



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

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, 30.04.26
Updates/adjustments made	