



Diversity Policy

DOCUMENT INFORMATION

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Responsible for implementation: AIC Academic Team

Responsible for review: Director - Academics and Quality Assurance

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Version Control

History of amendments	Version/ pages/ section affected	Summary of changes
Last amended September 2020	Cover page	Website link included
Updated August 2025	Entire document	Added reporting procedures, Student Welfare Board, contact persons, complaint handling process, support services

The individuals or group responsible for this document have the authority to make changes to it whenever necessary. In the event of any amendments, all relevant personnel will be duly notified.

The document can be found on the AIC website at the following link:

<https://www.aicedu.lk/academic-progression.php>

Policy Statement

The AIC Campus goal is to create an excellent educational environment and improve the well-being of our communities, leading to a better quality of life for all. AIC believes that equal opportunities are essential to providing high-quality education, and the Campus aims to ensure that everyone has a fair chance to succeed. AIC is committed to eliminating discrimination in all forms and appreciate the benefits that a diverse workforce can bring.

As an educational institution, AIC has a responsibility to educate not only our students, but also our staff and the wider community, and create a culture that values and respects differences.

AIC is committed to pursuing high standards in every aspect with appropriate allocation of resources in order to implement this Policy fully, to the best of our abilities. This Policy Statement is to be reviewed according to necessity, as well as periodically every two years.

Policy Statement

The American International Campus is fundamentally committed to creating and maintaining an excellent educational environment that actively promotes equality, diversity, and inclusion for all members of our academic community. We firmly believe that equal opportunities form the cornerstone of providing high-quality education and fostering an environment where every individual can reach their full potential regardless of their background or personal characteristics.

AIC maintains an unwavering commitment to eliminating all forms of discrimination, harassment, and victimization within our institutional community. We actively celebrate and harness the significant benefits that a diverse community brings to our educational mission and the broader learning experience. Our institution maintains a zero-tolerance approach toward any form of discrimination based on age, disability, gender reassignment, marriage and civil partnership, pregnancy, maternity and paternity, race, religion or belief, sex, sexual orientation, ethnic or national origins, family circumstances, nationality, political beliefs, socio-economic background, or any other personal characteristic.

This Policy Statement undergoes annual review and is updated as necessary to ensure continued effectiveness, relevance, and compliance with current legislation and best practices in higher education. Our commitment extends beyond mere compliance to actively fostering a culture of inclusion that permeates every aspect of campus life.

Culture and Values

AIC has cultivated an inclusive culture where all students, staff, and stakeholders can reach their full potential without fear of discrimination or prejudice. Our community values and respects every individual, creating an environment where people feel genuinely valued, respected, and supported in their academic and professional endeavors. We actively encourage all community members to contribute to our diverse and vibrant learning

environment, recognizing that different perspectives and experiences enhance the educational experience for everyone.

Our institutional culture actively challenges inequities wherever they may exist and promotes positive change through education, dialogue, and action. We ensure that all community members have equal access to opportunities for academic and professional development, recognizing that diversity of thought, background, and experience strengthens our academic community and better prepares our students for success in an increasingly interconnected global society.

We acknowledge and embrace higher education's special responsibility in promoting equality of opportunity and furthering social inclusion and mobility, both within our institution and in the broader community we serve. This responsibility extends to our curriculum, research activities, community engagement initiatives, and institutional practices.

Roles and Responsibilities

Senior Management and Board

The Senior Management and Board of AIC bear ultimate responsibility for approving and implementing this policy across all levels of the institution. They ensure the fair and consistent application of diversity principles throughout all institutional operations and decision-making processes. Senior leadership allocates adequate resources for effective policy implementation and monitors the achievement of equality objectives through regular annual assessments. They provide visible leadership in creating and maintaining an inclusive culture that permeates every aspect of campus life.

Student Welfare Board

AIC has established a dedicated Student Welfare Board as a newly created governing body specifically tasked with overseeing student welfare and diversity matters. This board comprises the Director of Student Services who serves as Chair, a Student Representative

elected annually through democratic processes, an Academic Staff Representative chosen by faculty, an HR Representative, and an External Community Representative who brings outside perspective and expertise.

The Student Welfare Board operates with clearly defined responsibilities that include comprehensive oversight of student welfare and diversity matters, thorough review and investigation of discrimination complaints, coordination of support services for affected students, formulation of policy improvement recommendations, and regular quarterly reporting to Senior Management on all matters within their purview. This board meets monthly to ensure continuous attention to student welfare issues and maintains detailed records of all cases and interventions.

