

General Equality Duty:

Eliminate discrimination
Advance equality
Foster good relations

Equality Impact Assessment

1. Name of policy/procedure/proposal/project/decision*:	Expected Behaviours Policy
Completed:	October 2021
Next scheduled review date:	October 2021

2. Name of policy/procedure/proposal/project/decision*:
Expected Behaviours Policy

3. What is main purpose of the policy?
<p>Scottish Qualifications Authority (SQA) receives enquiries, feedback and, from time to time, complaints regarding its products and services.</p> <p>Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their query. In a small number of cases the actions of individuals are not what we would expect because they involve abuse of our staff or our process.</p> <p>When this happens, we have to take action to protect our staff. We also consider the impact of the behaviour on our ability to do our work and provide a service to others.</p> <p>The Policy explains how we will approach these situations.</p> <p>This EqIA covers SQA's approach to handling unacceptable behaviour and consider the impact in relation to protected characteristics.</p>

4. What information, and evidence, is being used to evaluate the impact of this policy on people who share protected characteristics?
<p>Internal sources of evidence:</p> <ul style="list-style-type: none">-SQA has not formally captured information relating to the invocation of the former unacceptable actions policy and has no information on the protected characteristics of those individuals who have previously been subject to this policy.-SQA has no record identifying that individuals with protected characteristics have expressed that they have had the former unacceptable actions policy applied in an unjustifiable manner, relative to their characteristic.-Further opportunity to consider internal records where this procedure has been applied. <p>External sources of evidence:</p> <p>In seeking to complete an Equality Impact Assessment for this Expected Behaviours policy, SQA has, without success:</p>

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- Completed initial internet searches to identify meaningful EQIA reports published by Scottish public service organisations subject to the Public Equality Duties

Public Sector Equality Duty

SQA is required to have ‘due regard’ to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.

This section provides the opportunity to capture how the policy will contribute towards the three aims of the general equality duty, and to consider if there is anything more we need to do to meet our responsibilities.

5. How might this policy impact on people who share protected characteristics? Please consider positive or negative impact. (At the beginning of the process you may want to record perceived impact – ongoing monitoring of the policy will allow you to measure the actual impact of the policy)

Protected Characteristic	Neutral Impact	Positive Impact	Negative Impact	Please provide more information
Age	✓			There is no differential impact identified in terms of different age groups. The policy and procedure applies equally to all people regardless of age.
Disability		✓		Consideration of conditions that may cause a person to make involuntary sounds, which may include words and phrases that can be taken as offensive to some must be taken into account. It could be reasonably expected that any such individual is experienced in explaining such conditions at the start of communications with organisations, which would allow a SQA member of staff to determine their application of this policy. It must also be considered that some disabilities can cause a person to act/react in a particular way. While it may

*Referred to as just “policy” hereinafter

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				not be obvious from the start, it would be appropriate for a member of staff to raise the concern and initiate the first stages of this policy. This in turn may generate opportunity for an open dialogue about the specific nature of a particular disability that can affect temperament and allow the staff member to be sensitive to such situations and make judgements on the application of this procedure.
Marriage / Civil Partnership	✓			The policy and procedure applies equally to all people regardless marital/ civil partnership status.
Race	✓			The policy and procedure applies equally to all people regardless of race. It is recognised that there may be a need for translation services either verbally or in writing and an appropriate service could be considered.
Religion / Belief / non-Belief	✓			The policy and procedure applies equally to all people regardless of religion or belief.
Sexual Orientation	✓			The policy and procedure applies equally to all people regardless of sexual orientation.
Gender Re-assignment (Gender identity and transgender)		✓		Consideration of those undergoing re-assignment as candidates may contact us under a different name to that held on SQA records, this should be handled in a sensitive way. However, the policy and procedure applies equally to all people regardless of gender.
Pregnancy / Maternity	✓			The policy and procedure applies equally to all people regardless of pregnancy or maternity.
Sex	✓			The policy and procedure applies equally to all, regardless of sex.
Care experience (where relevant)	✓			The policy and procedure applies equally to all. However, it is recognised that care experienced children and young people can be some of the most vulnerable in

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				society ¹ which may present behaviours that can seem challenging or viewed as being unacceptable, particularly when engaging with education systems. Where staff members become aware of care experienced individuals it can be considered as a factor in when to apply this procedure.
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6. What arrangements could be implemented to reduce or mitigate any potential adverse or negative impacts identified above?

Where it is determined that the behaviours of a person may be affected by circumstances outwith their control, and where this information is provided by the party consideration will be taken as to at what point an expected behaviour becomes unacceptable and whether to apply the policy.

7. If you are proceeding with a decision that may have a negative impact despite the mitigatory arrangements identified in Step 5, are you satisfied that this is objectively justified, i.e. a proportionate means of achieving a legitimate aim? Please provide explanatory details.

N/A

8. Could this policy be revised or changed to better meet the general equality duty?

No.

¹ <https://www.bps.org.uk/sites/www.bps.org.uk/files/Policy/Policy%20-%20Files/Supporting%20care-experienced%20children%20and%20young%20people%20during%20the%20Covid-19%20crisis%20and%20its%20aftermath.pdf>

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9. Has there been consultation/is consultation planned with people who will be affected by this policy/procedure/project/decision? Please detail below how this has affected your decision making.

Internal consultation has taken place with colleagues to consider internal records where this procedure has been applied.

10. How will this policy be monitored and evaluated?

Line managers will be responsible for determining and dealing with actions when unacceptable behaviour is escalated to them and the policy sets out the actions available to them and the steps they need to take.

Policy owner has responsibility for monitoring the application of the policy.

Date: October 2020