



EQUALITY & DIVERSITY POLICY

平等和多樣性政策
平等和多样性政策

September 2018 / 2018 年 9 月

1. INTRODUCTION

引言 / 引言

The purpose of this policy is to set out the IFA's commitment to the Equality Act 2010 and also explains what the Act covers and how all participants in IFA Qualification(s); Centres, their staff and any additional site personnel apply it. Centres are responsible for ensuring they are familiar with the contents of this document which should be read in conjunction with the IFA's Reasonable Adjustment and Special Considerations Policy.

本政策的目的是闡明 IFA 對 2010 年平等法案的承諾，並解釋該法案涵蓋的內容以及 IFA 資格認證的所有參與者;中心，其員工和任何其他現場工作人員都會應用它。中心有責任確保他們熟悉本文件的內容，並結合 IFA 的合理調整和特殊注意事項政策閱

讀。/ 本政策的目的是阐明 IFA 对 2010 年平等法案的承诺，并解释该法案涵盖的内容以及 IFA 资格认证的所有参与者;中心，其员工和任何其他现场工作人员都会应用它。中心有责任确保他们熟悉本文件的内容，并结合 IFA 的合理调整 and 特殊注意事项政策阅读。

2. OUR COMMITMENT

我們的承諾 / 我们的承诺

The IFA aims to ensure that learners can expect a fair and accessible route to IFA Qualification(s) and future Qualification(s) and make its course content and assessment methods as accessible and diverse as possible, containing no bias in language content for any group of learners sharing a particular characteristic other than those that specifically apply to the purpose of the Qualification. In all instances where restrictions apply the reason will be clearly explained. The IFA is committed to complying with all the relevant UK legislation and regulatory requirements in force prior to or at the time this document was created. All IFA assessments and examinations are undertaken and graded without bias or prejudice. The IFA provides guidance to all its staff and contractors on equality and diversity during induction and other training and monitoring activities.

IFA 旨在確保學習者能夠期望獲得 IFA 資格認證和未來資格認證的公平和可訪問途徑，並使其課程內容和評估方法盡可能方便和多樣化，不包含任何群體的語言內容偏見除了那些特別適用於資格認證目的的學習者之外，還有其他特定特徵。在適用限制的所有情況下，將清楚地解釋原因。IFA 致力於在本文件創建之前或當時遵守所有相關的英國法律和監管要求。所有 IFA 評估和考試都是在沒有偏見的情況下進行和評分的。在入職培訓和其他培訓和監測活動期間，IFA 為其所有員工和承包商提供關於平等和多樣性的指導。/ IFA 旨在确保学习者能够期望获得 IFA 资格认证和未来资格认证的公平和可访问途径，并使其课程内容和评估方法尽可能方便和多样化，不包含任何群体的语言内容偏见除了那些特别适用于资格认证目的的学习者之外，还有其他特定特征。在适用限制的所有情况下，将清楚地解释原因。IFA 致力于在本文件创建之前或当时遵守所有相关的英国法律和监管要求。所有 IFA 评估和考试都是在没有偏见的情况下进行和评分的。在入职培训和其他培训和监测活动期间，IFA 为其所有员工和承包商提供关于平等和多样性的指导。

This policy will be reviewed on an annual basis.
該政策將每年進行審核。 / 該政策將每年進行審核。

3. CENTRE RESPONSIBILITIES

中心責任 / 中心責任

Centre staff will advise prospective learners which IFA Qualification(s) is most appropriate to enable the learner to achieve their maximum potential and have their own Equality Opportunity and Diversity Policy made accessible to learners.

中心工作人員將向未來的學習者提供哪些 IFA 資格證書最適合使學習者發揮其最大潛力，並讓學習者可以訪問自己的平等機會和多元化政策。 / 中心工作人員將向未來的學習者提供哪些 IFA 資格證書最適合使學習者發揮其最大潛力，並讓學習者可以訪問自己的平等機會和多元化政策。

4. WHAT IS THE EQUALITY ACT?

什麼是平等法案？ / 什麼是平等法案？

The Equality Act 2010 applies to everyone who accesses, buys or uses your goods, facilities or services. All service providers and those providing goods and facilities in Great Britain are covered by the Act. The Act protects anyone who accesses your services from discrimination on the basis of a 'protected characteristic'. The Act also protects people from being discriminated against or harassed because of a protected characteristic they do not personally have. The nine protected characteristics are:

2010 年平等法案適用於訪問、購買或使用您的貨物、設施或服務的每個人。該法案涵蓋了所有服務提供商以及在英國提供商品和設施的服務提供商。該法案保護任何訪問您服務的人免受基於“受保護特徵”的歧視。該法還保護人們免受歧視或騷擾，因為他們沒有親自擁有的受保護的特徵。九個受保護的特徵是： / 2010 年平等法案适用于访问，购买或使用您的货物，设施或服务的每个人。该法案涵盖了所有服务提供商以及在英国提供商品和设施的服务提供商。该法案保护任何访问您服务的人免受基于“受保护特征”的歧视。该法还保护人们免受歧视或骚扰，因为他们没有亲自拥有的受保护的

