



Reasonable Adjustments and Special Consideration Policy and Procedures

This policy is reviewed annually and may be revised in response to feedback from students, tutors and external organisations.

Version	Review Date	Author	Details
1.0	10/09/23	Ebenezer	Created File version 1.0
1.2	05/01/2025	Ebenezer	Review and updates to reflect latest changes
1.3	05/01/2026	QA Team and Ebenezer Adeosun	Review and updates to reflect latest changes



Introduction

Reasonable Adjustments are adjustments made to an assessment to reduce the effect of a disability that places the learner at a substantial disadvantage when demonstrating their knowledge, skills and understanding to the levels required by the specification for that qualification.

All persons involved in the development, delivery and award of ART Providers Ltd qualifications must be aware of this policy and ensure that all learners have access and understanding.

What is Reasonable Adjustment and Special Considerations?

The Equality Act 2010 requires ART Providers Ltd to make reasonable adjustments for a learner that is disabled or has a difficulty and would be at a substantial disadvantage in comparison with someone who does not.

The purpose of a reasonable adjustment is to reduce the effect of a permanent or temporary disability, specific learning need or medical condition allowing learners to demonstrate their knowledge, skills and understanding. The integrity of the assessment must be maintained whilst providing access to assessment for these learners if possible.

Both the 2005 Disability Discrimination Act and the Equality Act 2010 have recognised the principle that reasonable adjustments may not always be appropriate to qualifications. Some assessments may only be adjusted up to a certain point before the meaning and value of the qualification could be undermined.

Special Considerations are access arrangements taken when an individual's examination performance is affected by unforeseen circumstances which are out of their control. Special consideration can be a pre-examination or post-examination adjustment that compensates individuals who are suffering from a temporary illness or condition or who were otherwise disadvantaged at the time of the examination.



ART Providers Centres

A Centre is required to make any reasonable adjustments following the ART Providers Ltd Reasonable Adjustment Policy.

A Centre should request information regarding any reasonable adjustments required from a learner during course booking procedures.

Detailed within this policy are reasonable adjustments that a Centre is permitted to put in place. Centres must consider each application on the basis of all relevant information.

Any additional reasonable adjustments would require approval from ART Providers Head office by submitting an application to ART Providers Ltd no later than 5 working days before the course commencement. ART Providers Ltd will respond within a maximum of 2 working days.

Should a Centre need any assistance in the allocation of a reasonable adjustment they should contact ART Providers Head office for guidance. Centres must document all reasonable adjustments allocated and retain records with supporting evidence for a period of 3 years. Evidence retained must be auditable and capable of being internally and externally quality assured to assist ART Providers Ltd with the required data collection.

All ART Providers Ltd Centres should note that failure to comply with the guidance regarding reasonable adjustments set out by ART Providers Ltd has the potential to constitute malpractice and may lead ART Providers Ltd to withhold a learner's result. Failure to comply is defined as any or all of the following:

- Putting in place arrangements without seeking prior approval from ART Providers Ltd, where this is required
- Exceeding the allowances as stated/agreed with ART Providers Ltd
- Agreeing reasonable adjustments that are not supported by evidence
- Failing to maintain records of reasonable adjustments for audit



Qualifying for a Reasonable Adjustment or Special consideration

Reasonable Adjustments may include, but are not limited to:

- 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 or a reader.
- 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.

Special considerations are adjustments made to an individual's temporary requirements either before or at the time of an assessment such as temporary injury, indisposition or illness prior to the assessment, or unforeseen circumstances during an assessment.

Identifying the need for a Reasonable Adjustment

The Trainer/Assessor must make all learners aware of the assessment criteria and requirements of the qualification including:

- Spoken delivery
- Audio/visual aids
- Written and oral tests
- Physical demands
- Physical contacts
- Overall assessment process

Learners should discuss with the Trainer/Assessor any difficulties they foresee. This should also be documented when the learner registers at the start of a course by highlighting anything which may affect their ability to demonstrate their knowledge, skills and competence and participation in the course.

A learner can apply for a reasonable adjustment where they have:

- A permanent disability or specific learning need
- A temporary disability, medical condition or learning need



Such disabilities could include visual impairment, hearing impairment, learning difficulties, physical impairments, speech, language and communication impairments. Assistance should be given to a learner such as positioning them in the room to accommodate sight or hearing impairment, if this benefits their participation, success and enjoyment of the course.

All learners must demonstrate the required level of knowledge and competence for the qualification. An award cannot be made simply because a learner is disabled.

Whilst reasonable adjustments may be made, the assessments must be based on the learner's own answers and their unaided demonstration of practical competence.

Deferred Assessments

In situations where it is identified that a learner has a temporary physical impairment it may be considered advantageous to defer training/assessment until they are fit. If a learner is, for example during a first aid course, unable to demonstrate CPR at floor level they could be allowed during training to practice at waist level. However it is crucial that the final assessment is conducted at floor level as in a real life situation to maintain the integrity of the qualification.

Any deferred assessment must take into consideration the ART Providers Ltd guidance on maximum course completion times.

Applying reasonable adjustments

ART Providers Ltd Centres can make reasonable adjustments taking into consideration the needs of the individual, the integrity of the qualification and ensuring the learner does not receive an unfair advantage. For some courses, the following reasonable adjustments can be given to a learner without prior approval from ART Providers Ltd Head Office:

- Providing a Reader. Please note where English is not the first language of the learner it is acceptable to assist with reading the assessment paper but it should be noted that to achieve most written assessment based course qualifications a learner will need to demonstrate effective communication (written or verbal).
- Providing a Writer to document answers as provided by the learner



- Allowing a reasonable amount of extra time – up to 25%
- Assessment material printed on coloured paper or enlarged format
- Use of coloured overlays

For any other reasonable adjustments, the Centre must seek prior approval from ART Providers Ltd. In cases where a learner is orally questioned, the Trainer/Assessor must ensure that this is conducted away from other learners to prevent any answers being overheard.

Complaints and Appeals Procedure

Should a learner wish to appeal against the decision regarding a reasonable adjustment they should, in the first instance, appeal to the Centre through their own appeals process.

Should the Centre's appeal process be exhausted, or if the learner is unable to appeal directly to the Centre for any reason, they may appeal direct to ART Providers Head office.

Policy Review

ART Providers Ltd will review this policy on a regular basis to ensure its effectiveness and taking into account any feedback.

Should you have any feedback regarding this policy then please contact ART Providers Ltd as below.

Contact Details

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Useful links/ Documents

ART Providers Equal Opportunities Policy

[Equality Act 2010](http://www.legislation.gov.uk/ukpga/2010/15/contents) (<http://www.legislation.gov.uk/ukpga/2010/15/contents>)

[2005 Disability Discrimination Act](https://www.legislation.gov.uk/ukpga/2005/13/contents) (<https://www.legislation.gov.uk/ukpga/2005/13/contents>)