



# REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS POLICY

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## Section 1 – Overview of the policy

### 1.1 Scope of the policy

This policy is aimed at our customers, including candidates, who are using the products and services shown below and who submit requests for reasonable adjustments and special considerations:

### 1.2 Purpose of the policy

The purpose is to set out the steps you follow when implementing reasonable adjustments and special considerations and the service we provide for some of these arrangements.

### 1.3 Location of the policy

You can obtain copies of the policy from ZPT Administrator

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Grinstead Road  
London  
SE8 5AD

Telephone +44(0)7466666224 or +44(0)7828185545

[info@zptraining.com](mailto:info@zptraining.com)

### 1.4 Communication of the policy

It's important that both your personnel involved in the management, assessment and quality assurance of our programmes and candidates studying our programmes are fully aware of the contents of the policy. We will ensure that colleagues and candidates are aware of the policy.

### 1.5 Review of the policy

We'll review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation. We reserve the right to amend the policy as and when necessary. Our review of the policy will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Section 2 – Defining reasonable adjustments and special considerations

### 2.1 Overview

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We seek to uphold human rights relating to race relations, disability discrimination and special educational needs of our candidates and to provide equal reasonable adjustments and special considerations for all candidates registered on our programmes.

Assessment would be a fair test of candidates' knowledge and what they are able to do, however, for some candidates the usual format of assessment may not be suitable. We will ensure that within the limits of provisions made by qualification awarding bodies, our assessments do not bar candidates from taking our programmes.

We recognise that reasonable adjustments or special considerations may be required at the time of assessment where:

- candidates have a permanent disability or specific learning needs
- candidates have a temporary disability, medical condition or learning needs
- candidates are indisposed at the time of the assessment.

The provision for reasonable adjustments and special consideration arrangements is made to ensure that candidates 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 assessment easier for candidates, nor advantages to give candidates a head start.

There are 2 ways in which access to fair assessment can be maintained:

- Through reasonable adjustments and
- Through special considerations.

## **2.2 Reasonable adjustments**

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing access facilitators during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic candidate.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the assessment activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.

Awarding organisations and centres 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

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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 Special considerations

Special considerations can be applied after an assessment if there was a reason the candidate 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.

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

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

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. In some circumstances it may be more appropriate to offer the candidate an opportunity to retake the assessment at a later date or to extend the registration period so that the candidate has more time to complete the assessment activity.

### 2.4 Making reasonable adjustments

Adjustments to assessments:

- should not invalidate the assessment requirements of the qualification
- should not give the candidates an unfair advantage
- should reflect the candidate's normal way of working
- should be based on the individual need of the candidate.

These principles should be followed when making decisions about a candidate's need for adjustments to assessment

All awarding organisations and centres have a responsibility to ensure that the process of assessment is robust and fair and allows the candidate to show what they know and can do without compromising the assessment criteria.

When considering whether an adjustment to assessment is appropriate, awarding organisations and centres need to bear in mind the following:

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- Candidates should potentially be able to achieve the assessment requirements. Adjustments to assessment should not compensate the candidate for lack of knowledge and skills. The candidate must be able to cope with the content of the assessment and be able to work at the level required for the assessment
- Any adjustment to assessment must not invalidate the assessment requirements of the qualification/award or the requirements of the assessment strategy. Competence standards should not be altered. While vocational awarding organisations should take all reasonable steps to ensure that candidates with a disability or difficulty are not placed at a substantial disadvantage in terms of access to assessment, there is no duty to make any adjustment to a provision, criterion or practice which is defined as a competence standard. All candidates' performance will be assessed against set standards. These standards cannot be altered, but it may be possible to change the delivery or process of assessment so that each candidate has an equal opportunity to demonstrate what they know and can do.
- Any adjustment to assessment process should reflect the candidate's normal way of working providing this does not affect what is being assessed in any way. The candidate should have experience of and practice in the use of the adjustment.

## Section 3 – Our roles and responsibilities

### 3.1 Internal assessment

Arrangements for reasonable adjustments for the internal assessment must ensure that the resulting candidate's evidence:

- meets the performance criteria
- is assessable
- is capable of internal verification/moderation and external verification/moderation.

In cases where we've made arrangements for reasonable adjustments for a candidate to complete the internal assessment component, ZPT will make the details available to our External Moderators, External Verifiers or Quality Advisors during their centre visits.

### 3.2 External assessment

For candidates completing external assessments, ZPT will record the details of these arrangements on the Invigilator's Register and return it to the qualification issuing body.

### 3.3 Allowed / Possible arrangements

The following arrangements may be implemented for both the internal and external assessment components with prior written consent of awarding body

#### 3.3.1 Services for candidates who have a learning difficulty e.g. dyslexia

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- Use of a reader
- Use of a scribe
- Use of audio-cassettes
- Use of a speech synthesiser
- Use of word-processing or transcription packages/typewriters (except where hand writing is an assessment objective)
- Use of coloured overlays

### **3.3.2 Services for candidates who have a hearing impairment**

- Use of a communicator/interpreter
- Use of mechanical/electronic aids
- Use of any other suitable aids (recommended by a teacher of the hearing impaired)

### **3.3.3 Services for candidates who have a visual impairment**

- Use of a reader
- Use of a scribe
- Use of mechanical/electronic aids (e.g. audiotape, speech synthesiser)
- Use of coloured overlays

### **3.3.4 Services for candidates who have a permanent physical impairment**

- Use of a reader
- Use of a scribe and/or interpreter
- Use of mechanical/electronic aids
- Use of an assistant in practical tasks

### **3.3.5 Services for candidates who have a medical condition or temporary injury**

- Use of a reader and/or scribe and/or interpreter
- Use of mechanical/electronic aids
- Use of an assistant in practical tasks

### **3.3.6 Service for candidates who require extra time and/or rest breaks**

Except where performance within a specific timescale is an assessment objective, ZPT may subject to approval, grant additional time up to a maximum of 25% of external assessment time, and/or rest breaks, to candidates with particular requirements and with appropriate evidence of need.

### **3.3.7 Service for candidates who require separate supervision or invigilation**

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Arrangements for the separate supervision of any candidate may be made at ZPT's discretion. Any invigilation arrangements for such candidates should not advantage or disadvantage these candidates over other candidates.

Please note anyone who assists in implementing reasonable adjustments during an assessment, such as a reader or scribe can be employed by the centre but should not be involved in the course delivery.

### **3.4 Reasonable adjustment arrangements applications to awarding body**

If ZPT needs to put any arrangements in place which are above and beyond what is described above written approval of the awarding body must be obtained.

Each request should indicate the:

- nature of the candidate's disability/learning need
- special assessment arrangements requested
- Supporting evidence or a copy of the evidence.
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## **Section 4 – General information**

### **4.1 Confidentiality**

We treat all records of reasonable adjustments and special consideration arrangements in confidence.

### **4.2 Other arrangements not covered by this policy**

Circumstances for both internal and external assessment not covered in this policy should be discussed with our Administrator before assessment takes place.

### **4.3 Appeals**

If you wish to appeal against our decision to decline requests for reasonable adjustments or special consideration arrangements, please obtain details of our relationship officer with the relevant qualification awarding body.

### **4.4 ZPT contact for this policy**

If you've any queries about the contents of the policy, please contact the ZPT Quality Assurance and Compliance Manager, Lai Pedro.

**Review Date: 19/03/2024**

**Review by: Management**

**Next Review Date: 18/03/2025**

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