特征。九个受保护的

- Age;
年齡; / 年齡;
- Disability;
失能; / 失能;
- Gender reassignment;
性別重新分配; / 性別重新分配;
- Marriage and civil partnership;
婚姻和民事伴侶關係; / 婚姻和民事伴侶關係;
- Pregnancy and maternity;
懷孕和生育; / 懷孕和生育;
- Race – this includes colour, nationality and ethnic or national origins;
種族 - 包括膚色、國籍和民族或國籍; / 種族 - 包括膚色，國籍和民族或國籍;
- Religion or belief;

宗教或信仰; / 宗教或信仰;

- Sex;
性別; / 性别;
- Sexual orientation.
性取向。 / 性别;

Protection from age discrimination in relation to the provision of goods and services came into force on 1 October 2012. The Act still specifically excludes protection from marriage and civil partnership discrimination in the provision of goods and services. Although it is not explicitly laid out in the Act, if a couple in a civil partnership were to be treated less favourably than a couple in a marriage, outside of their work, it is likely that this would be discrimination based on sexual orientation.

在提供商品和服務方面，對年齡歧視的保護於 2012 年 10 月 1 日生效。該法案仍特別排除了在提供商品和服務時不受婚姻和民事伴侶關係歧視的保護。雖然該法案沒有明確規定，如果民事伴侶關係中的夫妻在婚外工作之外的待遇不如一對夫婦，那麼這可能是基於性取向的歧視。 / 在提供商品和服务方面，对年龄歧视的保护于 2012 年 10 月 1 日生效。该法案仍特别排除了在提供商品和服务时不受婚姻和民事伴侣关系歧视的保护。虽然该法案没有明确规定，如果民事伴侣关系中的夫妻在婚外工作之外的待遇不如一对夫妇，那么这可能是基于性取向的歧视。

5. TYPES OF DISCRIMINATION UNDER THE ACT

行政法規定的歧視類型 / 行政法規定的歧视类型:

Direct discrimination

直接歧視 / 直接歧视

Direct discrimination occurs when a person is treated less favourably than another person because of a protected characteristic they have or are treated as though they had it or because they associate with someone who has a protected characteristic.

直接歧視發生在一個人受到的待遇低於另一個人時，因為他們擁有或被視為具有受保護的特徵，或者因為他們與具有受保護特徵的人相關聯 / 直接歧视发生在一个人受到的待遇低于另一个人时，因为他们拥有或被视为具有受保护的特征，或者因为他们与具有受保护特征的人相关联

Discrimination by association

關聯歧視 / 关联歧视

Discrimination by association occurs when a person is treated less favourably because they are linked, or associated, with a person who has a protected characteristic.

當一個人受到不良待遇因為他們與具有受保護特徵的人有聯繫或相關聯時，就會發生關聯歧視。 / 当一个人受到不良待遇因为他们与具有受保护特征的人有联系或相关联时，就会发生关联歧视。

Discrimination by perception

Discrimination by perception happens when a person is discriminated against because they are thought to have a particular protected characteristic or are treated as if they do. People are protected from this sort of discrimination even if someone who discriminates knows that the other person does not have the particular protected characteristic.

通過感知歧視

當一個人受到歧視時會發生感知歧視，因為他們被認為具有特定的受保護特徵或被視為具有特定的受保護特徵。即使歧視的人知道另一個人沒有特定的受保護特徵，人們也不會受到這種歧視。

通过感知歧视

当一个人受到歧视时会发生感知歧视，因为他们被认为具有特定的受保护特征或被视作具有特定的受保护特征。即使歧视的人知道另一个人没有特定的受保护特征，人们也不会受到这种歧视。

Indirect discrimination

間接歧視 / 间接歧视

The Act makes indirect discrimination by businesses unlawful. This will take place when a business applies a policy, criterion or practice in the same way to all individuals, but that policy, criterion or practice is discriminatory in its effect on, for example, one particular sex or racial group. The business would need to show that the policy can be objectively justified. In other words, it must be a fair, reasonable and proportionate way of achieving a legitimate aim. A legitimate aim might be any lawful decision you make in running your business or organisation, but if there is a discriminatory effect, the sole aim of reducing costs is likely to be unlawful. Being fair, reasonable and proportionate includes showing that you have looked at whether there are other ways of achieving the same aim which would avoid discrimination.