Academic and Administrative Staff

All academic and administrative staff members are responsible for implementing this policy fairly and consistently within their respective areas of responsibility. They are required to attend mandatory diversity training on an annual basis to ensure their knowledge remains current and comprehensive. Staff members must promptly report any suspected discrimination incidents they witness or become aware of, provide appropriate support to affected students and colleagues, and actively promote inclusive practices in their daily work.

Staff members are expected to seek guidance from the Dean or their supervisors whenever they are uncertain about appropriate actions or responses to diversity-related situations. They play a crucial role in creating and maintaining the inclusive environment that AIC strives to provide for all community members.

All Community Members

Every member of the AIC community, including students, staff, faculty, and visitors, shares responsibility for respecting and valuing diversity in all their interactions. Community members are expected to report discrimination incidents when they witness them, actively

participate in creating and maintaining an inclusive environment, fully comply with this policy and all related procedures, and engage constructively in diversity initiatives and programs.

All community members are encouraged to contribute positively to the campus climate through their words, actions, and attitudes, recognizing that each individual plays a vital role in creating the inclusive environment that benefits everyone.

Procedures of Reporting Discrimination

AIC has established a comprehensive, transparent process for reporting and addressing discrimination incidents that ensures affected individuals receive appropriate support while maintaining fairness for all parties involved. The process begins with immediate support and safety considerations, particularly when an incident poses ongoing risks to any community member's wellbeing or safety.

When immediate safety concerns exist, individuals should contact Campus Security using the designated emergency number, seek medical attention if required, and reach out to the Dean or any trusted staff member for immediate support and guidance. The institution prioritizes the safety and wellbeing of all community members above all other considerations.

For formal reporting, AIC provides multiple accessible options to ensure that all community members can report incidents in the manner most comfortable for them. Individuals may report directly to the Dean, through in-person consultation at the Student Services Office, or through an anonymous reporting portal available on the institution's website. Alternatively, individuals may report to any academic staff member or their assigned mentor, with the understanding that staff members are required to report incidents to the Dean within twenty-four hours of receiving the information.

Community members may also approach the Student Welfare Board directly through any board member, with student representatives specifically available to provide peer support and guidance throughout the process. This multiple-option approach ensures that individuals

can choose the reporting method that feels most appropriate and comfortable for their specific situation.

Documentation and Investigation Process

When filing a formal complaint, individuals should provide comprehensive documentation including the date, time, and location of the incident or incidents, names of all individuals involved, witness information when available, a detailed description of the incident and its impact, information about any previous related incidents, and their desired outcomes or preferred resolution approaches.

The complaint handling process begins with an initial response provided within forty-eight hours of receiving the complaint. This response includes formal acknowledgment that the complaint has been received, assignment of a dedicated case officer to manage the investigation, clear explanation of the process and expected timelines, and an immediate offer of support services available to the complainant.

The investigation phase commences immediately and is completed within ten working days of the initial complaint. This phase includes confidential interviews with all parties involved, systematic collection of evidence and witness statements, thorough review of relevant policies and procedures, and consultation with the Student Welfare Board when required for complex or sensitive cases.

The resolution phase occurs within fifteen working days and includes provision of written findings and recommendations, implementation of appropriate remedial actions, follow-up support arrangements for all parties involved, and clear explanation of the appeals process should any party wish to challenge the findings or proposed resolution.

Following resolution, the institution maintains ongoing follow-up procedures including active monitoring to prevent any form of retaliation, regular check-ins with the complainant to ensure their continued wellbeing, and review of institutional practices when incidents suggest broader systemic issues that require attention.

Support Services Available

AIC provides comprehensive support services designed to assist students and staff throughout any diversity-related challenges they may encounter. For students, the institution operates a Student Mentoring Program that assigns experienced peer mentors to all first-year students, providing guidance, support, and a trusted point of contact for any concerns that may arise during their academic journey.

Professional counseling services are available on campus through qualified counselors who provide confidential support for students dealing with discrimination, harassment, or related emotional impacts. Academic support services ensure that affected students receive appropriate adjustments and accommodations to minimize any negative impact on their educational progress.

Financial support through hardship funds and specially designated scholarships assists students who may face economic challenges related to discrimination or other diversity-related difficulties. The institution has also designated safe spaces throughout the campus where individuals can find quiet reflection, support, and respite when needed.

For staff members, AIC provides a comprehensive Employee Assistance Program offering confidential counseling and support services for work-related and personal challenges. Flexible working arrangements accommodate diverse needs and circumstances, recognizing that staff members may require different approaches to maintain their effectiveness and wellbeing.

