# EQUALITY IMPACT ASSESSMENT FORM

**Not all projects require a full impact assessment. Please ensure you have completed the pre-appraisal checklist (**[Link](https://scotent.sharepoint.com/:x:/s/Intranet/Corporate/Net-pols-procs/P-project_life_cycle_mgt/EfODkeNLmV9ArV6_pZvTCocBH1h3dmMc5v_n_r0wTQuD6Q?e=t6DDvQ)**) which defines this requirement.**

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| **Name of Business Unit** | Trade Services-SDI |
| **Name/designation of person(s) responsible for managing/ conducting this process** | Kash Reid (Product Manager) |

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| **Name of Policy / Function / Service / Strategy / Action Plan / Programme / Project etc.** | Project: E-learning Internationalisation  Programme: Preparing to Export | |
| **Is it (\*delete as applicable)** |  | \*Existing with changes |
| **Is the policy contracted out? (\*delete as applicable)** | \*No |  |
| **If yes, who delivers this policy for the organisation?** |  | |
| **Is responsibility for delivery shared with others? (\*delete as applicable)** | No |  |
| **If yes, who are your partners?** |  | |

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| **Could there be possible impacts or effects in respect of the following protected groups?** | | | | | | |
| **Age** | **Yes** | | | **Disability** | **Yes** | |
| **Gender Re-Assignment** | **No** | | | **Marriage & Civil Partnership** | **No** | |
| **Pregnancy & Maternity** | **No** | | | **Race** | **No** | |
| **Religion or Belief** | **No** | | | **Sex** | **No** | |
| **Sexual Orientation** | **No** | | | **Human Rights** | **No** | |
| **Timescale for**  **Assessment** | | 22/7/20 | **Timescale for Involvement/Consultation** | | | N/A |
| **Start Date** | | 12/10/2022 | **Completion Date** | | | 14/10/2022 |
| **EO Champion review by** | | Scott Reid- Skinner | **Date** | | | 12/10/22 |
| **SRO name and email approval on file** | | Siobhan McDermit | **Date** | | | 12/10/2022 |

## 1. Identify ALL the Aims of the Policy/Project (consider these questions to prompt answers)

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| 1. What is the purpose of the policy/project? (consider explicit and implicit aims)  2. Who does the policy/project affect?  3. Who does the policy/project benefit directly? (e.g. employees/service users; equality groups, other stakeholders)  4. What results/outcomes are intended? |

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| Purpose is to deliver a replacement e-learning platform to maintain the preparing to export programmes’ transformation into an online, blended eLearning course.  The project will predominantly affect those involved in operating the programme, specifically the Product Manager, Framework consultants and customers.  The project will directly benefit users of the service and Scottish Enterprise.  It is anticipated that the benefits will be a positive reception from users of the service, therefore cementing the programme as a full e-learning service offering. |

## 2. Consider the Evidence (data and information) - (consider these questions to prompt answers)

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| 1. What information or data would it be useful to have? What data (quantitative and qualitative) is available? (in-house/external) How reliable/valid/up-to-date is it?  2. What does the data/information tell you about   * Different needs? * Different experiences? * Different access to services, information or opportunities? * Different impacts/different outcomes?   3. Are there any gaps that you should fill now/later by further evidence gathering/commissioning or by secondary analysis of existing data?  4. Are there any experts or stakeholders you should involve/consult now? Have you involved/consulted any experts already? What were their views? |

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| Data gathered has come directly from suppliers that we have spoken with in the form of both qualitative and quantitative, providing us with a rounded view of both costs and capability. The data is both valid and reliable as it has been received recently. Further data was also available in the form of online market reports detailing the types of suppliers available in the market and providing some background insights into the market as a whole.  As stated above, data tells us of various suppliers that are in the market, as well as their capabilities and overall long-term trends/ developments. Therefore, allowing us to match our needs to capabilities.  We will be gathering consumer feedback through the commissioning of surveys throughout the programme to monitor customer satisfaction and review success.  We have already consulted all required experts ranging from IT to trade experts and senior management. Their views are that the replacement platform is a good idea and they are keen to review findings.  In addition to the project data above there is also data/ evidence available that suggests certain groups may be disadvantaged with the implementation of new technologies such as older people and those with visual and hearing impairments. |

## 3. Assess the likely impact on different groups - (consider these questions to prompt answers)

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| 1. Does your analysis of the evidence indicate any possible adverse impact on a particular group (age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation) or does it breach human rights legislation. Mandatory human rights due diligence is required for some projects. Please see [guidance](https://scotent.sharepoint.com/:w:/s/Intranet/Corporate/Corporate-cfogroup/Corpmgt-risk/EcxhgJdCRhBNku8iMAkxMnUBD_40ILS75wanta8GxPsN8w?e=d4Ajl6).  2.If it is adverse,   * Does this amount to unlawful discrimination? (See guidance)   3. In what areas does it have an impact? E.g. access to information, experience of services?  **4. Even if there is no evidence of adverse impact, is there an opportunity to**  **actively promote equality or foster good relations between different groups?** |