該法案規定企業間接歧視是非法的。當企業以同樣的方式對所有個人適用政策，標準或實踐時，這將發生，但該政策，標準或實踐對例如某一特定性別或種族群體的影響具有歧視性。企業需要證明政策可以客觀地證明是合理的。換句話說，它必須是實現合法目標的公平，合理和相稱的方式。合法目標可能是您在經營業務或組織時所做出的任何合法決定，但如果存在歧視性影響，降低成本的唯一目的可能是非法的。公平，合理和相稱，包括表明您是否有其他方法可以達到避免歧視的目標。/ 该法案规定企业间接歧视是非法的。当企业以同样的方式对所有个人适用政策，标准或实践时，这将发生，但该政策，标准或实践对例如某一特定性别或种族群体的影响具有歧视性。企业需要证明政策可以客观地证明是合理的。换句话说，它必须是实现合法目标的公平，合理和相称的方式。合法目标可能是您在经营业务或组织时所做出的任何合法决定，但如果存在歧视性影响，降低成本的唯一目的可能是非法的。公平，合理和相称，包括表明您是否有其他方法可以达到避免歧视的目标。

Harassment

騷擾 / 骚扰

Harassment means unwanted conduct related to a protected characteristic which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

騷擾是指與受保護特徵有關的不良行為，其目的或效果是侵犯個人的尊嚴或為他們製造恐嚇，敵對，侮辱，羞辱或冒犯的環境。/ 骚扰是指与受保护特征有关的不良行为，其目的或效果是侵犯个人的尊严或为他们制造恐吓，敌对，侮辱，羞辱或冒犯的环境。

Victimisation

受害 / 受害

Victimisation occurs when a person is treated badly because they have brought proceedings under the Act, or supported any action taken for the purposes of the Act. 當一個人因為根據該法案提起訴訟而受到嚴重對待或支持為該法案而採取的任何行動時，就會發生受害。 / 当一个人因为根据该法案提起诉讼而受到严重对待或支持为该法案而采取的任何行动时，就会发生受害。

Age discrimination

年齡歧視 / 年齡歧視

From 1 October 2012, it is unlawful to discriminate on the basis of age unless the practice is covered by an exception from the ban, or good reason can be shown for the differential treatment (i.e. objective justification). The exceptions include:

從 2012 年 10 月 1 日起，基於年齡進行歧視是非法的，除非禁令的例外涵蓋了這種做法，或者可以通過差別待遇（即客觀理由）證明有充分理由。例外情況包括： /

从 2012 年 10 月 1 日起，基于年龄进行歧视是非法的，除非禁令的例外涵盖了这种做法，或者可以通过差别待遇（即客观理由）证明有充分理由。例外情况包括：

- Age-based concessions;
基於年齡的讓步; / 基于年龄的让步;
- Age-related holidays;
與年齡有關的假期; / 与年龄有关的假期;
- Age verification;
年齡驗證; / 年龄验证;
- Clubs and associations concessions;
俱樂部和協會特許權; / 俱乐部和协会特许权;
- Financial services;
金融服務; / 金融服务;
- Immigration;
移民; / 移民;
- Residential park homes;
住宅公園住宅; / 住宅公园住宅;
- Sport.
體育。 / 体育。

These specific exceptions are in addition to the general exceptions already allowed by the Act, positive action measures and the ability to justify age discrimination by showing, if challenged, that there is a good reason for the differential treatment (objective justification).

除了該法已經允許的一般例外情況，積極行動措施以及通過展示（如果受到質疑）有充分理由進行差別待遇（客觀理由）證明年齡歧視的能力之外，這些具體例外情況除外。 / 除了该法已经允许的一般例外情况，积极行动措施以及通过展示（如果受到质疑）有充分理由进行差别待遇（客观理由）证明年龄歧视的能力之外，这些具体例外情况除外。

Disability discrimination

殘疾歧視 / 殘疾歧視

The law recognises that specific provisions need to be put in place for disabled people in order to put them on a more equal footing with other people. So the Act creates three forms of discrimination protection that apply only to disabled people. These are:

法律承認，需要為殘疾人制定具體規定，以使他們與其他人處於更平等的地位。因此，該法案創造了三種形式的歧視保護，僅適用於殘疾人。這些是：/ 法律承認，需要為殘疾人制定具體規定，以使他們與其他人處於更平等的地位。因此，該法案創造了三種形式的歧視保護，僅適用於殘疾人。這些是：

- Discrimination arising from disability;
殘疾引起的歧視; / 殘疾引起的歧視;
- Direct discrimination because of disability in relation to goods, services and facilities;
因商品，服務和設施方面的殘疾而直接歧視; / 因商品，服務和設施方面的殘疾而直接歧視;
- Indirect disability discrimination.
間接殘疾歧視。 / 間接殘疾歧視。

Businesses have a duty to make reasonable adjustments to assist disabled individuals in accessing their goods, services and facilities. See Reasonable Adjustment and Special Considerations Policy.

