

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

## TTT POLICY DOCUMENT

# Reasonable Adjustments and Special Considerations

*Ensuring fair access to assessment without compromising the validity of TTT qualifications.*

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### Document Control

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<b>Policy Owner</b>	Phenil Mehta, Centre Manager
<b>Approved By</b>	Phenil Mehta, Centre Manager
<b>Classification</b>	Public
<b>Applies To</b>	All learners, Course Assessors, IQAs, Centre Manager and associates

# Reasonable Adjustments and Special Considerations Policy

## 1. Purpose

This policy sets out how TTT operates reasonable adjustments and special considerations at the point of assessment. It ensures every learner has fair access to assessment without compromising the validity, reliability or integrity of the qualification. The policy complements the Accessibility and Reasonable Adjustments Policy, which addresses accessibility and adjustments during learning and tutorial activity and aligns with the Equality Act 2010 and the Reasonable Adjustments and Special Considerations frameworks of each Awarding Organisation with which TTT is registered.

## 2. Scope

This policy applies to:

- All learners enrolled on TTT qualifications, including those with disabilities, specific learning difficulties, long-term health conditions, mental health conditions, temporary illness or injury and other personal circumstances
- All assessment activity, including written assessments, observations, professional discussions, examinations, video-assessed practice and portfolio submissions
- All Course Assessors, IQAs, invigilators and the Centre Manager

## 3. Definitions

The following terms carry the meanings given throughout this policy.

<b>Reasonable Adjustment</b>	A pre-assessment action that reduces or removes a substantial disadvantage experienced by a learner, enabling fair access to assessment without giving the learner an unfair advantage or compromising the validity of the assessment outcome.
<b>Special Consideration</b>	A post-assessment action taken where a learner was fully prepared and present for an assessment but was disadvantaged by temporary illness, injury or other circumstances at or near the time of the assessment.
<b>Substantial Disadvantage</b>	An effect on a learner's ability to access the assessment that is more than minor or trivial.
<b>Access Arrangement</b>	A specific form of reasonable adjustment, such as extra time, a reader or a scribe.
<b>Licence to Practise</b>	A qualification or unit where specific competencies must be demonstrated in full because the learner will, on certification, be authorised to perform a regulated activity. Special consideration cannot apply to these.
<b>Awarding Organisation Approval</b>	Where required, the authorisation from the Awarding Organisation for an adjustment or consideration before it is applied.

## 4. Policy Statement

TTT is committed to the following principles and commitments.

1. TTT complies with the Equality Act 2010 anticipatory duty to make reasonable adjustments for disabled learners.
2. Every learner has fair access to assessment, regardless of disability, specific learning difficulty, long-term health condition or temporary circumstances.
3. Reasonable adjustments and special considerations must not compromise the validity or reliability of assessment, give a learner an unfair advantage or influence the outcome beyond what is strictly necessary to address the disadvantage.
4. TTT applies reasonable adjustments and special considerations in a transparent, consistent and unbiased manner.
5. Where Awarding Organisation approval is required, TTT obtains it before the adjustment is applied.
6. All requests and decisions are documented and retained in the learner's file and made available for EQA scrutiny on request.
7. A Statement of Special Educational Needs, diagnostic report or medical letter does not automatically entitle a learner to a specific adjustment. Each request is considered on its merits against the nature of the assessment.
8. Misuse of this policy by learners or staff is investigated under the Malpractice and Maladministration Policy.

## 5. Reasonable Adjustments

### 5.1 When adjustments may apply

A reasonable adjustment is agreed before the assessment takes place. It may be required where a learner has a permanent or long-term disability, a specific learning difficulty, a sensory impairment, a mental health condition or any other circumstance that places them at a substantial disadvantage in the standard assessment format.

### 5.2 Categories and examples

Category	Examples
Changes to assessment conditions	Extra time (typically 25 per cent); rest breaks; assessment split across multiple sessions; alternative time of day.
Use of mechanical and electronic aids	Text-to-speech software; screen-reader-compatible documents; coloured overlays; low-vision aids; assistive technology.
Modification of assessment materials	Large print; braille; coloured paper; language-modified materials (subject to Awarding Organisation rules); audio format.
Alternative ways of presenting responses	Oral instead of written response; typed instead of handwritten; use of electronic devices.