Professional development opportunities focus specifically on diversity training and career advancement, ensuring that all staff members have access to growth opportunities regardless of their background. Peer support networks include staff resource groups and formal mentoring programs that connect staff members with colleagues who can provide guidance and support.

Training and Awareness Programs

AIC maintains a training program designed to ensure all community members understand their responsibilities and possess the skills necessary to contribute to an inclusive environment. All staff members participate in mandatory annual training covering Diversity and Inclusion Fundamentals through a four-hour comprehensive program that addresses current best practices, legal requirements, and practical applications in the academic environment.

Student leaders receive specialized bystander intervention training through a two-hour program that equips them with skills to recognize and appropriately respond to discrimination incidents they may witness. All new students participate in a one-hour diversity module during their orientation program, ensuring they understand institutional expectations and available resources from the beginning of their academic experience.

The institution also offers optional development opportunities for community members who wish to deepen their understanding and skills. These include cultural competency workshops that enhance understanding of different backgrounds and perspectives, unconscious bias training that helps individuals recognize and address their own potential biases, inclusive teaching methods training for faculty members, and conflict resolution skills development for staff and student leaders.

Equality Objectives and Performance Monitoring

AIC has established specific, measurable equality objectives that demonstrate our commitment to continuous improvement. The institution aims to achieve zero tolerance for discrimination by eliminating all reported incidents within twelve months through proactive prevention and swift, effective response to any incidents that do occur.

We are working to increase reporting confidence by encouraging greater reporting of incidents through improved awareness campaigns and enhanced community trust in our response processes, targeting a fifty percent increase in reporting rates as an indicator of improved confidence in our systems.

Community engagement objectives include achieving ninety-five percent participation in diversity training programs, demonstrating widespread commitment to our inclusive values. Academic success objectives focus on eliminating attainment gaps between different demographic groups, ensuring that all students have equal opportunities to succeed regardless of their background.

The institution measures success in creating an inclusive environment through community feedback, targeting ninety percent positive responses on campus climate surveys. Support accessibility objectives ensure that one hundred percent of students understand how to access support services when needed.

Monitoring and Review Processes

AIC conducts comprehensive annual reviews of this policy and its implementation through systematic data analysis of incidents and their outcomes, extensive community feedback gathered through surveys and focus groups, thorough assessment of policy effectiveness in achieving stated objectives, benchmarking against sector best practices and emerging trends, and publication of an annual diversity report that maintains transparency while protecting individual privacy.

The institution maintains continuous improvement processes through monthly Student Welfare Board meetings that review ongoing cases and identify emerging trends, quarterly senior management reviews that assess progress toward objectives and resource needs, real-time incident tracking and analysis that enables prompt identification of concerning patterns, and regular policy updates based on community feedback, incident analysis, and changes in relevant legislation.

Key performance indicators guide our assessment of progress and include comprehensive analysis of the number and nature of incidents reported, evaluation of resolution timelines and outcomes achieved, measurement of community satisfaction through regular surveys, tracking of training completion rates across all community groups, and assessment of

representation across student and staff populations to ensure our community reflects our commitment to diversity.

Complaints and Appeals

AIC maintains a comprehensive complaints and appeals process that ensures fairness and transparency for all parties involved. The internal grievance process begins with informal resolution options including mediation and conflict resolution services that may resolve concerns without formal proceedings. When formal complaints become necessary, the institution follows established procedures with clear timelines and regular communication with all parties.

An independent appeal process provides review by a panel that includes external perspectives for disputed outcomes, ensuring objectivity and fairness. When internal processes do not satisfy complainants, external review options include the Office of Independent Adjudicator where applicable, ensuring that community members have access to independent oversight of institutional decisions.

External reporting options remain available for incidents that may warrant attention beyond the institutional level, including the Sri Lankan Human Rights Commission for matters involving fundamental rights, relevant professional bodies for discipline-specific concerns, and local authorities when incidents may involve criminal activity.

Contact Information and Accessibility

The primary contact for all diversity-related matters is the Dean , who serves as Director of Student Services and can be reached via email at dean@aicedu.lk or by phone during regular business hours. The Student Welfare Board Chair maintains separate contact through studentwelfare@aicedu.lk for matters requiring board-level attention.

Twenty-four hour support is available through Campus Security for emergency situations and the National Mental Health Helpline for crisis support beyond regular business hours.

This comprehensive policy demonstrates AIC's unwavering commitment to creating and maintaining an inclusive educational environment where every member of our community can thrive academically, personally, and professionally.