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| As highlighted above, research indicates that there could be impact on both older people and those with visual or hearing impairments. In relation to the project, the impact is that customers who are part of these groups may have issues accessing or completing learning modules effectively, therefore altering their experience of the service. |

## 4. Consider alternatives - (use these questions to prompt answers)

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| 1. How can you change your proposal in a way that is proportionate, and will   * Remove unlawful discrimination or comply with human rights? * Reduce any adverse impact? * Advance/promote equality? * Foster good relations between different groups? * Help us achieve our published equality outcomes (See guidance)?   2. If there are no actions proposed, can the policy/project still be justified?  3. Can the aims be met in some other way? What can you do now/later?  4. If the project involves procuring a service or product is there any scope to encourage suppliers to have a greater focus on equality for example signing up to the Business Pledge? Are there any positive action activities you could consider which might address disadvantage experienced by protected groups, like targeting women owned businesses or applying reserved contracts? Are there any other project specific actions you could state to help with our equality duties e.g. monitoring of uptake of the service to identify under-representation or encouraging certain groups to participate in the project (see guidance)?  5. What are you recommending? |

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| Due to the nature of the current environment, it is imperative that the organisation continues to proceed with its digital strategy in order to effectively, and efficiently, assist Scottish companies. However, in light of the findings provided by research, the project will endeavour to undertake the following in order to lower accessibility barriers for those groups previously identified such as:  Ensuring that, where possible, any case study videos utilised throughout the online programme are created with subtitles, therefore allowing those with hearing impairments to follow information being discussed.  Asking clients if they have any additional access needs upon being selected for the programme, therefore allowing us to identify any further assistance to be provided.  Within the tender document we will place specification that requires all suppliers who wish to tender to be complaint with W3 Accessibility standards.  Additionally, we will also make suppliers aware that they will need to make provisions for those who are visually impaired, for example to provide copies of learning modules in different formats where applicable and possible to do so.  We will, where possible, provide assistance in the form of phone calls to assist older people with any access issues they may have to run through the platform.  We will foster diversity and inclusivity through ensuring that any imagery utilised throughout the website and programme is representative of those of different: Genders, Ethnicities and Age.  Where possible, we may ask the supplier to consider [Fair Work First](https://fairworktool.scot/) principles in their operations. |

## 5. Involve/Consult relevant stakeholders if appropriate - (consider these questions to prompt answers)

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| 1. What are the views of the people who are likely to be affected or who have an interest about   * Whether you have identified the right issues? * Whether you have proposed suitable modifications? * Whether your proposals will meet their needs?   2. Should you involve people in the re-design of the policy?  3. How will you consult once changes have been made?  4. Whom do you need to get views from?(internally/externally)  5. What methods will you use? (consider “hard to reach” groups)  6. What formats will you use for communicating with different groups? |

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| We have consulted with the Equality Champions who have advised on the impacts associated with the project and have agreed that there are no further actions required.  Furthermore, we have consulted with technical accessibility experts to ensure that feasibility of the solution who have provided us with any amendments we are required to make to ensure compliance. |

## 6. Decide whether to adopt this policy/project - (consider these questions to prompt answers)

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| 1. What were your findings from the consultation/involvement?  2. Taking into account all of the data, information, potential impact issues and consultation feedback, what will you recommend? (Choose & state one option)   * **Reject the policy** – there is evidence of actual/potential unlawful discrimination or breach of human rights. * **Accept the policy** – The EIA demonstrates the policy is robust with no adverse impacts and all opportunities to promote equality/foster good relations have been taken. * **Modify the policy** – Adjust the policy to remove barriers or better promote equality * **Continue with the policy** – Issues with the policy have been identified but you wish to continue with the policy. Clearly set out justification for doing this. Compelling reasons will be needed.   3. If the Equality Impact Assessment (EqIA) is on a high level policy/strategy state here  if further EqIAs need to be carried out on projects emanating from the policy/strategy  and inform project managers. |

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| Modify the policy- Due to the issues highlighted above we are going to modify the policy in line with the actions outlined in section 4 |

## 7. Make Monitoring (and review) Arrangements - (consider these questions to prompt answers)

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| 1. How will you know what the actual effect of the policy/project is?  2. In what ways will you monitor? e.g. continuously or irregularly, quantitative methods such as surveys, qualitative methods such as interviews  3. How often will monitoring information be analysed?  4. When will you review the policy/project taking into account any monitoring information? |

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| We will undertake reviews quarterly to ensure that actions have been taken care of in relation to the inequalities listed. We will also gather feedback from customers, where applicable, through survey and follow up phone calls.  Had very positive feedback from clients regarding the pilot- there were no key concerns around equality which were raised throughout the pilot duration. |

**8. Equality Impact Assessment review**

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| Please forward the completed document to your equality champion for review. This should then be approved by the SRO and returned to your champion for publication on the Scottish Enterprise external website. |

**9. Summary of Actions**

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| List any actions agreed and indicate dates for review. |

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| Not applicable as outlined above. |