



## Reasonable Adjustments & Special Considerations

### Introduction

Agile Group are a privately-owned training provider primarily in the Leadership/Coaching Management industries and work with Awarding Authorities who are subject to regulations under Equal and other government bodies. The Awarding Authority has a responsibility under relevant equalities legislation and the requirements of the qualifications regulator (Ofqual), to ensure that all candidates have an equal opportunity to demonstrate their knowledge, skills or understanding to the level of attainment required within each qualification, and those barriers to entry are removed where possible. It is the responsibility of Agile Group to ensure that all candidates have access to qualifications and reasonable adjustments to fit their needs.

### Access

All candidates should have access to qualifications under the equalities act. Agile Group will follow all procedures with regards to initial assessments and if any areas are identified these will be discussed with the learner and the following will be put in place.

### Reasonable Adjustments

Adjustments to the assessment process will typically be made in the following circumstances:

1. Candidates with a physical, sensory or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Under equalities legislation, candidates are deemed to have such impairment if they can show that the condition:

- is more than minor or trivial
- has an effect that has lasted or is likely to last for at least twelve months
- Affects everyday things like eating, washing, walking and going shopping.

Supporting evidence will be required in all cases. Evidence could include medical reports from doctors, psychiatrists, educational psychologists, specialist teachers, or funding agencies.

Providing the adjustment required is the same for each assessment, candidates do not need to re-submit evidence with subsequent applications for reasonable adjustment; however, they must complete a Reasonable Adjustment Request Form for each assessment series.

2. Candidates with temporary physical, sensory or mental impairment  
Candidates are deemed to have a temporary physical, sensory or mental impairment if the condition is under one year's duration and is likely to improve. Examples of temporary disability could include broken limbs or injury to hands which could impair candidate's ability to write. Supporting evidence will be required in all cases.

If a candidate applies for an adjustment due to a temporary physical, sensory or mental disability, evidence must be re-submitted with a Reasonable Adjustment Request Form for each assessment series.

3. Types of Reasonable Adjustments available

- Extra time
- Supervised rest breaks
- Use of readers, scribes, transcribers, word processors, laptops or other micro processing devices
- Miscellaneous types of reasonable adjustments including brailing of non-secure assessment material, taped responses, modified question papers (e.g. enlarged, or printed on coloured paper).

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## Procedure for applying for a Reasonable Adjustment

All candidates must submit a request for a reasonable adjustment prior to the closure date for entry to an assessment.

### 1. Candidates registered with Agile Group.

Agile Group centres approved to offer assessment facilities have a duty to implement the Reasonable Adjustment and Special Consideration Policy for all candidates who study with the centre. This responsibility includes assessment of needs, recommendation of reasonable adjustment, communication with Authorising Authorities and provision of the resources to facilitate the adjustment. Agile Group will also be responsible for ensuring that appropriate facilities for work-based assessment are available in conjunction with the employer.

Candidates who are registered with Agile Group must complete a Candidate Reasonable Adjustment Request Form and submit this to the Agile Group administrator at the centre, together with appropriate medical evidence.

The centre should assess the request and complete a Centre Reasonable Adjustment Request form;

- this must be submitted to the relevant Authorising Authority before the entry closure date of the assessment.
- Supporting evidence should be attached to the form with a copy of the completed Candidate Reasonable Adjustment Request form.  
(The centre should retain a copy of the candidate's application for review and audit purposes)
- The Reasonable Adjustment Request Form will be forwarded to the Authorising Authority for approval. NO Candidates will be allowed assessment until approval has been granted by the Authorising Authority.

### 2. Candidates who are not registered with a study centre, or who are being assessed at a regional examination centre.

The Awarding Authority will consider the request for reasonable adjustment and liaise directly with candidates and centres to facilitate the requirements at least four weeks prior to the assessment date.

Dependent on the type of additional assessment needs, the Awarding Authority may need to allocate a candidate to another examination centre best equipped to support her/his needs, which may not be the centre most local or convenient to the candidate. Whilst every effort will be made to make provision for candidates locally, the Awarding Authority reserves the right to allocate candidates to other centres.

On application, assistance with reasonable travel costs associated with the travelling to the assessment or examination centre may be available.

NOTE: The Awarding Authority must grant approval for all reasonable adjustments and reserves the right to refuse requests. If an adjustment is made without written approval from the Awarding Authority, this could constitute malpractice. Once a reasonable adjustment has been agreed and implemented, no further adjustment will be made to the assessment or marking process.

### **Special Consideration**

Special consideration may be given to candidates in instances that could not have been predicted, or were outside the candidate's control, which may have impacted on their performance. This ensures that candidates who have a temporary illness, injury or indisposition at the time of the assessment are treated fairly. Examples include influenza, bereavement of a close family member, evacuation of the assessment venue, and disturbances during the assessment.

Special consideration must be applied for after the assessment, and supporting evidence must be provided, e.g. letter from doctor/hospital/authorised person, invigilator's report, etc.

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Agile Group will make every effort to accommodate reasonable requests for special consideration at short notice. Agile Group will apply to the Authorising Authority by email and/or telephone call where extra time needs to be applied for (for example due to a disturbance during the examination or assessment). In some cases, this will not be possible, and Agile Group may advise candidates that it is in their best interest to postpone the assessment.

1. Procedure for applying for Special Consideration

Candidates must advise the Authorising Authorities, within the allocated time period, in writing, prior to their assessment, of the circumstances which caused the request for special consideration.

For candidates who have taken an online assessment must advise the Authorising Authority in writing, at the end of the assessment, of the circumstances which caused the request for special consideration. The Authorising Authorities all have their own procedures and will duly advise the candidate of the timescales in which they take.

2. Review and Appeal

Wherever possible, the Awarding Authority will deal sympathetically with requests for reasonable adjustments or special consideration. In cases where a request is turned down the candidate has the right to request a review of the decision.

a. Stage 1 – Review

Candidates & Agile Group may request a review of the decision made following the above process. The review is conducted by the Head of the Awarding Authority, who will re-examine the initial decision. Requests for a review of a reasonable adjustment decision should be made as quickly as possible following the initial decision, and will be reviewed equally swiftly to allow the outcome to be notified before the assessment takes place.

b. Stage 2 – Appeal

If the candidate or Agile Group does not agree with the outcome of the review, they have the right to take the process to Stage 2 appeal, which would involve an independent review of the case. An appeal at Stage 2 will only be considered if the candidate can show that the Awarding Authority did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly. The original circumstances will not be re-investigated at the appeal stage. There is a fee for Stage 2 appeals, which would be refunded if the appeal were successful.

Appeals are heard by the Assessment Quality Board (AQB). The AQB includes members who have appropriate competence in relevant matters, but who have had no involvement with the assessment or the administration of assessments, and have no personal interest in the decisions under consideration.

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