企業有責任進行合理調整，以幫助殘疾人獲取其商品，服務和設施。請參閱合理調整和特殊注意事項政策。 / 企業有責任進行合理調整，以幫助殘疾人獲取其商品，服務和設施。請參閱合理調整和特殊注意事項政策。

A disabled person is someone who has a physical or mental impairment which has an effect on his or her ability to carry out normal day-to-day activities. That effect must be: 殘疾人是指身體或精神受損的人，其能夠影響他或她進行正常日常活動的能力。這種影響必須是： / 殘疾人是指身體或精神受損的人，其能夠影響他或她進行正常日常活動的能力。這種影響必須是：

- Substantial (more than minor or trivial);
實質性 (超過輕微或微不足道) ; / 實質性 (超過輕微或微不足道) ;
- Adverse, and;
不利，和; / 不利，和;
- Long-term (having lasted or is likely to last for more than a year).
長期 (持續或可能持續超過一年) 。 / 長期 (持續或可能持續超過一年) 。

Physical or mental impairments include sensory impairments that affect sight, sound and touch. Hidden impairments are also covered and this would include mental health problems, learning disabilities and conditions such as diabetes or epilepsy.

身體或精神障礙包括影響視覺，聽覺和觸覺的感覺障礙。隱性損傷也包括在內，包括精神健康問題，學習障礙和糖尿病或癲癇等疾病。 / 身體或精神障礙包括影響視覺，聽

觉和触觉的感觉障碍。隐性损伤也包括在内，包括精神健康问题，学习障碍和糖尿病或癫痫等疾病。

What is discrimination arising from disability?

什麼是殘疾引起的歧視？ / 什么是残疾引起的歧视？

Discrimination arising from disability occurs when a disabled person is treated unfavourably because of something connected with their disability and the unfavourable treatment cannot be justified.

殘疾人產生的歧視發生在殘疾人由於與殘疾有關的不利因素而受到不利待遇時，不利的待遇是不合理的。 / 残疾人产生的歧视发生在残疾人由于与残疾有关的不利因素而受到不利待遇时，不利的待遇是不合理的。

Discrimination arising from disability is different from direct discrimination. Direct discrimination occurs when a service provider treats someone less favourably because of the disability itself. In the case of discrimination arising from disability, the question is whether the disabled person has been treated unfavourably because of something connected with their disability.

殘疾歧視與直接歧視不同。當服務提供者因殘疾本身對待不太優惠的人時，會發生直接歧視。在因殘疾而產生歧視的情況下，問題是殘疾人是否因與殘疾有關的問題而受到不利待遇。 / 残疾歧视与直接歧视不同。当服务提供者因残疾本身对待不太优惠的人时，会发生直接歧视。在因残疾而产生歧视的情况下，问题是残疾人是否因与残疾有关的问题而受到不利待遇。

Treatment can be justified only if it can be shown that it is intended to meet a legitimate objective in a fair, balanced and reasonable way. In other words, the treatment itself will not amount to discrimination if it is a proportionate means of achieving a legitimate aim. If this can be shown, it will be lawful. Service providers must therefore strike a careful balance between the negative impact of a decision on the disabled person and any lawful reasons for applying it. It is important to understand the need to apply this flexible approach when it is clear that a rule or practice disadvantages a disabled person.

只有在能夠證明其旨在以公平，平衡和合理的方式滿足合法目標的情況下，治療才有正當理由。換句話說，如果治療本身是實現合法目標的相稱手段，那麼治療本身就不會構成歧視。如果可以顯示，那將是合法的。因此，服務提供者必須在決定對殘疾人的負面影響與任何合法理由之間取得謹慎的平衡。當明確規則或慣例對殘疾人不利時，重要的是要理解應用這種靈活方法的必要性。 / 只有在能够证明其旨在以公平，平衡和合理的方式满足合法目标的情况下，治疗才有正当理由。换句话说，如果治疗本身是实现合法目标的相称手段，那么治疗本身就不会构成歧视。如果可以显示，那将是合法的。因此，服务提供者必须在决定对残疾人的负面影响与任何合法理由之间取得谨慎的平衡。当明确规则或惯例对残疾人不利时，重要的是要理解应用这种灵活方法的必要性。

In addition, discrimination arising from disability will not be unlawful if the service provider can show it did not know, or could not be reasonably expected to know, that the person was disabled. This means that service providers should take reasonable steps to find out whether someone is disabled, though care should be taken to ensure that any enquiries do not infringe the disabled person's privacy or dignity.

此外，如果服務提供者能夠表明其不知道或不能合理地預期知道該人是殘疾人，那麼因殘疾而產生的歧視也不會是非法的。這意味著服務提供商應採取合理的措施來確定是否有人殘疾，但應注意確保任何查詢不會侵犯殘疾人的隱私或尊嚴。/ 此外，如果服務提供者能夠表明其不知道或不能合理地預期知道該人是殘疾人，那麼因殘疾而產生的歧視也不會是非法的。這意味著服務提供商應採取合理的措施來確定是否有人殘疾，但應注意確保任何查詢不會侵犯殘疾人的隱私或尊嚴。

Direct discrimination because of disability

由於殘疾而直接歧視 / 由于残疾而直接歧视

This is where a person is treated less favourably than someone else because they have a disability. The Equality Act does not allow any justification for direct discrimination. 這是一個人因為殘疾而受到的待遇低於其他人的情況。“平等法”確實允許任何直接歧視的理由。/ 这是一个人因为残疾而受到的待遇低于其他人的情况。“平等法”确实允许任何直接歧视的理由。

Indirect disability discrimination

間接殘疾歧視 / 间接残疾歧视

An example would be when a business applies a policy or criteria in the same way to all individuals but the effect is that it particularly disadvantages disabled people. In this example the business will have to be able to show that their policy can objectively be justified.

