



Reasonable adjustment and special considerations Policy

November 2024

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Quality Leisure Management Ltd is a wholly owned subsidiary of PHSC Plc

PHSC plc

Scope

This policy is primarily for our learners who are undertaking or have completed an Quality Leisure Management Ltd qualification or unit. It is also for use by our staff to ensure they deal with all reasonable adjustment and special consideration requests in a consistent and appropriate manner.

This policy applies to all learners undertaking qualifications with Quality Leisure Management Ltd, as well as staff involved in the management, assessment, and quality assurance of those qualifications.

The effectiveness of reasonable adjustments and special considerations will be monitored and reviewed regularly to ensure compliance with legislation and best practice.

Introduction

The aim of a reasonable adjustment is to reduce the negative impact of a disability on a learner's ability to access learning and assessment.

Equalities law requires Quality Leisure Management Ltd to make reasonable adjustments where possible and Quality Leisure Management Ltd must grant reasonable adjustments following this policy. Failure to adhere to this policy, such as not following the requirements of the practical assessment and exceeding allowances, could constitute malpractice.

A reasonable adjustment can be granted to a learner who has a disability, medical condition or learning need such as difficulty with reading and writing but cannot give a learner an unfair advantage or compromise the assessment and is not appropriate for some qualifications as the validity of the assessment could be affected.

A tutor must consider the specific requirements of a practical assessment and the additional considerations, as below, before granting any reasonable adjustment.

Special consideration

Special consideration can be given to a learner who has a temporary injury which affects their ability to demonstrate required elements of an assessment by deferring the assessment.

This policy outlines:

- our arrangements for making reasonable adjustments and special considerations in relation to our qualifications
- how learners qualify for reasonable adjustments and special considerations
- the reasonable adjustments we will permit and those where permission is required in advance before they are applied
- what special considerations will be given to learners

Our responsibility

It is important that all Quality Leisure Management Ltd staff involved in the management, assessment and quality assurance of Quality Leisure. Management Ltd qualifications, including our learners, are aware of the contents of this policy.

Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as necessary in response to learner feedback, changes in our practices, actions from the regulatory authorities or as a result to changes in legislation.

If you would like to feedback any views please contact us via the details provided at the end of this policy.

Confidentiality

All requests for reasonable adjustments and special considerations, along with supporting information, will be handled with strict confidentiality and in accordance with relevant data protection legislation.

Appeals

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

Applying for or requesting reasonable adjustments and or special considerations

A learner should be made aware of all relevant aspects of qualification delivery and assessment during the course introduction such as:

- Spoken delivery
- Audio visual aids
- Written assessment
- Oral questioning
- Physical requirements
- Physical contact

If a learner wishes to make a request, they should contact Quality Leisure Management Ltd in writing, preferably via email and in doing so supply relevant supporting information:

- learner's name
- course, date and tutor if applicable
- nature of, and rationale for the request
- supporting information or evidence where relevant (e.g. medical evidence or a statement from the invigilator or any other appropriate information)

Requests for reasonable adjustments should be submitted a minimum of 20 working days before the course starts.

Requests for special consideration should be submitted as soon as possible after the assessment and a maximum of five working days after the assessment. Requests for special consideration may only be accepted after the results of assessment have been released in the following circumstances:

- application has been overlooked at the centre and the oversight is confirmed by the centre contact
- medical evidence comes to light about a learner's condition, which demonstrates that the learner 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

If the application for special consideration is successful, the learner's performance will be reviewed based on the available evidence. It should be noted that a successful application of special consideration will not necessarily change a learner's result.

Responding to requests for reasonable adjustments and or special considerations

Quality Leisure Management Ltd will aim to respond to all requests within five working days of receipt. If we are unable to respond in the timescale for whatever reason, we will provide you with an estimated response date.

Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. They are made to an assessment for a qualification to enable a disabled learner to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing assistance during assessment, such as a sign language interpreter, a reader or scribe
- re-organising the assessment room, such as removing visual stimuli for an autistic learner
- changing the assessment method, for example from a written assessment to a spoken assessment
- using assistive technology, such as screen reading or voice activated software
- providing the mechanism to have different coloured backgrounds to screens for onscreen assessments or asking for permission for copying to different coloured paper for paper-based assessments
- providing and allowing different coloured transparencies with which to view assessment papers
- Use of a bilingual dictionary

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the learner access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

Quality Leisure Management Ltd is only required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

Where a learner is unable to meet the requirements of a qualification necessary for an employer to fulfil their obligations under health and safety legislation, such as the Health and Safety (First-Aid) Regulations 1981, adjustment may not be possible.

Reasonable adjustment cannot be granted to enable a learner to be awarded the regulated qualification if they would be unable to fulfil a role such as a first aider in the workplace. In this example the tutor would be responsible for ensuring that despite any disability, medical condition or learning need a learner can effectively administer first aid in any real-life situation without assistance.

If a learner is unable to be awarded a regulated qualification, they could be offered a certificate of attendance.

Definition of special considerations

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

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

- an illness or injury
- some other event outside of their control and which has had, or is likely to have had, a material effect on that learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment

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

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

Learners should note that:

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

If special consideration is granted this should be documented on the course paperwork, indicated on the online system under the reasonable adjustment section during learner registration and a register held at the centre.

Signed:



Date:

29 November 2024

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Managing Director
Quality Leisure Management Ltd

