



# Reasonable Adjustments and Special Considerations Policy (12)

---

## Policy Overview

Competum Ltd is committed to ensuring that all learners are assessed **fairly, consistently, and without disadvantage**. We recognise that some learners may face barriers due to disability, long-term conditions, temporary circumstances, or external factors.

This policy explains:

- What reasonable adjustments and special considerations are
- How learners and assessors request them
- How Competum Ltd processes and records applications
- How we meet our responsibilities under the **Equality Act 2010** and awarding-body regulations
- How we meet Ofsted's expectations for *inclusive practice, early needs identification, and reducing barriers*

Competum Ltd ensures that no learner is unfairly advantaged or disadvantaged, and all outcomes remain valid, authentic, and reliable.

## Definition

A *reasonable adjustment* is an action taken to remove or reduce the effect of a disability, learning difficulty, or long-term condition that places a learner at a substantial disadvantage in an assessment.

Adjustments **must not** compromise assessment validity, occupational competence, or awarding-body requirements.

Reasonable adjustments may include:

- Changing usual assessment arrangements
- Adapting assessment materials
- Providing assistive technology
- Providing additional time
- Using a reader, scribe, interpreter, or support worker
- Re-organising the assessment environment
- Changing the assessment method where allowed



Reasonable adjustments:

- **Must be approved before the assessment takes place**
- **Must reflect the learner's normal way of working**
- **Must be proportionate to the disadvantage**

The learner's work will be assessed to the same standards as all other learners.

## Centre Responsibilities

Competum Ltd and its assessors will:

- Provide accurate course information and expectations
- Identify learner needs during **induction and initial assessment**
- Discuss support options with the learner
- Communicate clearly if a learner may be unable to meet all assessment requirements
- Maintain awareness of learner potential and progression routes
- Ensure all staff understand reasonable adjustment procedures
- Ensure all adjustments comply with awarding-body guidelines

Competum Ltd is responsible for submitting all required applications to awarding organisations before assessment takes place.

## Requesting Reasonable Adjustments

Learners should disclose needs during:

- Initial assessment
- Induction
- As soon as the need becomes known

Applications:

- Must be supported by evidence (e.g., diagnostic report, medical letter, EHCP, proof of long-term condition)
- Must be submitted early enough to allow approval before the assessment
- Must be recorded in the learner file and quality records



Examples of approved evidence may include:

- Medical practitioner letters
- Educational psychologist reports
- Dyslexia/dyspraxia assessments
- Evidence of long-term health or mental health conditions

## Special Considerations

### Definition

A *special consideration* applies to **temporary** disadvantage that occurs immediately before or during an assessment, such as:

- Illness or injury
- Bereavement
- Serious disruption during assessment
- Unexpected life circumstances
- Incorrectly applied reasonable adjustments
- Missed assessment for reasons beyond the learner's control

Special considerations:

- Cannot remove the disadvantage entirely
- Must not give the learner an unfair advantage
- Are handled on a **case-by-case** basis

### Eligibility

A learner may be eligible if:

- Their performance was adversely affected
- They missed part of an assessment for reasons beyond their control
- The previously agreed reasonable adjustment was inadequate or inappropriate

All cases require supporting evidence.



## Applying for Special Consideration

1. Learner or assessor notifies Competum Ltd as soon as possible
2. Evidence is provided (e.g., medical note, incident report)
3. A **Special Consideration Application Form** is completed
4. The form is signed by the Quality Assurance Lead
5. Submission must be made within **7 working days** of the assessment
6. The Quality Assurance Team reviews the application and makes a decision within 3 days (typical, not guaranteed)

All applications are logged in the **Special Considerations Register**.

## Appeals

Learners may appeal any decision related to:

- Reasonable adjustment requests
- Special consideration outcomes

All appeals follow Competum Ltd's **Appeals Policy (0002)**.

## Record Retention

Competum Ltd will securely retain:

- Applications
- Evidence
- Decisions
- Appeals
- Communications

Records are held for **three years** and stored electronically in accordance with:

- GDPR and Data Protection legislation
- Cyber Essentials security standards

After three years, records are securely deleted.



# Contact for Applications

## Quality Assurance Team — Competum Ltd

Unit 10–11, Grimsby Business Centre  
King Edward Street  
Grimsby  
DN31 2HY

Email: [cris@competum.co.uk](mailto:cris@competum.co.uk)

# Policy Compliance and Review

This policy will be reviewed annually to ensure alignment with:

- Awarding-body requirements
- The Equality Act 2010
- Ofsted's FE & Skills inspection expectations on inclusion, accessibility, and fairness
- Internal quality assurance procedures

Any changes will be approved by the Managing Director and shared with all staff.

## Approval and review

Approved by	Keith McGroarty
Policy owner	Competum Ltd
Policy author	Cris Drant
Date	01.05.19
Reviewed date	30.04.20, 30.04.21, 28.04.22, 25.04.23, 30.04.24, 23.04.25
Updates/adjustments made	