一個例子是企業以同樣的方式對所有個人應用政策或標準，但效果是它特別不利於殘疾人。在這個例子中，企業必須能夠證明他們的政策可以客觀地證明其合理性。/ 一个例子是企业以同样的方式对所有个人应用政策或标准，但效果是它特别不利于残疾人。在这个例子中，企业必须能够证明他们的政策可以客观地证明其合理性。

What is discrimination because of a failure to make reasonable adjustments?

由於未能做出合理調整的歧視是什麼？ / 由于未能做出合理调整的歧视是什么？

Businesses are under an obligation to make reasonable adjustments where, if the adjustment were not made, a disabled person would be at a substantial disadvantage compared to people who are not disabled. The question is whether the adjustment is a reasonable one to make in all the circumstances.

企業有義務進行合理調整，如果不進行調整，殘疾人與非殘疾人相比將處於相當不利的地位。問題是在所有情況下調整是否合理。/ 企业有义务进行合理调整，如果不进行调整，残疾人与非残疾人相比将处于相当不利的地位。问题是在所有情况下调整是否合理。

The Act sets out three requirements for making reasonable adjustments:

該法案規定了進行合理調整的三項要求：/ 该法案规定了进行合理调整的三项要求：

1. Adjustments to a policy or procedure (referred to in the Act as a provision, criterion or practice)

對政策或程序的調整（在該法案中稱為一項規定，標準或做法） / 对政策或程序的调整（在该法案中称为一项规定，标准或做法）

Ensure you monitor your policies and procedures to ensure that they are not putting disabled people at a substantial disadvantage in comparison to non-disabled people when accessing goods, facilities and services, and take reasonable steps to ensure that any policies or procedures that do not comply are changed or ended.

確保您監控您的政策和程序，以確保他們在訪問貨物、設施和服務時與非殘疾人相比，不會使殘疾人處於相當不利的地位，並採取合理措施確保任何不符合要求的政策或程序改變或結束。/ 確保您監控您的政策和程序，以確保他們在訪問貨物、設施和服務時與非殘疾人相比，不會使殘疾人處於相當不利的地位，並採取合理措施確保任何不符合要求的政策或程序改變或結束。

2. Adjustments involving the provision of auxiliary aids and services

涉及提供輔助和服務的調整 / 涉及提供輔助和服務的調整

Try to anticipate what reasonable adjustments you need to make, and auxiliary aids or services you need to make available, to disabled individuals who would otherwise be at a substantial disadvantage compared to non-disabled people.

嘗試預測您需要做出哪些合理的調整，以及您需要提供的輔助或服務，以及與非殘疾人相比本來會處於相對劣勢的殘疾人。/ 嘗試預測您需要做出哪些合理的調整，以及您需要提供的輔助或服務，以及與非殘疾人相比本來會處於相對劣勢的殘疾人。

3. Adjustments to physical features

物理特徵的調整 / 物理特征的調整

Consider making reasonable adjustments to the physical features of your business premises, to better enable disabled people to access your goods, facilities and services. This can include, for example, reasonable adjustments to stairways, steps, parking areas, entrances, exits, doors and gates, toilets and washing facilities and lifts and escalators.

考慮對您的營業場所的物理特徵進行合理調整，以便更好地使殘疾人能夠訪問您的貨物、設施和服務。這可以包括，例如，合理調整樓梯、台階、停車區、入口、出口、門和大門、廁所和洗滌設施以及升降機和自動扶梯。/ 考慮對您的營業場所的物理特征進行合理調整，以便更好地使殘疾人能夠訪問您的貨物、設施和服務。這可以包括，例如，合理調整樓梯、台階、停車區、入口、出口、門和大門、廁所和洗滌設施以及升降機和自動扶梯。

Official guidance suggests that the effectiveness of the adjustment, its cost and the size and resources of the organisation should all be considered in deciding whether an adjustment is reasonable. If the adjustment involves making alterations that are prohibited or restricted by the lease, the Act provides that the lease will have effect as if it permitted the alterations, subject to the landlord's consent, which cannot be unreasonably withheld.

官方指導意見表明，在決定調整是否合理時，應考慮調整的有效性、成本以及組織的規模和資源。如果調整涉及進行租約禁止或限制的變更，則該法案規定，租賃將具有效力，如同在房東同意的情況下允許變更一樣，不得無理拒絕。/ 官方指導意見表明，在決定調整是否合理時，應考慮調整的有效性、成本以及組織的規模和資源。如果調整涉及進行租約禁止或限制的變更，則該法

案規定，租賃將具有效力，如同在房東同意的情況下允許變更一樣，不得無理拒絕。

What are reasonable adjustments?

