

Amanda's Learning Journey



Who are you and where are you from?

Amanda Smith,
Assistant Branch Manager
Doncaster branch

Which course have you just completed?

[Level 2 Certificate in Equality and Diversity](#)

(Skills Network)

How did you find it?

I found it really interesting. It was really helpful in raising my social awareness, which I will be able to apply to my role.

What have you learned?

I learned about different cultures, different beliefs, facts about society and how to see things from different perspectives and angles. It helped me to understand about 'protected characteristics', what they are and how legislation helps to prevent discrimination and remove barriers around recruitment and equal pay. I have a greater understanding of what is acceptable and that it's ok to be different and to embrace differences in people.

How will your learnings help you in your role?

It's YBS's aspiration to develop a culture of diversity and inclusion. This certificate has helped me to support our Society's vision.

I have used my learning to educate colleagues in my branch, raising awareness and knowledge of why people do what they do and why they behave the way they do. This will help us provide an even better customer experience.

How did you organise your learning alongside your other commitments?

As all of this study was online, I was able to complete this in my own time and at my own convenience. I had about 6 weeks to study then do the assessments. Email reminders helped me stay on track.