purpose of the LANGUAGECERT® units or qualifications. The nature of any such features or barriers will be stated and the inclusion of the requirements that create the barrier justified in terms of why they are required for the particular unit or qualification.

While developing qualifications, the relevant team takes all measures so that content and examination items/questions will not be considered as offensive or inappropriate for any individual (gambling, alcohol, gender or age clichés, etc).

Test Centres

LANGUAGECERT® ensures that its test centres enable candidates to have equal access to exams and any exams must similarly be undertaken without discrimination. High Stakes Test Centres are required to ensure that such discrimination does not occur either directly, indirectly or as a result of pressure from other bodies. All test centres are expected to comply to this policy, by having both female and male employees doing the pre-exam security checks, ensuring that all staff respect local salutations and any candidates' religious particularities, etc.

Where complaints arise regarding issues of inequality, candidates should submit a complaint to us, as per the arrangements set out in our Complaints Policy for SELT.

6 Monitoring the success and relevance of our arrangements

LANGUAGECERT® is committed to complying with all current and relevant legislation which, at the time of this writing, includes but is not limited to the Equality Act 2010 and any other applicable international legislation. In addition, LANGUAGECERT® will comply with local laws as deemed appropriate.

As part of the candidate registration and certification processes for qualifications and units, LANGUAGECERT® may collect information on diversity, requests for special considerations and reasonable adjustments, access arrangements and feedback from candidates, Test Centres and other stakeholders.

All relevant issues identified that suggest that our provision or services may have unnecessarily impacted on candidates will be reported back to our Audit & Assurance team, who will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision and/or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications.

Details of our ongoing reviews will be made available to the qualification regulators upon request.

7 Contact us

For any queries about the contents of the policy or in case you would like to feed back any views, please contact us at SELT@languagecert.org or by using the channels described on our website.

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