

# Equality Impact Assessment

Guidance on completing Equality Impact Assessments can be found on the intranet in the equality and inclusion section

Document:	New arrangements for allowing staff and student Self-Service Password Resets (SSPR)
Executive Summary:	<p>Currently all password resets for college IT accounts must be done by helpdesk staff. The procedure requires that the user contacting the helpdesk provides verification that they are the user in question. Usually this is done by attending the ISLT helpdesk at the Galashiels campus site in person and presenting a student card. This process causes significant delay for students needing to reset their password and in some cases can be unworkable e.g. for students who never come on the Galashiels campus because they are based at another site or are attending an evening class (amongst other reasons).</p> <p>ISLT are proposing that a new SSPR process that will allow users to reset their own password using a link or code sent to a secondary contact.</p> <p>This process will force all users on their first sign in after the change is implemented, to submit a mobile phone number or a personal email address. In the event of a password reset being required the user can click 'forgotten password?' on their Office 365 login screen and will be sent a reset link or code to either of their secondary contacts. This will allow the user to reset their password without ISLT involvement.</p>

By law we must meet the requirements of the Equality Act 2010 including the Public Sector Equality Duty. Please give due regard to the following when completing an EIA;

- 1: Does the policy/practice eliminate discrimination, harassment and victimisation?
- 2: Does the policy/practice promote equality of opportunity?
- 3: Does the policy/practice promote good relations?

<b>Protected Characteristic</b>	<p>Commentary</p> <p><i>For each protected characteristic provide a commentary of impact. If a negative impact occurs, consider the following;</i></p> <ol style="list-style-type: none"> <li>1. <i>Change the policy so impact is no longer negative</i></li> <li>2. <i>Justify why it has to be done e.g. health and safety legislation</i></li> </ol>
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	3. Consider how you are going to mitigate the impact
<b>Age</b> <i>Someone belonging to a particular age, or range of ages</i>	<p>Where some younger users may not have access to their own mobile number, the system will allow them to supply a parent or guardian's mobile (with that person's permission). Alternatively, they can use a personal email address as their secondary contact.</p> <p><b>Students' Association feedback suggests that some mature students would benefit from additional IT support in the first few weeks of college.</b></p> <ul style="list-style-type: none"> <li>- Ensure clear signposting to support e.g. ISLT Helpdesk</li> <li>- Make sure pastoral and support staff are aware of the new system in order that they can effectively support students through the process</li> </ul>
<b>Care Experienced</b> <i>Someone who has been or is currently in care or from a looked-after background at any stage in their life. This includes adopted children who were previous looked-after.</i>	No impact expected specific to this characteristic.
<b>Marriage/Civil Partnership</b> <i>Married couples and civil partnership should be treated the same on a wide range of matters</i>	No impact expected specific to this characteristic.
<b>Race</b> <i>Refers to a group of people defined by their race, colour and nationality (including citizenship) ethnic or national origins</i>	No impact expected specific to this characteristic.
<b>Sexual Orientation</b> <i>A persons sexual and/or romantic attraction to other people, or lack thereof</i>	No impact expected specific to this characteristic.
<b>Disability</b> <i>A physical or mental impairment which has a substantial and</i>	<p><b>Some student may require additional support to navigate the self-service reset system due to disability.</b></p> <ul style="list-style-type: none"> <li>- Ensure clear signposting to support e.g. ISLT Helpdesk</li> </ul>

<i>long-term adverse effective on a person's ability to carry out normal day-to-day activities</i>	<ul style="list-style-type: none"> <li>- Make sure pastoral and support staff are aware of the new system in order that they can effectively support students through the process</li> <li>- The system will allow a guardian to supply an alternative e-mail address/mobile number</li> </ul>
<b>Gender identity/ reassignment</b> <i>The process of transitioning from one gender to another (can include changing names, pronouns, dressing differently, medical intervention and living in their self-identified gender)</i>	No impact expected specific to this characteristic.
<b>Pregnancy/maternity</b> <i>Refers to being pregnant and the period after birth (linked to maternity leave in the employment context)</i>	No impact expected specific to this characteristic.
<b>Religion or Belief</b> <i>Religious and philosophical beliefs, including lack of belief (atheism)</i>	No impact expected specific to this characteristic.
<b>Sex</b> <i>Gender assigned at birth</i>	No impact expected specific to this characteristic.
<b>Employment or Trade Union Membership</b>	No impact expected specific to this characteristic.
<b>Past Criminal Convictions</b>	No impact expected specific to this characteristic.
<b>Poverty or Deprivation</b>	Where a user does not have access to a mobile phone they may use a personal email address as a secondary contact.

Owner:	Conor Bradley	
Date initiated:	15/6/20	
Consultation:	Office 365 – Digital Development sub-group WLT DPO Equalities Officer	
Signature (Owner)	Conor Bradley	Date 09/07/2020

Signature (Equalities Officer)	A Brydon	Date 09/7/2020
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Please return the completed Equality Impact Assessment to the Equalities Officer ([abrydon@borderscollege.ac.uk](mailto:abrydon@borderscollege.ac.uk))