



Reasonable Adjustment and Special Considerations Policy

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Purpose and scope

Quality Leisure Management Ltd (QLM) is committed to providing fair and accessible opportunities for learners to participate in training and demonstrate their knowledge, skills and competence. This policy explains how QLM considers reasonable adjustments before learning or assessment and special consideration where a temporary event affects a learner at or around the time of assessment.

The policy applies to prospective and registered learners, tutors, assessors, invigilators, course administrators, internal reviewers, associate consultants and subcontractors involved in QLM courses. It applies to classroom, practical, workplace, blended and online learning and assessment, subject to the current requirements of any awarding, licensing or endorsing organisation.

Legal and policy framework

QLM will act in accordance with applicable equality and data protection law, including the Equality Act 2010, and with the rules of relevant awarding, licensing and endorsing organisations. QLM will seek to remove or reduce substantial disadvantage without compromising health and safety, essential competence requirements, assessment validity, reliability or security.

This policy should be read alongside QLM's Equal Opportunities and Diversity Policy, Examination and Appeals Policy, Reasonable Adjustment and Special Considerations Policy, Malpractice and Maladministration Policy and Safeguarding Policy.

Definitions

A reasonable adjustment is a reasonable change made before or during learning or assessment to remove or reduce a substantial disadvantage experienced by a disabled learner. An adjustment enables access but must not change the competence, knowledge, skills or understanding that the course or assessment is intended to measure.

Special consideration is an authorised action taken after, or in response to, an assessment where a learner's performance or ability to complete the assessment was materially affected by temporary illness, injury, bereavement, disruption or another event outside the learner's control. Special consideration does not guarantee a change to the result.

An essential competence requirement is a fundamental skill, knowledge, standard or ability that must be demonstrated for the course, qualification, role or certificate. An adjustment cannot remove or lower an essential competence requirement, although the method of demonstrating it may be adjusted where permitted.

Policy principles

QLM will:

- consider each request individually, fairly and without unnecessary delay;
- involve the learner in identifying the disadvantage and possible support;
- use relevant and proportionate evidence;
- select an effective adjustment that is reasonable in the circumstances;
- maintain the integrity, validity, reliability and security of assessment;
- obtain prior approval from an external organisation where required;
- share information only with those who need it to decide or implement the arrangement;

- record decisions, reasons and approved arrangements; and
- ensure that no learner is disadvantaged for making a genuine request.

Information for learners

QLM will provide information about the main learning and assessment requirements before or at the start of a course. This may include spoken delivery, written or digital materials, audiovisual content, practical activity, physical requirements, interaction with others, examination conditions, submission deadlines and any essential competence or safety requirement.

Learners are encouraged to tell QLM about accessibility requirements as early as possible. QLM will not assume that a diagnosis automatically determines a particular adjustment. The learner's current needs, the course requirements and the effectiveness of possible arrangements will be considered together.

Requesting a reasonable adjustment

A learner should submit a request to QLM at admin@qlmconsulting.co.uk as early as reasonably possible and preferably before the course or assessment is arranged. QLM will consider a later request where practicable, but some arrangements may require external approval or preparation and cannot be guaranteed at short notice.

The request should include, where relevant:

- the learner's name and contact details;
- the course, date, delivery method and tutor, where known;
- the nature of the disadvantage or access barrier;
- the adjustment or support requested;
- relevant evidence or information about arrangements that have previously been effective; and
- any timing, communication or confidentiality requirements.

Evidence

QLM may request evidence where it is necessary to understand the need, determine an effective adjustment, satisfy an external organisation's rules or protect assessment integrity. Evidence should be relevant, current enough for the decision and proportionate to the request. QLM will not request more personal information than is reasonably necessary.

Evidence may include a professional report, medical information, an education or support plan, previous approved arrangements, or a statement from a person with relevant knowledge. Where formal evidence is not reasonably available, QLM will consider other reliable information and whether an interim arrangement is appropriate.

Considering and approving reasonable adjustments

QLM will consider the identified disadvantage, the effectiveness and practicality of the proposed adjustment, cost and resources, health and safety, the effect on other learners, essential competence requirements, assessment security and any applicable external rules.

Adjustments may include, where appropriate and authorised:

- accessible or modified learning and assessment materials;
- additional time, supervised rest breaks or adjusted scheduling;
- a reader, scribe, communication professional or other approved support;
- assistive technology or adapted equipment;
- adjusted seating, lighting, room layout or separate accommodation;
- a different method of accessing instructions or recording responses;
- changes to teaching methods or participation arrangements; and
- an alternative assessment method where the same competence and standard are validly assessed.

