Equality, Diversity and Inclusion Policy

1. Introduction

The given policy's goal is to declare the compliance of Satbayev University (SU) with the principles and promotion of equality, diversity and inclusivity in all aspects of institutional activities, as well as to describe in detail how this policy will be implemented.

SU strives to provide an inclusive environment that promotes equality and values diversity and inclusivity. SU strives to maintain an atmosphere of dignity and respect in which all staff and students can reach their full potential. The concept of equality is central to our ideal of academic and service excellence.

SU is an equal opportunity employer and strives for the continuous development of employing the policies, procedures and practices that prevent discrimination on the grounds of gender, civil status, marital status, ethnicity, age, disability, sexual orientation, religion along with socio-economic status specified in the law.

The given policy also sets out procedures for identifying and removing any additional barriers to access and participation in relevant SU services by students, staff, or service users.

1.1 Legal basis

Equality principle is enshrined by law in Constitution of the Republic of Kazakhstan and in many international treaties and declarations. Universal declaration of human rights considers equality as a fundamental principle from the human rights perspective: *1. Everyone is equal before the law and the court. 2. No one may be subjected to any discrimination based on origin, social, official and property status, gender, race, nationality, language, attitude to religion, beliefs, place of residence or any other circumstances.*

1.2 Scope of policy

The given policy applies to:

– All job applicants, employees and all those who work at University and concerns all decisions regarding recruitment and selection, promotion, access to training and employment conditions.

– All students and entrants and refers to all decisions regarding the admission of students and the provision of all services to students, including training, supervision, evaluation, promotion, awarding and support services.

– All visitors, clients, service users, service providers and clients of University and refers to all services provided by University in its diverse activities, both internal and external ones.

Note. The term "service user" will be apllied in this document to refer to members of the public, visitors and customers.

1.3 Consultation

The given policy was elaborated in consultation with Center for Equality, Diversity and Inclusivity and other stakeholder groups, including: executive boards and representative bodies of staff and students.

2. Statement of commitment
2.1 Obligations

– Non-discrimination (direct or indirect) in access to and participation in education and employment based on gender, marital status, civil status, sexual orientation, age, disability, religion, ethnicity, along with socio-economic status.

– Provision of all services without any discrimination and harassment.

– An inclusive and supportive environment of dignity and respect in which all staff and students can reach their full potential.

– Zero tolerance for harassment or bullying of staff, students or other members of the community.

– Identification of barriers to equality, diversity, inclusiveness and full participation. Any identified imbalances will be eliminated in practice.

– Providing integrated accessible services and information to all users and ensuring the production of information in accessible information formats.

– Promotion of employment of personnel with disabilities.

– Increasing the participation and facilitating the access to programs for students from underrepresented groups.

– Taking positive measures, where appropriate and necessary, to address the problem of disproportionate underrepresentation.

2.2 Actualization

University strives to incorporate the principles of equality, diversity and inclusivity as an integral part of its planning processes to ensure that equality, diversity and inclusivity are incorporated into all strategic planning and decision-making activities and policies.

2.3 Other policies

The given policy should be considered together with additional relevant SU policies and procedures.

3. Equality, diversity and inclusiveness in employment sphere

The given section describes how University's commitment to equality, diversity and inclusivity, non-discrimination, equal access and participation applies to employment practices and procedures. The policy affects all areas of employment practice, including recruitment and selection, training and growth, promotion, salaries, employment conditions and retention.

3.1 Recruitment and selection

With regard to recruitment and selection of the staff, University is obliged to:

– Adhere to the SU approved Recruitment and selection policies and procedures

– Prevent direct or indirect discrimination of any job seeker or candidate seeking a job on the basis of any of the nine signs of equality, as well as socio-economic status.

– Select candidates based on merit and ensure that candidates with demonstrated skills, competencies, talent and experience are selected that are most suitable for the advertised position.

– Provide flexible services and simplify communication between candidates and recruitment staff.

3.2 Training and development

Regarding the training and development, University:

– Makes sure that every employee has equal access to training and development opportunities.

– Ensures that all employees are given equal access to roles, experience, or opportunities.

– Ensures that the programs offered are inclusive and take into account the diversity of the staff.

– Ensures the equality, diversity and inclusion in training and development programs.

3.3 Promotions

Regarding the promotion, University should:

– Ensure that all employees have equal access to career growth and promotion opportunities.

– Inform promotional messages to all employees and provide training and support in the process.

– Monitor promotion processes with the purpose to ensure equal career opportunities at University.

– Identify obstacles to promotion of employees with special attention to the nine specified grounds and, if necessary, take measures to eliminate imbalances.

All recruitment methods and procedures should be reviewed regularly to ensure compliance with current legislation and this policy, and that they take into account and support equality, diversity, inclusion, access, opportunity and participation.

HR department has a specific and special responsibility for performing the actions described in section B above.

4. Equality, diversity and inclusion in providing the services

The given section describes how University's commitment to equality, diversity and inclusivity, non-discrimination and equal access and participation applies to educational and other services.

University should ensure equality, diversity and inclusion of access and opportunities for students, as well as ensure that the entire admission process, assessment and other related procedures do not lead to direct or indirect discrimination of any student on any of these nine grounds of equality.

University should provide high-quality services in an inclusive, accessible and flexible manner for the diversity of students and service users.