Category	Examples
Use of access facilitators	Reader; scribe; practical assistant; transcriber; prompter; British Sign Language interpreter, subject to Awarding Organisation rules.
Alternative assessment location	Quiet room; alternative venue; assessment at home or in a familiar setting, subject to authenticity safeguards.

Not all adjustments listed are reasonable, permitted or practical in every situation. The decision depends on the nature of the Assessment Criterion, the Awarding Organisation's rules and whether the adjustment would compromise validity.

### 5.3 Requesting an adjustment

1. The learner raises the request with the Course Coordinator or Course Assessor, attaching any medical or diagnostic evidence that supports the request.
2. The request is reviewed by the Centre Manager, who decides whether the adjustment is reasonable and within TTT's authority to grant or whether Awarding Organisation approval is required.
3. Where Awarding Organisation approval is required, TTT submits the request at least 7 calendar days before the assessment, following that organisation's published procedure and timescales.
4. The decision, reasoning and any approved adjustment are recorded in the learner's file and communicated to the learner in writing.
5. The Course Assessor, IQA and, where relevant, invigilator are briefed on the approved adjustment before the assessment takes place.

### 5.4 TTT's authority to apply adjustments

For internally assessed qualifications, TTT may apply adjustments that do not change the standard being assessed, without Awarding Organisation pre-approval. This includes routine adjustments such as extra time, rest breaks, coloured overlays and the use of assistive technology. More substantial adjustments, including changes to evidence type, use of a reader or scribe or any adjustment that affects how competence is demonstrated, require Awarding Organisation approval.

### 5.5 Limits on adjustments

- The adjustment must not affect the validity or reliability of the assessment
- The adjustment must not give the learner an unfair advantage over others taking the same or similar assessment
- The adjustment must not influence the outcome of the assessment decision beyond removing the identified disadvantage
- The adjustment must be practical and proportionate

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## 6. Special Considerations

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### 6.1 When special considerations may apply

A special consideration is applied after the assessment. It may be appropriate where a learner was prepared for and present at the assessment but was disadvantaged by:

- Temporary illness, injury or indisposition at or near the time of the assessment
- Recent bereavement or serious domestic crisis
- A serious disturbance during the assessment, such as a fire alarm
- Failure of an agreed reasonable adjustment at the time of the assessment
- A part of the assessment missed due to circumstances beyond the learner's control

### 6.2 When special considerations do not apply

- Where the learner was not prepared for the assessment
- Where the assessment was missed due to personal arrangements, holidays or unauthorised absence
- Where preparation was affected by difficulties during the course, such as staff changes
- Where the unit or qualification confers a licence to practise
- Where the assessment requires the demonstration of a practical competence that cannot be adjusted post-event
- Where achievement has already been claimed and certificated

### 6.3 Requesting a special consideration

1. The learner informs the Course Assessor or Course Coordinator as soon as possible after the assessment, providing supporting evidence such as a medical certificate, doctor's letter, invigilator's statement or other relevant documentation.
2. TTT submits the application to the Awarding Organisation within 7 calendar days of the assessment taking place. Special considerations cannot be applied by TTT alone: the Awarding Organisation must decide.
3. The application includes the Awarding Organisation's application form, the learner's written account and all supporting evidence.
4. The Awarding Organisation typically issues a decision within 10 working days. Where the case is complex, the Awarding Organisation will indicate the revised timescale.
5. The outcome is communicated to the learner in writing by TTT and any adjustment to the outcome is recorded on the learner file and in the IQA sampling record.

### 6.4 Group applications

Where a group of learners has been affected by the same circumstance, such as a fire alarm during an assessment session, a single group application may be made. A list of affected learners is attached to the application.

## 6.5 Nature of the adjustment

Any adjustment from a special consideration is small, proportionate to the disadvantage and does not change the learner's demonstrated competence. It cannot give the learner an unfair advantage or mislead the user of the certificate about the learner's achievement.

