

Reasonable Adjustments and Special Considerations Policy

Title	Reasonable Adjustments and Special Consideration Policy
Reviewer	Centre Manager
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Introduction

This policy is specifically aimed at students and clients who use the products and services of One Education. It provides guidance for those individuals who may submit personal requests for adjustments and considerations in their interactions with the organisation.

To that effect, this policy will define the processes that One Education follows when a student has formally requested a reasonable adjustment or special considerations.

It covers the qualification requirements expected by One Education personnel in this case and all the accreditation considerations that need to be made within that procedure.

All One Education employees, including remote centres and sub-contract facilities, will be informed of these contents. It retains special significance for those staff members who are involved with the design, delivery, operations, management, assessment, and quality assurance of any of the products and services.

This policy is subject to regular review and occasional updates, which will be communicated to staff and students if they are affected.

Definitions

The UK's Equality Act 2010 ensures that students who have a disability should not be placed at a substantial disadvantage in comparison to students who are not disabled.

Ofqual complies with this equality legislation and requires educational and awarding bodies to follow guidelines and processes that reinforce this behaviour.

One Education recognises that although assessment is integrally an accurate measurement of a student's knowledge and skill levels, some students may not be able to complete assessment exercises or coursework in the same manner.

Therefore, provisions are in place for all students, to ensure that everyone has the same opportunity to receive full recognition for their work and commitment when their circumstance is presented for consideration

This is not to provide "easier" assessments or nor any "head-starts" for selected students.

It is designed to provide a fair and honourable form of assessment via:

1. "Reasonable adjustments" – which are agreed prior to assessment
2. "Special considerations" – which are applied following the initial assessment

Reasonable adjustments

A reasonable adjustment is an intentional step or action that lessens the impact or difficulty that a disability may place upon a student.

The placement of this must not affect the validity or integrity of the assessment taking place.

These adjustments will be approved or applied before any assessment of the work and will, therefore, NOT be taken into consideration whilst it is being assessed.

The definition of "reasonable" will be typically left for the organisation or awarding body to measure against their own values and resources.

Special considerations

A special consideration will come into effect after the assessment process has already been completed, but the student may have been subject to a significant

disadvantage during the period of the assessed work. This could be due to illness or other factors that would affect their performance.

Students will not be able to declare disability as a special consideration, as this should be declared prior to assessment and taken into account with any reasonable adjustments.

Like reasonable adjustments, special considerations should not provide unfair advantages, only equal opportunities.

A special consideration made by the assessor is likely to be a small change or allowance given to the previous version of the assessment. The size of the change will be down to the assessor and the circumstances, but it is unlikely to be a major change as this would invalidate overall standards.

In cases where national permits or licenses result directly from qualifications, or an awarding body has special criteria, it may not be possible for One Education to grant special consideration. In that case, future retakes or assessments may be offered. In all cases, however, a student must meet the minimum criteria to receive a certificate.

Requesting a Reasonable Adjustment or Special Consideration

This policy will be directly referenced when the process of the request for a reasonable adjustment or special consideration has been initiated by a student.

Please note these following caveats for the procedure:

Delegated adjustments

On some occasions, arrangements may be implemented for the internal and external assessment components without prior application. This is only appropriate with the adequate permissions and should always reflect the student's "normal" way of working.

All evidence and delegations must be recorded and filed for examination.

Evidence requirements

If reasonable adjustments have been requested, appropriate documentation and medical records must be produced and checked by competent personnel.

All of this evidence must be made freely available to any authorised representatives who visit the centre; this would include (External Quality Assurers, External Verifiers, Quality Verifiers, Assessment Monitoring Advisors and Customer Quality Advisors).

The evidence should also be filed and retained for at least three months in case of appeals or other administrative requirements.

Submitting a reasonable adjustment request

In order to request a reasonable adjustment that is not delegated, a reasonable adjustment request form (which is available on the website) should be completed and returned as instructed.

Timescales for submitting a reasonable adjustment request

Students should ensure that sufficient time has been given before an assessment is due to occur so that their request can be suitably verified and hopefully honoured.

For each type of request, a minimum number of working days' notice are required before the commencement of the assessment:

- Where no physical modification is needed, ten working days are required
- Where significant modification is needed (enlarged paper, coloured papers, computer speech or technology updates, etc.), 15 working days are required
- Where major modification is needed (braille papers, tactile Diagrams, language upgrades, etc.), 20 working days are required

Submitting a special consideration request

In order to request special consideration for an assessment, the appropriate form (which is available on the website) should be completed and returned as instructed.

Timescales for submitting a special consideration request

A request for special consideration should be submitted to One Education no later than seven working days after the assessment has taken place or the assessment window has closed.

If the assessment involved functional skills only, this request must be received no later than five working days after the assessment.

If any request is received by One Education later than those limits, they will be disregarded, unless:

- It can be proven employees genuinely overlooked it
- Medical examination proves that a student was suffering an ailment or illness at the time of the assessment without them being aware of it
- The assessment was entirely onscreen, and therefore, immediate

One Education's Processes and Timescales Regarding Reasonable Adjustments and Special Considerations

Reasonable adjustments

- When One Education receives a reasonable adjustment request, it will review the request details, and the evidence supplied.
- One Education will endeavour to review all requests within five working days of receipt.
- If this review deadline is not possible for any reason, it will be acknowledged within two working days of receipt, along with any further notifications.
- One Education also attempts to reach a conclusion within five working days upon receipt of a fully completed request and will notify the sender if this is not the case.

Special considerations

- When One Education receives a special consideration request, it will review the request details, and the evidence supplied.
- One Education will endeavour to review all requests within five working days of receipt.
- If this review deadline is not possible for any reason, it will be acknowledged within two working days of receipt, along with any further notifications.
- One Education also attempts to reach a conclusion within five working days upon receipt of a fully completed request and will notify the sender if this is not the case.

Outcomes regarding reasonable adjustments and special considerations

Reasonable adjustment requests

The decision for a reasonable adjustment request will be one of the following:

1. A full approval with a relevant code
2. A rejection of the request, due to insufficient evidence for its requirement
3. A rejection of the request, due to its lack of reasonableness
Special consideration requests

The decision for a special consideration request will be one of the following:

1. An agreement to review and reassess the student's assessment mark in light of the available evidence
2. A rejection of the request due to a subsequent investigation of the circumstances detailed in the details given

If a student is unhappy with the terms and conclusion of the outcome, they can submit an official complaint, as per One Education's complaints and appeals procedure.