

## Internal Policy: Reasonable Adjustments and Special Considerations Policy and Procedure

### Training Providers responsibility

It is important that relevant Training Provider staff and learners are fully aware of the contents of the policy. Career Hounds Quality Advisers will check that relevant staff and students are aware of its contents and purpose.

### Arrangements not covered by this policy

If you encounter circumstances not covered in this policy affecting either internal or external assessment you must agree any variation in the specified assessment arrangements with the awarding body before assessment takes place. Please discuss reasonable adjustments with your tutor if you think you need one.

### Appeals

If you wish to appeal against a decision to decline requests for reasonable adjustments or special consideration arrangements, please refer to the Career Hounds Enquiries and Appeals Policy.

### Reasonable Adjustments

The Equality Act 2010 requires an awarding body to make reasonable adjustments where a candidate, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. The awarding body is required to take reasonable steps to overcome that disadvantage. An example would be a Braille paper which would be a reasonable adjustment for a vision impaired person who could read Braille.

A reasonable adjustment may be unique to that individual and may not be included in the list of available access arrangements.

Whether an adjustment will be considered reasonable will depend on a number of factors which will include, but are not limited to:

- the needs of the disabled candidate/student.
- the effectiveness of the adjustment.
- the cost of the adjustment; and
- the likely impact of the adjustment upon the candidate and other candidates.

An adjustment will not be approved if it:

- involves unreasonable costs to the awarding body.
- involves unreasonable timeframes; or
- affects the security and integrity of the assessment.

This is because the adjustment is not “reasonable”

### Applying for Reasonable Adjustment

The process for implementing reasonable adjustments depends on the nature of the adjustment. Some adjustments may be used at the discretion of the Centre; others require permission from the awarding body.

Reasonable adjustments permitted are at the discretion of the training provider, and where reasonable adjustment is permitted at the discretion of the training provider, the awarding body requires Training Providers to keep records for inspection (including any declarations that are signed and dated by a member of the training provider staff who has formally been given delegated authority for this by the Head of Training Provider).

Reasonable adjustments requiring the awarding body's permission require Career Hounds to complete a Reasonable Adjustment Request Form providing relevant details and, where appropriate, supporting evidence, as per the awarding body's policy.

Training Providers should keep records of adjustments they have permitted and those they have requested from the awarding body. These records should normally be kept for 3 years following the assessment to which they apply.

### Special Considerations

Special consideration can be applied after an assessment if there was a reason the student may have been disadvantaged during the assessment.

For example, special consideration could apply to a student who had temporarily experienced:

- Administrative or technological problems
- Disturbance/disruption within the exam room
- Incapacitating illness
- Serious injury
- Terminal illness
- Recent bereavement of a family member or close friend
- Terminal illness of a parent, child or dependent
- Serious domestic crisis
- Serious car accident
- Flare up of congenital illness
- Physical assault trauma

Please note this list is not exhaustive.

Special consideration should not give the student an unfair advantage; neither should its use cause the user of the certificate to be misled regarding a student's achievements. The student's result must reflect his / her achievement in the assessment and not necessarily his / her potential ability.

Training Providers should note that;

- where an assessment requires the student to demonstrate practical competence or where criteria have to be met fully, or in the case of qualifications that confer a Licence to Practise, it may not be possible to apply special consideration.
- in some circumstances for example on-demand assessments or Externally Verified qualifications, it will usually be more appropriate to offer the student an opportunity to take the assessment at a later date.

Applying for a Special Consideration Requests for special consideration should be submitted using the Special Consideration Request Form from the awarding body as soon as possible and not later than 5 working days after the assessment. Requests for special consideration will only be accepted after the results of assessment have been released in the following circumstances:

- medical evidence comes to light about a learner's condition, which demonstrates that the student must have been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment;
- for onscreen assessments where results are immediately available.



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The training provider must refer to the awarding body's special considerations policy when dealing with a request.

Appeals If you wish to appeal against a decision to decline requests for reasonable adjustments or special consideration arrangements, please refer to the Career Hounds Appeals Policy.

Review arrangements Career Hounds will review the policy regularly as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and student feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.