## 7. Lost or Damaged Work

Where a learner's work is lost or damaged through no fault of the learner, the Awarding Organisation may consider accepting a grade for which there is no longer evidence. TTT must be able to demonstrate through records that the work existed, was assessed or was in the process of being assessed and was lost in circumstances outside the learner's control.

## 8. Recruitment and Pre-Enrolment Information

TTT provides clear pre-enrolment information about assessment methods, physical or cognitive demands and any aspects where adjustments may be limited. Where the recruitment process identifies that a learner may not be able to demonstrate attainment in all parts of the assessment, this is communicated clearly and the learner is supported to make an informed decision about enrolment, including any restrictions on progression that may follow.

## 9. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability; approves reasonable adjustments within TTT's authority; authorises applications to Awarding Organisations; reviews policy annually.
Course Coordinator	First point of contact for requests; collates evidence; drafts applications; liaises with the Awarding Organisation.
Course Assessor	Applies approved adjustments; flags learner need identified during assessment; records the adjustment on the assessment record.
IQA	Samples adjustments as part of the IQA Sampling Strategy; confirms that approved adjustments were correctly applied; flags patterns to the Centre Manager.
Invigilator (where applicable)	Applies any agreed exam-time adjustments; records how the adjustment was operationalised on the Invigilation Report.
Learners	Disclose relevant need as early as possible; provide supporting evidence; use the adjustment appropriately; do not misrepresent circumstances.

## 10. Records and Retention

TTT retains the following for a minimum of three years after certification or longer where the Awarding Organisation requires it:

- Learner request emails and supporting evidence
- Internal and Awarding Organisation decisions, including reasoning
- Records of how the adjustment was applied at the point of assessment
- Special consideration applications and outcomes

Records are held securely in line with the Data Protection Policy and the Data Retention and Disposal Policy.

## 11. Misuse of this Policy

Misuse by a learner, such as fabricated evidence or false claims, is investigated under the Malpractice and Maladministration Policy. Misuse by staff, such as granting an adjustment that compromises assessment validity or failing to seek required Awarding Organisation approval, is investigated under the same policy and may lead to sanctions up to and including certificate recall and withdrawal of centre approval by the Awarding Organisation.

## 12. Right to Appeal

A learner or TTT may appeal against a decision made under this policy. Internal appeals are handled under the Appeals Policy. Where TTT disagrees with a decision by the Awarding Organisation, TTT appeals through that organisation's published route. The Awarding Organisation typically acknowledges an appeal within 7 calendar days and adjudicates within a further 14 calendar days.

## 13. Training

Role	Training	Frequency
Centre Manager and Course Coordinator	Reasonable adjustments and special considerations; Awarding Organisation processes; evidence standards	Induction and annual refresh
Course Assessors and IQAs	Applying adjustments at assessment; recording decisions; recognising patterns of need	Annual
Invigilators	Operationalising exam-time adjustments	Annual and before each new cohort

## 14. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by legislative change, Awarding Organisation updates, significant cases or feedback from the IQA or EQA. Data on adjustments and special considerations, including volumes, categories and outcomes, is analysed annually to identify systemic barriers and training needs. All outcomes are recorded in the Version History at Section 16.

## 15. Related Documents

This policy should be read alongside:

- Accessibility and Reasonable Adjustments Policy
- Equality, Diversity and Inclusion Policy
- Assessment Policy
- Internal Quality Assurance (IQA) Policy
- Exam Invigilation Policy
- Malpractice and Maladministration Policy
- Appeals Policy
- Complaints Policy
- Data Protection and GDPR Policy
- Data Retention and Disposal Policy

## 16. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	Supersedes prior Reasonable Adjustments and Special Considerations Policy dated 07/04/2026. Retains the strong content from the prior version (definitions, categories, misuse, appeals) with internal inconsistency on timelines resolved (7 calendar days for SC applications), clearer TTT authority to apply adjustments without AO pre-approval, explicit link to the Accessibility and Reasonable Adjustments Policy and cleaner structure.

## 17. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta  
Name

*P Mehta*  
Signature

22/04/2026  
Date