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Reasonable Adjustments and Special Considerations Policy

Scope of the policy

This policy is provided for iAccess customers, including learners and staff members who are using or delivering the qualifications iAccess offer.

Location of the policy

This policy is available for all staff members, third parties and learners to access.

Communication of the policy

It is important that staff involved in the management, delivery, assessment, and quality assurance of qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

Review of the policy

iAccess will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by awarding organisations or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

This policy provided for iAccess staff and learners to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner.

Statement of Principles

iAccess is committed to complying with all current and relevant legislation in relation to the development and delivery of qualifications. We are committed to ensuring that all learners have fair and equal access to assessment where possible and practicable.

A reasonable adjustment may be required where a learner has a permanent disability or specific learning needs.

A special consideration may be required where a learner has a temporary disability, medical condition or learning needs or is indisposed at the time of the assessment.

Definition of Reasonable Adjustments



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A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage during an assessment.

Reasonable adjustments may involve:

- changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing assistance during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic learner
- providing and allowing different coloured transparencies.

Reasonable adjustments are approved or set in place by awarding organisation before the assessment activity takes place; they constitute an arrangement to give the learner access to the assessment.

Requesting Reasonable Adjustments

Learners must make relevant iAccess staff members aware of any reasonable adjustments they require. iAccess staff members are responsible for applying to awarding organisation for reasonable adjustment request (when appropriate). All requests must be made following the awarding organisation procedures, 7 days in advance of an assessment being undertaken.

Definition of Special Considerations

Special consideration can be applied after an assessment, if there was a reason the learner may have been disadvantaged during the assessment. Any requests to awarding organisation for Special Considerations, must be made by a relevant iAccess staff member within 5 days of the assessment taking place.

For example, special consideration could apply to a learner who had temporarily experienced: -

- an illness or injury
- some other event outside of their control

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

All documents relating to reasonable adjustments and special considerations must be saved and stored securely at iAccess. We will give access to any information or documents regarding Reasonable Adjustments and Special Considerations, when requested by the awarding organisation.