REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS POLICY

AIMS AND OBJECTIVES OF THE POLICY

Train'd Up has a duty under the Equality Act 2010 to make any reasonable adjustments that can be made for our learners to ensure they are not discriminated against.

We aim to facilitate open and fair access to our training for learners who are eligible for reasonable adjustments and / or special considerations without compromising the assessment of skills, knowledge, understanding or competence being measured Train'd Up achieve this through:-

1. REASONABLE ADJUSTMENTS

Train'd Up will consider requests for Reasonable Adjustments and Special Considerations. This is agreed at point of booking/registration. The learner must request within a reasonable timeframe any adjustments that may be needed to reduce the effect of a disability or difficulty, which places the learner at a substantial disadvantage. Any requests for reasonable adjustments must not affect the quality and reliability of the learning outcomes nor must they give the learner an advantage over other learners undertaking the same or similar training. Reasonable Adjustments may not be applied to training that will provide a "licence to practice" or where the learner needs to demonstrate a practical competence.

2. SPECIAL CONSIDERATIONS

A special consideration request can be made during or after a training event to reflect temporary illness, injury or indisposition that occurred at the time of the event. Any special considerations granted cannot remove the difficulty the learner faced at the time of the event and can only be a relatively small adjustment to ensure that the integrity of the training is not compromised. Special consideration may not be applied to training that will provide a "licence to practice" or where the learner needs to demonstrate a practical competence.

Train'd Up will only consider requests for Reasonable Adjustments and Special Considerations submitted within a timely manner and have completed the appropriate paperwork for these requests.

1. REASONABLE ADJUSTMENTS

A reasonable adjustment helps to reduce the effect of a disability or a difficulty that places the learner at a substantial disadvantage.

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Reasonable adjustments must not affect the quality and reliability of the learning outcomes, but may include;

- Ensuring any online learning is more accessible (such as ability to adjust display settings and providing advice/guidance on speech technology)
- Providing assistance during an assessment of learning
- Adapting materials or providing it on coloured paper
- Re-organising the physical assessment/learning environment
- Use of mechanical and electronic aids
- Use of assistive software
- Use of low vision aids
- British Sign Language.

Reasonable adjustments must be approved and set in place prior to any assessment or learning is carried out.

Any assessment of work following a reasonable adjustment has been made must be carried out in the same way of work from other learners.

Reasonable adjustments must never give a learner and advantage to other learners and must never affect the quality or reliability of the learning.

It is important to note that not all requests for reasonable adjustments may be granted if they are not deemed reasonable, permissible or practical in certain situations. The learner may not need, nor be allowed, the same adjustments for all learning.

Requests for reasonable adjustments are approved by Train'd Up prior to any bookings / registrations are taken. They are intended to allow access to training / assessment but can only be approved if the adjustment does not;

- Affect the quality and reliability of the learning
- Provide an unfair advantage to other learners
- Influence or compromise the final outcome of the assessment of learning.

Any requests for reasonable adjustments must be made to Train'd Up within 7 days of booking / registration or at least 28 working days before an assessment / classroom event using the appropriate paperwork. If you are unsure if a learner requires a reasonable adjustment, please speak with a member of the academic team who will provide the relevant guidance.

2. SPECIAL CONSIDERATIONS

A special consideration is consideration given to a learner who was prepared and present at an assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances outside of their control.

It is important to note that special consideration may not be possible where assessment requires the demonstration of practical competence or the training provides a licence to practice.

Where an assessment of learning is carried out and marked by a computer, the learner will have the ability to take it at a later date however this must be completed prior to any practical assessments or other learning is carried out.

A special consideration cannot give a learner an unfair advantage to other learners and must not mislead the learners' achievement. The learner's results must reflect their true achievement and not potential ability. Train'd Up's decision on requests for special considerations will vary from learner to learner and one subject to another. The factors may include the severity of the consideration, date of assessment and the nature of the assessment such as practical or oral presentation.

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The learner may be eligible for special considerations if;

- The performance in an assessment is affected by circumstances out of their control, such as recent personal illness, accident or bereavement
- Alternative arrangements which were agreed in advance proved to be inappropriate or inadequate
- Part of an assessment / event was missed due to circumstances beyond the control of the learner.

The learner will not be eligible for special consideration if;

- The leaner has not been affected at the time of an assessment by a particular condition;
- Part of an assessment / event is missed due to personal arrangements including holidays or unauthorised absence;
- The event / assessment is affected by difficulties such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes.

Examples of circumstances where special consideration may be given are;

- Terminal illness of the learner

- Recent bereavement of a member of the immediate family
- Serious of disruptive domestic crises leading to acute anxiety about the family
- Incapacitating illness or injury of the learner
- Severe car accident
- Outbreak of infection where learners are in isolation
- Lost or damaged work beyond the control of the learner.

Special consideration will not be granted for minor illness or a minor disturbance. Requests for special considerations are approved by Train'd Up Applications for special considerations must be made on case by case basis and thus separate applications must be made for each learner.

Any requests for special considerations will only be approved if they do not;

- Affect the quality and reliability of the learning;
- Provide an unfair advantage to other learners;
- Influence or compromise the final outcome of the assessment of learning.

Any requests for special considerations must be made to Train'd Up within 7 days of the event or assessment using the appropriate paperwork. If you are unsure if a learner requires a special consideration, please speak with to the Head of Quality & Compliance who will provide the relevant guidance.

It is important to note that special consideration will not be granted if where learner achievement has been acknowledged and certified.

DIRECTOR POLICY APPROVAL

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.

Signed on behalf of Company Directors:

Laura Thompson

Name: Laura Thompson
Position: Finance Director
Date: 13/10/2025

END.

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