



Equal Opportunities Learner Charter

Training Policies and Quality Assurance Documents

Document owner	Jamie Morgan MIET MIFSM	Role	Director / Lead Fire Safety Consultant
Applies to	Online and in-person fire safety training	Version	1.0
Approved date	17 May 2026	Next review	Annual
Contact	training@esifiresafety.co.uk	Website	www.esifiresafety.co.uk

ESI: Fire Safety believes that everyone attending our training should be treated fairly, respectfully and with dignity. A positive approach to equality, diversity and inclusion is important for learners, clients, trainers and the wider fire safety profession.

Our Commitment

We aim to provide open, fair and accessible training. We will not treat learners less favourably because of age, disability, sex, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sexual orientation, economic status, nationality or background.

As a Learner You Can Expect

- A professional and practical learning experience.
- To be treated fairly, respectfully and courteously.
- Clear course information before and during the training.
- A healthy and safe learning environment, including safe arrangements for practical extinguisher use.
- Reasonable adjustments to be considered where requested and where safe and practicable.
- Access to support, advice and guidance relating to the course.
- Your feedback, concerns or complaints to be taken seriously.
- Your personal data to be handled securely and appropriately.

In Return We Ask Learners To

- Attend prepared and engage with the course.
- Treat trainers, other learners, client staff and visitors with courtesy.
- Follow safety instructions, especially during practical demonstrations and extinguisher use.
- Tell us in advance about learning needs, accessibility needs or health/safety concerns that may affect participation.
- Use online training platforms respectfully and appropriately.
- Raise concerns promptly using the relevant ESI procedure.



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Complaints

If you wish to make a formal complaint, please email training@esifiresafety.co.uk or contact ESI: Fire Safety on 01276 300351. Complaints will be handled in line with the ESI Complaints Policy.

Approval and Review

Approved by	Jamie Morgan MIET MIFSM
Position	Director / Lead Fire Safety Consultant
Signature	
Date	17 May 2026
Review arrangements	Annual review, or earlier if legislation, awarding/CPD requirements, course content or delivery arrangements change.