4.1 Expanding the participation

University facilitates access to programs for students from underrepresented groups. These initiatives are regulated by University's development plan for 2022-2026. It will be implemented through various recruitment and outreach activities, including a comprehensive lifelong learning program offering alternative development paths and its policy of recognizing prior learning. University offers a number of student services to support students during their academic progress and help them achieve successful results in their programs.

4.2 Inclusive teaching and learning

University strives to introduce inclusivity into all activities and academic practice, including teaching, assessment and research. This supports University's comprehensive mission of expanding and enriching the student experience and is consistent with the strategic goals of increasing diversity and internationalization. University will provide scientists with a number of guidelines, templates and resources that will allow staff to implement inclusive principles in teaching and assessment practices, as well as ensure equality, diversity and inclusivity in their research. Approaches such as universal design for learning can be instructive in this regard.

4.3 Adaptation to diversity

University should consider the diversity of students and users of services, considering the nine specified grounds of equality by:

– Identification and satisfaction of the needs of students and service users on the basis of equality using methods of active feedback and consultation.

– Identification and removal of obstacles to the participation of service users and students.

– Taking positive action measures to promote equality, diversity and provide opportunities to disadvantaged individuals where necessary.

4.4 Feedback from students and service users

Quality improvement systems include mechanisms for receiving feedback from students on academic programs and services from students. University welcomes and encourages specific feedback from students and service users around the world. There will be regular consultations with students and staff representatives.

4.5 Promoting equality, diversity and inclusion in the service sector

University continues to develop systems for collecting and analyzing a wide range of information related to equality, diversity and inclusion in relation to students, staff and service users. This process should identify weaknesses and obstacles to participation, as well as assess progress.

From time to time, surveys, focus groups, an external review or other means of consultation are used as appropriate mechanisms to inform this process.

Each area that provides a service (academic, student, or otherwise) is responsible for ensuring the inclusiveness of service delivery and for identifying strategies to remove any potential barriers to student or service user participation. Service areas should report on implementing the given policy in their reporting and verification processes.

5 Implementation
5.1 Obligations

University's governing body is legally responsible for ensuring the equality and access and will work with Rector and University management to ensure that this statutory duty is fulfilled.

Each department of University is responsible for ensuring that the services they provide comply with EDI obligations set out in this policy.

All employees play a role in implementing this policy. University Management Team plays a special role in ensuring that the principles and commitments set out in this policy are respected and implemented into University's strategies, policies, procedures and practices.

All students, service users and other persons doing business with University should cooperate in implementation of this policy. All external business contracts should reflect this requirement.

The specific objectives of the implementation of this policy should be included in the future strategic planning of University.

5.2 Communication

Information materials produced by University should be provided in an up-to-date and accessible form to students, employees and service users.

Information in paper, electronic and web formats should be available in accordance with best practices regarding clear printing and alternative formats.

Advertising and marketing strategies should be non-discriminatory and communicate University's commitment to the principles of equality, diversity and inclusivity. Direct contacts with students, staff and service users should be carried out politely and professionally, in an atmosphere of dignity and respect.

University should widely disseminate this policy to reach all employees, managers, students, service users, trade unions and associations, as well as business contractors through a wide range of channels.

5.3 Infrastructure for equality, diversity and inclusion

Committee on Equality, Diversity and Integration should support the implementation of this policy. Office of Vice President/Director for Equality, Diversity and Inclusion, together with Human Resources Department, is responsible for the implementation and monitoring of this policy and reports to University management and President on its effectiveness.

5.4 Awareness of equality, diversity and inclusion

University should implement equality and diversity awareness programs and campaigns to ensure that the entire University implements this employment and service delivery policy. Equality, diversity and inclusion should be included in training programs related to employment, training or providing the services.

5.5 Business contractors

University strives to ensure that other companies with which it has entered into contracts to receive goods and services are aware of the existence of this policy. All contractors are expected to familiarize themselves with EDI policy and SU's obligations in this regard.

5.6 Complaint procedures: staff, students and service users

The appropriate complaint procedure to be used will depend on the nature of the complaint. Vice-Rector for Science and Corporate Development will provide information on the structure of handling complaints about EDI in all areas of University's activities in accordance with the agreed policies and procedures of University.

5.6.1 Complaints related to employment

The procedures for filing complaints by employment officers are similar to the usual procedures for filing complaints by employees through line management structures. External complaints regarding the access to employment and equal opportunities can be submitted by applicants directly to Office of Vice-Rector for Science and Corporate Development, who investigates the complaint in accordance with the given Policy.

5.6.2 Academic complaints

Academic complaint procedures (students) comply with University's academic complaint procedures, as detailed in University's Student Handbook.

5.6.3 Complaints of bullying and harassment

Dignity and respect complaint procedures detailed in University's Dignity and Respect Policy, which details formal and informal processes.

5.6.4 Monitoring and analysis

University should actively seek feedback on implementation and revision of this policy from staff, students and service users.

5.7 Resources; Information, advice and support:

– Office of Vice–Rector for Science and Corporate Development
– Human Resources
– Trade unions
– Employee Assistance Program
– Student Counseling Service
– Appointed Contact Persons

Governing Board member – Vice-Rector
for Science and Corporate Development   **Ye. Kuldeyev**