

Reasonable Adjustments and Special Consideration Policy

1. Purpose

Johnson Training Ltd (JTL) is committed to fair and equitable access to qualifications and assessments while maintaining assessment validity, reliability, integrity and standards.

This policy sets out JTL's arrangements for reasonable adjustments and special consideration. It aims to ensure that requests are considered fairly, consistently and individually; learners are not placed at a substantial disadvantage or given an unfair advantage; competence and assessment standards are maintained; and decisions are appropriately evidenced and recorded.

This policy forms part of JTL's quality assurance and governance framework.

2. Scope

This policy applies to learners registered for, undertaking or, where relevant, recently completing a JTL qualification, unit or assessment, and to staff or others involved in assessment delivery, administration, quality assurance or decision-making.

Where JTL delivers qualifications on behalf of another awarding organisation, its requirements must also be followed. Where requirements differ, applicable awarding organisation or regulatory requirements take precedence.

3. Regulatory and Legislative Framework

JTL will operate this policy in accordance with applicable requirements, including:

- the Equality Act 2010 and applicable Northern Ireland equality legislation;
- UK GDPR and the Data Protection Act 2018;
- qualification regulator and awarding organisation requirements; and
- relevant statutory guidance and Codes of Practice.

JTL will review the policy where legislative or regulatory requirements change.

4. Policy Principles

Learners must have a fair opportunity to demonstrate the knowledge, skills, understanding and competence required by their qualification.

Reasonable adjustments and special consideration support fair access but must not make an assessment easier, lower the required standard, compensate for insufficient knowledge or competence, or provide an unfair advantage.

Any arrangement must be appropriate to the learner's individual circumstances, proportionate, supported by evidence where necessary, and compliant with assessment, health and safety, regulatory and awarding organisation requirements. It must not compromise assessment validity, reliability, security, integrity or competence standards.

5. Reasonable Adjustments

A reasonable adjustment reduces or removes a substantial disadvantage experienced by a disabled learner when accessing an assessment or qualification. It is normally agreed before assessment and must enable access without changing the standard being assessed.

Adjustments may include additional time, supervised rest breaks, adapted environments or materials, alternative formats, Braille or enlarged materials, readers, scribes or interpreters where permitted, assistive technology, reduced distractions, separate rooms or permitted alternative assessment methods.

Each request will be considered individually, taking account of the learner's needs, the disadvantage experienced, effectiveness of the proposed adjustment, assessment requirements, competence standards, assessment integrity, practicality, health and safety, and regulatory or awarding organisation requirements.

Cost and practicality may be considered, but requests will not be refused solely for administrative convenience.

An adjustment must never remove or alter a competence standard. Where a proposed adjustment cannot be approved for this reason, JTL will consider other appropriate ways of reducing the disadvantage.

6. Requesting and Approving Reasonable Adjustments

Learners should notify JTL as early as possible. Where prior approval is required, requests should normally be submitted at least **20 working days before the assessment**. Later requests will still be considered where they can reasonably be assessed and implemented.

Requests should explain the learner's need, the relevant assessment or qualification, the requested adjustment where known, and how it would address the disadvantage. JTL may request proportionate supporting evidence but will avoid seeking unnecessary medical or personal information.

Decisions will be appropriately documented, including the request, evidence considered, outcome, reasons, conditions and authorisation. Relevant staff will be informed of approved arrangements while maintaining confidentiality.

A learner must not be disadvantaged in assessment simply because an approved adjustment has been used.

7. Special Consideration

Special consideration may apply where temporary illness, injury or another adverse circumstance outside the learner's control materially affects their ability to undertake an assessment or demonstrate attainment.

It is normally considered after the assessment and may relate to temporary illness or injury, significant personal circumstances or other unforeseen events.

Special consideration must not provide an unfair advantage, compensate for insufficient knowledge or competence, alter competence standards, result in certification without required evidence, or misrepresent achievement.

Eligibility does not automatically result in a change to an assessment result.

8. Requesting and Deciding Special Consideration

Requests should normally be submitted within **five working days after the assessment** and include details of the learner, assessment, circumstances, timing, impact and supporting evidence where required.

Late applications may be considered where exceptional circumstances prevented earlier submission. Requests after results have been released will normally require a justifiable reason, such as later availability of relevant evidence or assessments where results are issued immediately. Reasons for accepting late requests will be recorded.

