

Department	Language in Action	Implementation Date	15 th May 2026
Official name of the policy	LiA Diversity and Inclusion Policy (v1.0)	Last Reviewed/Update Date	15 th May 2026
Policy Owner	Adam Ennis (Head of Juniors)	Approval Date	15 th May 2026
Policy Approver	Emiliano Sallustri (Managing Director ELT – DSL)	Next Review	15 th May 2027

LiA Diversity and Inclusion Policy

This policy explains how Language in Action (LiA) makes sure every student is welcome, safe and treated fairly. It is written for our students and their families, and it applies at every LiA summer centre: in class, in the residence, at meals, on excursions and activities, and online. It supplements the Malvern International Group Equality, Diversity and Inclusion Policy.

1. Our commitment

Students come to LiA from many different countries, and this is one of the best things about our programmes. We are committed to a community where everyone is treated with respect and has the same opportunity to learn, join in and make friends.

We do not accept discrimination, harassment or bullying of any kind. We treat everyone fairly regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy, race, nationality or ethnic origin, religion or belief, sex, or sexual orientation. These are the characteristics protected by UK law (Equality Act 2010), and our commitment covers them all.

2. What this means for you

- You will be treated with respect by our staff and by other students, whoever you are and wherever you come from.
- Classes, activities and excursions are open to everyone. Nobody is left out because of who they are.
- We mix nationalities in classes and activities where we can, so you can practise English and learn about other cultures.
- If you have a disability, a learning difficulty or a medical condition, tell us before you arrive (there is space on your enrolment form). We will look at what you need and make reasonable adjustments wherever we can.
- We cater for dietary needs, including allergies and religious requirements. Tell us in advance and remind us at the centre.
- If you need time or a quiet space for prayer or religious observance, ask your Centre Manager and we will do our best to arrange it.

3. What we ask of you

We ask every student to show the same respect: be kind, include others, and never make fun of anyone because of their language, appearance, culture, religion or anything else about who they are. Unkind behaviour of this type is treated seriously under our Behaviour Policy and our Anti-Bullying Policy.

4. If something feels wrong

If anyone, a student or an adult, treats you unfairly or makes you feel unwelcome or unsafe, please tell us. You can speak to any member of staff, to your Centre Manager, or to your group leader. You will be listened to, taken seriously and helped. You can also use the 24-hour emergency number on your student ID card at any time.

If you prefer to complain formally, the Student Complaints Policy on our website explains how. Nobody will ever be treated worse for raising a concern in good faith.

5. What we do behind the scenes

- Our staff are trained on this policy, on safeguarding and on treating all students fairly, before the programme starts.
- Our programmes and materials are planned to be inclusive and to celebrate the mix of cultures at our centres.
- We check how students are feeling through welfare checks and feedback, and we act on what you tell us.
- We expect the same standards from everyone who works with us, including group leaders, host universities, caterers and transport providers.

6. Related documents

Malvern International Group Equality, Diversity and Inclusion Policy; LiA Behaviour Policy; LiA Anti-Bullying Policy; LiA Student Complaints Policy; the Group Safeguarding and Prevent Policy and LiA addendum.