什麼是合理的調整？ / 什么是合理的调整？

Where a physical feature of a service provider's premises makes it impossible or unreasonably difficult for disabled persons to make use of those services, it is the duty of the service provider to take such steps as are reasonable in all the circumstances to:

如果服務提供者的場所的物理特徵使殘疾人無法或不合理地難以使用這些服務，則服務提供者有責任採取在所有情況下合理的步驟： / 如果服务提供者的场所的物理特征使残疾人无法或不合理地难以使用这些服务，则服务提供者有责任采取在所有情况下合理的步骤：

- Remove that feature;
刪除該功能; / 删除该功能;
- Alter it so that it no longer has that effect, or
改變它以使其不再具有該效果，或者 / 改变它以使其不再具有该效果，或者
- Provide a reasonable means of avoiding the feature.
提供避免該功能的合理方法。 / 提供避免该功能的合理方法。

This is the reasonable adjustment requirement. There is no single definition or example of what a reasonable adjustment might be because every situation and scenario needs to be looked at and assessed by its own individual set of circumstances.

這是合理的調整要求。沒有單一的定義或合理調整可能的例子，因為每種情況和情景都需要根據自己的具體情況進行評估和評估。 / 这是合理的调整要求。没有单一的定义或合理调整可能的例子，因为每种情况和情景都需要根据自己的具体情况进行评估和评估。

The Act requires service providers to make reasonable adjustments and the key word here is 'reasonable'. What is reasonable must be put into context. A small 'one man band' on a tight budget would not be able to finance the same level of structural alteration that a national chain of qualification providers would be able to afford. Clearly, in these circumstances, it would not be reasonable to expect the same level of change. Many of the adjustments you can make will not be particularly expensive and you are not required to do more than it is reasonable for you to do. As well as the size and nature of your organisation, the nature of the goods, facilities or services you provide may be relevant.

該法案要求服務提供商做出合理的調整，這裡的關鍵詞是“合理的”。必須將合理的內容納入背景。在預算緊張的情況下，一個小型的“單人樂隊”將無法為全國資格提供者能夠承擔的相同水平的結構變更提供資金。顯然，在這種情況下，期望同樣的變化水平是不合理的。您可以進行的許多調整都不會特別昂貴，並且您不需要做更多的事情而不是合理的。除了您組織的規模和性質，您提供的商品，設施或服務的性質可能是相關的。 / 该法案要求服务提供商做出合理的调整，这里的关键词是“合理的”。必须将合理的内容纳入背景。在预算紧张的情况下，一个小型的“单人乐队”将无法为全国资格提供者能够承担的水平提供资金。显然，在这种情况下，期望同样的

变化水平是不合理的。您可以进行的许多调整都不会特别昂贵，并且您不需要做更多的事情而不是合理的。除了您组织的规模和性质，您提供的商品，设施或服务的性质可能是相关的。

No service provider will be expected to make large-scale changes that are totally impractical or lead to their financial ruin. If, however, a disabled person can show that there were barriers you should have identified and reasonable adjustments you could have made, they can bring a claim against you in the Civil Courts, and you may be ordered to pay them compensation as well as make the reasonable adjustments. Finding examples of what could be reasonable adjustments requires a common sense and imaginative approach.

預計任何服務提供商都不會做出大規模的變革，這些變革完全不切實際或導致其財務危機。但是，如果殘疾人可以證明您應該確定存在障礙並且可以進行合理的調整，他們可以在民事法院提起訴訟，並且可能會被要求向他們支付賠償金以及合理的調整。找到可能合理調整的例子需要一種常識和富有想像力的方法。/ 预计任何服务提供商都不会做出大规模的变革，这些变革完全不切实际或导致其财务危机。但是，如果残疾人可以证明您应该确定存在障碍并且可以进行合理的调整，他们可以在民事法院提起诉讼，并且可能会被要求向他们支付赔偿金以及合理的调整。找到可能合理调整的例子需要一种常识和富有想象力的方法。

There are many examples of adjustments that might require consideration:

有許多調整的例子可能需要考慮：/ 有许多调整的例子可能需要考虑：

- Is it practical to install either a temporary or permanent ramp to provide easier access for wheelchair users?
安裝臨時或永久坡道是否可行，為輪椅使用者提供更方便的通道？/ 安装临时或永久坡道是否可行，为轮椅使用者提供更方便的通道？
- Is it possible to widen doorways to accommodate wheelchairs or provide a low level doorbell so that trained staff can go to assist?
是否可以加寬門道以容納輪椅或提供低水平的門鈴，以便訓練有素的工作人員可以協助？/ 是否可以加宽门道以容纳轮椅或提供低水平的门铃，以便训练有素的工作人员可以协助？
- Would a lift or escalator provide better access to different levels for the physically infirm or can you provide trained staff to assist if installing a lift would not be practical?
升降機或自動扶梯是否可以為體力不足的人提供更好的通道，或者您是否可以提供經過培訓的工作人員協助安裝電梯是不切實際的？/ 升降机或自动扶梯是否可以为体力不足的人提供更好的通道，或者您是否可以提供经过培训的工作人员协助安装电梯是不切实际的？
- Does shelving require re-adjustment for easier access or can trained staff help customers?
擱架是否需要重新調整以便於訪問，或者是否經過培訓的員工可以幫助客戶？/ 搁架是否需要重新调整以便于访问，或者是否经过培训的员工可以帮助客户？

