

Everyone has a part to play in ensuring we achieve equality of opportunity. We believe that a positive attitude towards equality and diversity is right for our people, our clients, and our business suppliers. This means that we must encourage all our people to welcome diversity and respect each person's individuality.

Important Note: This MOTI Equal Opportunities Policy forms an integral part of and should be read together with the Learner Profile User Agreement (UA).

1. MOTI COMMITMENT

MOTI is committed to ensuring that the onboarding process to Sophia will be open and transparent, and that no Individual or group of Individuals receives less favourable treatment by virtue of age, disability, economic status, faith, gender, marital status, sexuality, race, colour, and nationality, ethnic or national origin. The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a Learner on Sophia:

- 1.1. To receive a highly quality learning experience.
- 1.2. To be given equal opportunities and treated fairly.
- 1.3. To be treated with courtesy.
- 1.4. To have access to advice, guidance, and support to ensure your choices are informed ones and that your learning needs are met.
- 1.5. To learn in a healthy and safe environment.
- 1.6. To be provided with timely and appropriate information on your progress.
- 1.7. To have staff listen to and respond to any issues, suggestions or concerns you may have.

2. LEARNER COMMITMENT

In turn as a Learner on Sophia we would like you to:

- 2.1. Be fully committed to your learning on Sophia.
- 2.2. Treat our staff with courtesy.
- 2.3. Provide us with appropriate information to help us meet your learning and assessment needs.
- 2.4. Ensure that your behaviour contributes to a healthy and safe environment.
- 2.5. Abide by any rules, terms and conditions stipulated in our Learner User Agreement (UA).
- 2.6. Communicate issues, suggestions or concerns using the procedures outlined in our UA.

3. HOW TO CONTACT MOTI

- 3.1. You can contact MOTI by post, email or telephone if you have any questions about this Policy or to make a complaint.
- 3.2. MOTI can be contacted by:
 - 3.2.1. Email: websupport@mysophia.eu
 - 3.2.2. Telephone: +357-22-040220
 - 3.2.3. Post or Physical: Diagoras House, 16 Panteli Katelari Street, 1306, Nicosia, Cyprus