REASONABLE ADJUSTMENT POLICY
SPECIAL CONSIDERATIONS POLICY

This policy is designed to give guidance and support to both the learners and the instructors and assessors at Up To Speed Training & Assessment Ltd.

Up To Speed Training & Assessment Ltd encourages all learners we train or assess, to highlight any reasonable adjustments, also known as access arrangements, prior to any event. This is done through the centres booking process. All learners or clients follow the same booking process.

Up To Speed Training & Assessment Ltd will consider any request for a reasonable adjustment/special consideration on a case-by-case basis.

Up To Speed Training & Assessment Ltd are unable to provide any reasonable adjustments for all courses delivered 'online'.

As a training provider we will assess each potential learner and make a justifiable and professional judgement about the learner's potential to successfully complete the training and/or assessment criteria. This then helps us to decide on what support we can offer the learner.

Reasonable adjustments/Special Considerations will not, however, affect the reliability or validity of training and/or assessment outcomes nor will they give the learner an unfair advantage over other learners undertaking the same or similar training and/or assessments.

Up To Speed Training & Assessment Ltd will not pass any costs of reasonable adjustments/special considerations on to the learner.

Where Up To Speed Training & Assessment Ltd is unsure if the reasonable adjustment proposed is in line with this guidance, or the guidance supplied to us by the awarding organisations, the relevant awarding organisations will be contacted for advice.

When managing reasonable adjustment/ special consideration requests Up To Speed Training & Assessment Ltd ensure they follow the policy of the relevant awarding organisation, as below:

- Lantra Awards – Reasonable Adjustment Policy (Access Arrangements)
- Lanta Awards – Special Considerations Policy https://www.lantra.co.uk/about-us
- SQA – Guide to Reasonable Adjustments in Regulated Qualifications https://www.sqa.org.uk/sqa/74922.html
- City & Guilds – Access Arrangements & Special Considerations available from the centre on request
- JCQ – Access Arrangements and Reasonable Adjustments https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/

Special Considerations are applicable to regulated qualifications only.

Process

Once the centre receives a booking, the joining instructions are sent to the independent learner, or the client booking on the learner's behalf, included within these joining instructions is the Up To Speed Reasonable Adjustment Declaration.

It is requested that this form is to be completed and returned to Up To Speed Training & Assessment Ltd by email to bookings@utstraining.co.uk **in advance** of training and/or assessment events to ensure that where required the centre and instructor or assessor can make the necessary reasonable adjustments ensuring that all learners have equal opportunity when undertaking their qualification.

We also request that if on arrival to the training or assessment event, any of the information supplied previously has changed, the learner must ensure that they make their instructor or assessor aware.

The information the learners supply is treated in confidence, in accordance with 005 UTS GDPR General Data Protection Regulations 2018 and Data Protection Act 2018 policy

If the form is not returned, it will be deemed that no reasonable adjustments are required.

Different awarding organisations implement different processes. Generally, once a reasonable adjustment declaration is received or a special consideration is brought to the attention of the assessor or IQA, the details are recorded following our internal process and the request for the reasonable adjustment or special consideration, if required is submitted to the awarding organisation. The awarding organisation then log the request following their own internal process and supply us with a reference number for reasonable adjustments which is then recorded in our internal process and on any administration completed by/for the learner during the training and/or assessment where reasonable adjustments or special considerations have been provided.

Instructors or assessors will be advised of all reasonable adjustments or special considerations required through private notes on our internal CRM.

To ensure Up To Speed Training & Assessment Ltd remain compliant, consistent, and fair we have documented what our instructors and assessors can do in relation to helping for the reasonable adjustments or special considerations requested.

The Instructor/Assessor's Role.

1. A learner who informs us that they have Dyslexia should be offered the option to use a coloured overlay to improve their reading accuracy. In addition to this an extra 25% extra time can be added to the recommended test duration.

2. Learners with ADHD who struggle with concentrating can be offered supervised rest breaks within exam time. This option will have to be arranged with the administration team and agreed with the learner prior to starting the training course. In addition to this an extra 25% extra time can be added to the recommended test duration.

3. If learners are unsure about the meaning of a question, they are only to ask the instructor/assessor. Re wording of the question can then be provided to assist with the understanding of what is being asked.

4. If a learner has difficulty with reading, we can supply a reader for the examination times. This will be done either in a separate area, or at separate times to other learners within the

group, normally once other learners have completed the examination process, this is essential to ensure we provide reasonable adjustments when required, but we also have a duty to ensure that the other learners on the courses, are not disadvantaged by distractions. If a learner has difficulty with reading, then an extra 25% extra time can be added to the recommended test duration.

5. If a visual impairment is identified, then larger reference material can be produced by the administration team. Also, a scribe can be provided. If this situation occurs the learners should be positioned at the front of any training space to assist with viewing any presentations. If a scribe or reader is required the above conditions detailed in point 4 **MUST** be applied with regards to a separate area, or completion of examinations at separate times to other learners within the group.

6. If hearing impairment is identified the learners should be positioned at the front of any training space to assist with hearing the instructor or assessor whilst they are presenting the material.

7. If a reasonable adjustment is only identified on the day of the training or assessment event the trainer **MUST** inform Up To Speed Training & Assessment Ltd and make notes on the attendance register of what assistance was provided. Up To Speed Training & Assessment Ltd will then ensure this is recorded in accordance with the internal process in place.

8. If a special consideration is identified before, during or immediately after (immediately being less than four working days) an assessment, this must be discussed within the centre and the appropriate action taken, including informing the awarding organisation, without delay

This policy is to act as a guide to the instructor and assessor with regards to what assistance can be offered and the processes involved. This policy does not cover every situation. For any situation that arises, that an instructor or assessor is unsure of, they **MUST** contact a member of the Up To Speed Training & Assessment Ltd management team for guidance.

If a learner is not satisfied with the provisions Up To Speed Training & Assessment Ltd have put in place then they are to follow either the company Appeals Policy (004 UTS Appeals Policy) or Complaints Policy (025 UTS Complaints Policy), details of which are available on the company web site, www.utstraining.co.uk

Review Date: 8th February 2026