- Would different lighting make it easier for partially sighted customers?
不同的照明會使視力不佳的客戶更容易嗎？/ 不同的照明会使视力不佳的客户更容易吗？
- Would large print or Braille on signs or literature assist the partially sighted?
標誌或文獻上的大字體或盲文是否有助於部分視力？/ 标志或文献上的大字体或盲文是否有助于部分视力？

The list of possibilities is endless. Without doubt you will almost certainly overlook something that will only be brought to your attention when a disabled customer makes a complaint about being discriminated against. “I hadn’t thought about it” will not be a defence. What will be a good defence is to show that you had considered every aspect of the way you provide services to the public and how improvements and reasonable adjustments could be made.

可能性列表是無窮無盡的。毫無疑問，當殘疾客戶提出有關被歧視的投訴時，您幾乎肯定會忽略一些只會引起您注意的事情。“我沒有想到它”將不會成為一種防禦。什麼是好的辯護是為了表明你已經考慮了向公眾提供服務的方式的各個方面，以及如何進行改進和合理的調整。/ 可能性列表是无穷无尽的。毫无疑问，当残疾客户提出有关被歧视的投诉时，您几乎肯定会忽略一些只会引起您注意的事情。“我没有想到它”将不会成为一种防御。什么是好的辩护是为了表明你已经考虑了向公众提供服务的方式的各个方面，以及如何进行改进和合理的调整。

One way of doing this would be to instruct a specialist firm of professionals who can carry out what is known as an access audit. Details of where you might find such companies are included in the links section at the end of this document. You may also wish to consider obtaining a copy of the Code of Practice published by the Equality and Human Rights Commission (EHRC) which gives detailed guidance on compliance with the Act. Contact details are again given in the links section below.

這樣做的一種方法是指導專業公司，他們可以執行所謂的訪問審計。有關此類公司的詳細信息，請參閱本文檔末尾的鏈接部分。您可能還希望考慮獲得平等與人權委員會（EHRC）發布的“業務守則”副本，該副本提供有關遵守該法案的詳細指導。聯繫方式在下面的鏈接部分再次給出。/ 这样做的一种方法是指导专业公司，他们可以执行所谓的访问审计。有关此类公司的详细信息，请参阅本文档末尾的链接部分。您可能还希望考虑获得平等与人权委员会（EHRC）发布的“业务守则”副本，该副本提供有关遵守该法案的详细指导。联系方式在下面的链接部分再次给出。

Once you have made a reasonable adjustment, don’t forget to tell people about it. For example, put up a sign at your premises, include it in information you publish (make sure you provide alternative formats if appropriate) and put it on your website. This is not just because it will bring more customers; it is an essential part of meeting the duty. If the adjustment is not reasonably apparent to disabled people, they may still think they cannot use your services and, in some circumstances, this could mean you have not met the duty.

一旦你做出合理的調整，別忘了告訴別人。例如，在您的場所張貼標誌，將其包含在您發布的信息中（確保您提供適當的替代格式）並將其放在您的網站上。這不僅僅是因為它會帶來更多的客戶；這是履行職責的重要部分。如果調整對殘疾人來說不是很明顯，他們可能仍然認為他們不能使用您的服務，在某些情況下，這可能意味著您沒有

履行職責。 / 一旦你做出合理的調整，別忘了告訴別人。例如，在您的場所張貼標志，將其包含在您發布的信息中（確保您提供適當的替代格式）並將其放在您的網站上。這不僅是因為它會帶來更多的客戶；這是履行職責的重要部分。如果調整對殘疾人來說不是很明顯，他們可能仍然認為他們不能使用您的服務，在某些情況下，這可能意味著您沒有履行職責。

Positive action

積極行動 / 积极行动

The duty is 'anticipatory'. This means you cannot wait until a disabled person wants to use your services, but you must think in advance (and on an ongoing basis) about what disabled people with a range of impairments might reasonably need, such as people who have a visual impairment, a hearing impairment, a mobility impairment or a learning disability. As well as being something you are required by equality law to do, making reasonable adjustments will help a wider range of people use your services.