JTL will review the circumstances and available assessment evidence. Outcomes may include no change, a permitted adjustment, assessment at a later date, or another action allowed by applicable requirements.

Any result adjustment must be permitted, justified and documented.

9. Practical and Competence-Based Assessments

Special consideration may be limited where learners must directly demonstrate practical, occupational or other competence, particularly for safety-critical activities, professional practice or licences to practise.

JTL will not award achievement based on assumptions about what a learner might have achieved. Where required competence cannot be demonstrated, the learner may need to undertake or retake the assessment.

10. Evidence

JTL may request proportionate evidence necessary to make a fair decision. This may include medical or professional evidence, assessments of learning or accessibility needs, evidence of established arrangements, information from educational or support professionals, or evidence relating to an incident.

Evidence requirements will not be applied inflexibly where JTL already has sufficient reliable information.

11. Data Protection and Confidentiality

Personal information, including disability and health information, will be processed in accordance with UK GDPR, the Data Protection Act 2018 and JTL's retention arrangements.

Information will be collected only where necessary, used for legitimate purposes, appropriately secured, shared only where required and retained or disposed of appropriately. Staff must maintain confidentiality throughout the process.

12. Decision-Making and Conflicts of Interest

Decisions must be objective and impartial. Any actual or potential conflict of interest must be identified and managed. Where impartiality could reasonably be questioned, the decision must be referred to another appropriately authorised person.

13. Records and Audit

JTL will retain appropriate records of requests, supporting evidence, decisions, reasons, authorisations, actions, communications, required awarding organisation approvals and any subsequent complaints or appeals.

Records will be managed in accordance with JTL's data-protection and document-retention arrangements and must provide sufficient evidence for regulatory, awarding organisation or audit purposes.

14. Complaints and Appeals

Learners who disagree with a decision will be informed of the appropriate route under JTL's Complaints Policy and Procedure and/or Appeals Policy and Procedure.

Where practicable, reviews or appeals should be considered by someone not responsible for the original decision. Outcomes will be recorded and considered through JTL's monitoring and improvement arrangements where appropriate.

15. Monitoring and Quality Assurance

JTL will monitor the implementation and effectiveness of this policy, including requests and decisions, recurring accessibility barriers, complaints and appeals, assessment trends, stakeholder feedback and quality assurance findings.

Identified inconsistencies, barriers or weaknesses will be investigated and appropriate corrective or preventative action taken. Significant matters will be escalated through JTL's governance arrangements where necessary.

16. Regulatory and Awarding Organisation Notification

JTL will notify relevant awarding organisations, regulators or other competent authorities where required and within applicable timescales. JTL will cooperate with investigations or information requests and retain appropriate evidence.

17. Staff Responsibilities

Relevant staff will receive appropriate information, guidance and training. Staff must understand the distinction between reasonable adjustments and special consideration, follow approval requirements, avoid unauthorised changes to assessments, protect confidential information, maintain records and escalate complex or high-risk cases appropriately.

18. Review and Continuous Improvement

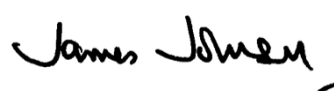
This policy will be reviewed at least annually and additionally following relevant legislative, regulatory, awarding organisation or assessment changes; complaints or appeals; quality assurance findings; significant incidents; identified trends; or stakeholder feedback.

Actions arising from reviews will be documented, assigned and monitored to completion.

19. Communication and Document Control

The current approved policy will be available to relevant staff, with appropriate information about reasonable adjustments and special consideration made available to learners and other stakeholders.

Superseded versions will be managed in accordance with JTL's document-control arrangements.

Name:	James Johnson
Position:	Managing Director
Date:	Signature:  30 10 2018

Review Dates:

Review date	Reviewed by:	Comments	Version
30 10 2019	JJ	No changes required	2
29 10 2020	JJ	No changes required	2
30/10/2021	JJ	No Change required	3
30/10/2022	JJ	No Change required	4
30/10/2023	JJ	No Change required	5
29/08/2024	MJ	No Change required	6
01/09/2025	MJ	No change required	6
01/09/2026	MJ	Policy reviewed and updated	7
The next policy review date is 01 09 2027			