

## KC Reasonable Adjustments and Special Considerations Policy

### Introduction

The Head of KC and Senior Management are responsible to ensure that all members of KC training and Assessing staff/Invigilators are familiar and adhere to the contents of this document.

#### 1.1 Outline and scope of the policy

This policy is aimed at our learners, who are using KC as their training centre and qualify for reasonable adjustments or special considerations.

The purpose of this policy is to outline the steps: we follow when submitting reasonable adjustment or special consideration request.

#### 1.2 The purpose of the policy

This policy covers the delivery of any qualifications which are subject to scrutiny and enforcement by our qualifications regulators (regulated qualifications) and unregulated products which are owned and / or accredited by the awarding bodies we are affiliated with.

#### 1.3 The policy covers

At KC we ensure all staff (including centre, satellite, subcontract centres or contractual staff) who are involved in the design, delivery, management, assessment and quality assurance of our services and our learners are aware of, and familiar with the contents of this policy.

#### 1.4 Staff Arrangement

Copies are made available to all staff and students upon induction.

#### 1.5 Policy Review

KC will review the policy regularly and may revise it as required in response to changes in legislation, changes in our practices, actions from our regulatory or external agencies, and / or in response to customer and stakeholder feedback.

This document is subject to yearly revision and is maintained electronically. Electronic copies are version controlled.

### 2.1 Outline

# KC Reasonable Adjustments and Special Considerations Policy

The Equality Act 2010 requires Training organisations to make reasonable adjustments to ensure a learner who is disabled as defined in the Act are not placed at a **substantial** disadvantage in comparison to learners who are not disabled.

In their publication '*The General Conditions of Recognition May 2011*', Ofqual makes a number of references to Equalities Law and states a number of requirements for awarding organisations; D2, E4, G2, G6 and G7 and another for centres (Condition C2.3 (h)). Further detail of the conditions this policy relates to can be found on the Ofqual website.

Assessment should be a fair test of learners' knowledge and what they are able to do, however, for some learners the usual format of assessment may not be suitable.

The provision for reasonable adjustments and special consideration arrangements is made to ensure that learners receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessments easier for learners, nor advantages to give learners a head start.

There are two ways in which access to fair assessment can be maintained, these are through:

Reasonable adjustments – agreed before the assessment takes place  
special considerations – applied post assessment.

## 2.2 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.

Reasonable adjustments must not affect the integrity of what is being assessed.

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 assessment activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

At KC, we are 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.

## 2.3 Definition of special considerations

Special considerations can be applied after an assessment if there is a reason the learner may have been disadvantaged during the assessment. Reasons for special consideration could be temporary illness, injury or adverse circumstances at the time of the assessment.

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Learners cannot enter a plea for special considerations for assessment solely on the grounds of disability or learning difficulty. Learners must declare their needs prior to the assessment period and all necessary reasonable adjustments arrangements must have been implemented before the time of their assessment.

Special consideration should not give the learner an unfair advantage. The learner's result must reflect his or her achievement in the assessment and not necessarily his or her potential ability.

Special consideration may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances during the assessment and will reflect the difficulty faced by the learner but will always be a minor adjustment as to do more may jeopardise the standard.

Where an assessment requires a competence, criterion or standard to be met fully, or in the case of qualifications that confer a Licence to Practise, **it may not be possible** to apply special consideration. It may be more appropriate to offer the learner an opportunity to retake the assessment at a later date or to extend the registration period so that the learner has more time to complete the assessment activity.

All learners regardless of their special consideration must still meet our minimum requirement for the award of a certificate.

### Requesting a reasonable adjustment or special consideration

This policy document **must be used** in conjunction with the:

Awarding Body guidance on special consideration.

These documents provide further information and guidance on how to access our reasonable adjustments and special considerations.

#### 3.1 Delegated adjustments

Arrangements may be implemented by KC Examinations Officer.

**Please note any arrangements put in place must reflect the learner's normal way of working.**

**Evidence of need** must be kept in Centre files and produced on request.

#### 3.2 Evidence requirements

If your learners require arrangements for reasonable adjustments, they should provide KC with evidence of their learning needs or medical condition. We ensure that suitably qualified personnel check that the evidence is current and relevant to the learner.

Please refer to the JCQ Access Arrangements and Reasonable Adjustments for further information about relevant tests to support your application.

**At KC we retain all evidence and make it available to any of our authorised representatives who visit centre, this includes External Quality Assurers, External Verifiers, Quality Verifiers, Assessment Monitoring Advisors, and representatives of regularity bodies.**

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In the case of an appeal, we ensure that evidence to support a reasonable adjustment or special consideration is retained for 3 years after KC has been issued with the results of an assessment.