An adjustment must be approved by the person authorised under QLM or external organisation requirements before it is used. Tutors, assessors and invigilators must not make unapproved changes to controlled assessment conditions.

Limits on adjustments

QLM will not approve an adjustment that would give an unfair advantage, lower the required standard, remove an essential competence requirement, invalidate the assessment, create an unacceptable safety risk, disclose confidential assessment content or conflict with a binding external requirement.

Where the requested adjustment cannot be approved, QLM will explain the reason and consider any lawful and appropriate alternative. Where a learner cannot demonstrate an essential practical or occupational competence, QLM will not recommend certification that would misrepresent achievement. An attendance record may be offered only where appropriate and clearly distinguished from a competence-based certificate.

Requesting special consideration

A learner, tutor or authorised representative should notify QLM as soon as possible where temporary illness, injury, bereavement, significant personal circumstances, technical disruption or another event outside the learner's control materially affects an assessment. The request should normally be made before results are finalised and within any timescale set by the relevant external organisation.

The request should describe the event, timing, affected assessment and likely impact, and include relevant evidence where reasonably available. QLM will record when the matter was reported and any immediate action taken.

Considering special consideration

QLM will consider whether the event was outside the learner's control, whether it materially affected the assessment, the available evidence, the timing of the request and the options permitted by the course or external organisation.

An authorised outcome may include deferring or rescheduling an assessment, allowing a fresh assessment opportunity, accepting a late submission, applying an adjustment permitted by the external organisation, or recording that no action is available. Special consideration will not award marks without evidence of achievement, lower an essential competence standard or guarantee certification.

Decision and communication

QLM will acknowledge a request within five working days. QLM will provide a decision as soon as reasonably practicable and, where possible, before the relevant learning or assessment activity. If external approval is required, QLM will submit or support the application and explain that the final decision rests with the relevant organisation.

The written decision will identify the arrangement approved or declined, any conditions, who will implement it, the period or assessment to which it applies, and the reasons where a request is declined or varied. The learner must tell QLM if circumstances change or the arrangement is not effective.

Implementation and assessment records

Course administrators will communicate approved arrangements only to those who need the information. Tutors, assessors and invigilators will implement the arrangement as authorised and make an appropriate record that the adjustment or special consideration was applied. Records will not describe an approved adjustment as learner misconduct or reduce the assessment outcome because the adjustment was used.

Where an external online system, learner registration or results form requires the arrangement to be recorded, QLM will complete the required entry accurately and within the applicable timescale.

Appeals and complaints

A learner who disagrees with a QLM decision may appeal under the Examination and Appeals Policy. A concern about delay, communication, conduct or administration may be raised under the Reasonable Adjustment and Special Considerations Policy. Suspected misuse, falsification of evidence or unauthorised alteration of assessment conditions may be considered under the Malpractice and Maladministration Policy.

Confidentiality and data protection

Health, disability and other personal information will be handled sensitively. Information will be shared only with those who need it to assess, approve, implement, quality-assure or review an arrangement, meet a legal obligation or comply with an applicable external requirement. QLM will store records securely, restrict access to authorised persons and retain information in accordance with applicable requirements.

Corrective and preventive action

Where a request, appeal, complaint or review identifies an accessibility failure or control weakness, QLM will record proportionate corrective or preventive action. The record will identify the issue, affected learner or activity, immediate action, root cause where known, responsible person, target date and verification of effectiveness.

Monitoring and organisational learning

QLM will review requests, decisions, appeals, complaints, assessment issues and feedback to identify recurring barriers, inconsistent decisions and opportunities to improve course design, communications and assessment arrangements. Monitoring information will be limited to what is necessary and, where practical, anonymised or aggregated.

Responsibilities

The Managing Director has overall responsibility for this policy. Directors are responsible for oversight, external liaison and ensuring that decisions are fair and recorded. Tutors, assessors and invigilators must identify possible barriers, follow approved arrangements, protect assessment integrity and report concerns. Course administrators must support requests, communicate decisions and handle records securely. Learners should provide accurate information as early as possible and follow the approved arrangements.

Policy review

This policy will be reviewed biannually and sooner where required by changes to legislation, QLM's courses, external organisation requirements, identified barriers, appeals, complaints or management review findings.

Signed:



Date: September 2026

Leigh Simmonds
Quality Leisure Management Ltd