責任是“預期的”。這意味著您不能等到殘疾人想要使用您的服務，但您必須提前（並持續）思考有多種障礙的殘疾人可能合理需要的事情，例如有視力障礙的人，聽力障礙，行動障礙或學習障礙。除了作為平等法要求做的事情之外，做出合理的調整將有助於更廣泛的人使用您的服務。 / 責任是“預期的”。這意味著您不能等到殘疾人想要使用您的服務，但您必須提前（並持續）思考有多種障礙的殘疾人可能合理需要的事情，例如有視力障礙的人，聽力障礙，行動障礙或學習障礙。除了作為平等法要求做的事情之外，做出合理的調整將有助於更廣泛的人使用您的服務。

4. Who can make a claim?

誰可以提出索賠？ / 誰可以提出索賠？

Any person who feels they have been discriminated against may bring a claim against the service provider in the County Court. They may seek damages which could include an award for injury to feelings where, for example, they feel humiliated by being refused service or by not being able to obtain the same level of service as a customer without the relevant protected characteristic.

任何認為自己受到歧視的人都可以向縣法院的服務提供者提出索賠。他們可能會要求賠償損失，其中可能包括對感情受傷的賠償，例如，他們因拒絕服務而感到羞辱，或者無法獲得與沒有相關保護特徵的客戶相同的服務水平。 / 任何認為自己受到歧視的人都可以向縣法院的服務提供者提出索賠。他們可能會要求賠償損失，其中可能包括對感情受傷的賠償，例如，他們因拒絕服務而感到羞辱，或者無法獲得與沒有相關保護特徵的客戶相同的服務水平。

Links

鏈接 / 链接

Equalities Act 2010: legislation

2010 年平等法：立法 / 2010 年平等法：立法

[Equality Act 2010](#) on the legislation.gov.uk website

立法法案網站上的 2010 年平等法案 / 立法法案網站上的 2010 年平等法案

[Explanatory notes](#) on the legislation.gov.uk website

關於 legis.gov.uk 網站的解釋性說明 / 關於 legis.gov.uk 網站的解釋性說明

The EHRC is an independent body set up by the government to promote awareness on all areas of discrimination and human rights issues. The EHRC have produced a Code of Practice that gives detailed explanation on how the Equality Act 2010 is likely to be interpreted. They also produce various leaflets and guides specifically designed to help small businesses meet their obligations under the Act. EHRC telephone helpline: 0845 604 6610

EHRC 是政府成立的一個獨立機構，旨在提高對歧視和人權問題所有領域的認識。

EHRC 制定了“行為準則”，詳細解釋了 2010 年“平等法”可能如何解釋。他們還製作各種傳單和指南，專門用於幫助小企業履行該法案規定的義務。EHRC 電話熱線：0845 604 6610 / EHRC 是政府成立的一个独立机构，旨在提高对歧视和人权问题所有领域的认识。EHRC 制定了“行为准则”，详细解释了 2010 年“平等法”可能如何解释。他们还制作各种传单和指南，专门用于帮助小企业履行该法案规定的义务。EHRC 电话热线：0845 604 6610

www.equalityhumanrights.com/

The Centre for Accessible Environments is an information provider who can be contacted for expert opinion on how the built environment can be designed and/or adapted to best accommodate the needs of disabled users. They can be contacted by visiting www.cae.org.uk

可訪問環境中心是一個信息提供者，可以就如何設計和/或調整構建環境以最好地滿足殘疾用戶需求的專家意見進行聯繫。可以通過訪問 www.cae.org.uk 與他們聯繫 / 可访问环境中心是一个信息提供者，可以就如何设计和/或调整构建环境以最好地满足残疾用户需求的专家意见进行联系。可以通过访问 www.cae.org.uk 与他们联系

If you need help finding a reputable company to undertake an access audit you can contact the National Register of Access Consultants at www.nrac.org.uk

如果您需要幫助尋找有信譽的公司進行訪問審核，您可以通過 www.nrac.org.uk 聯繫國家訪問諮詢顧問 / 如果您需要帮助寻找有信誉的公司进行访问审核，您可以通过 www.nrac.org.uk 联系国家访问咨询顾问

How the Equality Act 2010 defines disability and how this applies to businesses:

2010 年“平等法”如何定義殘疾以及這如何適用於企業： / 2010 年“平等法”如何定义残疾以及这如何适用于企业：

<https://www.gov.uk/government/publications/equality-act-guidance>

Equality Act 2010: What do I need to know? Quick-start guide for businesses who sell goods and services:

2010 年平等法案：我需要知道什麼？銷售商品和服務的企業的快速入門指南： / 2010 年平等法案：我需要知道什么？销售商品和服务的企业的快速入门指南：

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85008/business-quickstart.pdf

ACAS Equality Act guidance for employers:

ACAS 平等法對雇主的指導： / ACAS 平等法对雇主的指导

<http://www.acas.org.uk/media/pdf/8/a/Equality-Act-2010-guide-for-employers.pdf>

The descriptions in this document have been provided with best practices in mind, however this is not a substitute for taking legal advice on your own individual circumstances.

本文檔中的描述已經考慮了最佳實踐，但這並不能代替根據您自己的具體情況提供法律建議。 / 本文档中的描述已经考虑了最佳实践，但这并不能代替根据您自己的具体情况提供法律建议。