### 3.3 How to submit a reasonable adjustment request

To request a reasonable adjustment, at KC we will follow the policies and guidelines of the Awarding bodies. To request a special adjustment, you should formally request by emailing at [info@kingdomcollege.org.uk](mailto:info@kingdomcollege.org.uk) or by calling at 02033552329.

### 3.4 Timescales for submitting a reasonable adjustment request

In order to ensure that requests can be honoured before an assessment takes place, we are required to submit reasonable adjustment requests within the following timescales for our partner's e.g. awarding body guidelines.

The below outline is just one example, the actual timescale for submitting a reasonable adjustment request will depend on the Awarding body guidelines and policies and the learner will be informed about the process and the timescale at the time of enrolment in the particular course and the examination officer will advise accordingly.

Reasonable Adjustment	Minimum number of working days' notice required prior to the external assessment date or start of an assessment window
Application required (non-modified)	10 working days' notice
Application required (modified) e.g.: <ul style="list-style-type: none"><li>- Enlarged Papers</li><li>- Coloured Papers</li><li>- Computer Reader / Speech Recognition Technology enabled</li></ul>	15 working days' notice
Application required (modified) e.g.: <ul style="list-style-type: none"><li>- Braille Papers</li><li>- Tactile Diagrams</li><li>- Modified Language Papers</li></ul>	30 working days' notice

### 3.5 How to submit a special consideration request

To request a reasonable adjustment, at KC we will follow the policies and guidelines of the Awarding bodies. To request a special consideration, you should formally request by emailing at [info@kingdomcollege.org.uk](mailto:info@kingdomcollege.org.uk) or by calling at 02033552329.

### 3.6 Timescales for submitting a special consideration request

Regarding external assessment we submit our application as soon as possible after the assessment and **no later than** 7 working days after the assessment has taken place or the assessment window has closed, according to awarding body guidelines.

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**Note:** For Functional Skills only, applications must be submitted **no later than** 5 working days after the assessment has taken place.

We can only accept requests for special consideration after the results of the assessment have been released in the following circumstances:

- the application has been overlooked at the centre and the oversight is confirmed by the Head of Centre.
- 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 on-screen assessments where results are immediately available.

## Awarding Body processes and timescales regarding reasonable adjustments and special considerations

### 4.1 Request for a reasonable adjustment

Once a request for a reasonable adjustment is received, the awarding body will complete a review of the request and evidence provided.

### 4.2 Reasonable adjustment timescales

The awarding body will aim to review the request from the period of it being received. If this is not possible it will be acknowledged within a period with notification provided of what action will be taken.

The awarding body aims to conclude:

- Reasonable adjustment requests within a time frame upon receipt of a fully completed request.

The awarding body will inform KC if these timescales cannot be adhered to for any reason.

### 4.3 Request for a special consideration

Once a request for a special consideration is received, the awarding body will complete a review of the request and evidence provided.

### Special consideration timescales

The awarding body will aim to review your request within a specific period of it being received.

The awarding bodies aims to conclude:

Special consideration requests within a specified timeframe outlined by the designated awarding body upon receipt of a fully completed request.

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The awarding bodies will inform you if these timescales cannot be adhered to for any reason.

## Outcomes regarding reasonable adjustments and special considerations

### 5.1 Outcomes of a reasonable adjustment request

The outcome of a reasonable adjustment request could be:

- approval with a relevant code
- rejection of your request based on insufficient evidence of need
- rejection of your request based on the reasonableness of the request.

### 5.2 Outcomes of a special consideration request

The outcome of a special consideration request could be:

- agreement to review the learner's performance in light of available evidence
- rejection of your request based on investigation of the circumstances detailed in your request.

Please note that a successful application of special consideration would not necessarily change a learner's result.

### 5.3 If you remain dissatisfied with the outcome of your request

If our learners remain dissatisfied following the outcome of the request that they have submitted, we will encourage our learners to submit a complaint in line with our Complaints Policy (available on a intranet).

## Confidentiality of data and information

At KC we need access to confidential information and we will ensure that such information is kept secure and only used for the purposes of the request and in line with relevant Data Protection legislation. We will not normally disclose the information to third parties unless required to do so, e.g. to our Regulators and / or the Police or other relevant and / or Statutory Bodies.

We will aim to access and retain original evidence or information. If original records cannot be retained, we will photocopy the original and record the copy as authentic.

We expect you to retain any relevant documentation securely in line with your archiving and retention procedures.

**Last Reviewed date:** 01-07-2022

**Next Review Date:** 01-06-2023

*Mumtaz Khan*

Mumtaz Khan, Managing Director

