

Loida British Ltd - Reasonable Adjustments, Special Consideration, and Extenuating Circumstances Policy

1. Purpose

The purpose of this policy is to ensure that all candidates and staff of Loida British Ltd. have equal access to assessment and training opportunities, considering individual needs. It outlines the procedures for requesting and granting reasonable adjustments, special consideration, and recognizing extenuating circumstances to ensure fairness without compromising the integrity of the assessment process.

2. Scope

This policy applies to:

- All candidates undertaking assessments, training, or certification with Loida British Ltd.
- All staff responsible for assessment delivery, administration, and management, including external assessors and trainers.

It covers:

- Reasonable adjustments for candidates with disabilities or learning difficulties.
- Special consideration for candidates affected by temporary conditions or unforeseen circumstances.
- Extenuating circumstances affecting a candidate's ability to complete or attend an assessment.

3. Definitions

3.1 Reasonable Adjustments

Reasonable adjustments are changes or accommodations made to the assessment environment, materials, or processes to ensure candidates with disabilities or learning difficulties are not disadvantaged. These adjustments must:

- Maintain the validity, reliability, and integrity of the assessment.
- Avoid giving the candidate an unfair advantage over others.

Examples of reasonable adjustments include:

- Extra time for candidates with learning disabilities.
- Use of assistive technologies or modified materials.
- Provision of a separate room or a scribe for candidates with physical disabilities.

3.2 Special Consideration

Special consideration is a post-assessment adjustment made to a candidate's mark or grade to account for short-term illness, injury, or other exceptional circumstances that were present at the time of the assessment but could not be addressed through reasonable adjustments.

Examples include:

- A candidate suffering from a severe headache or illness on the day of the exam.
- A family emergency or personal tragedy occurring just before or during the assessment.

3.3 Extenuating Circumstances

Extenuating circumstances are significant personal circumstances that may prevent a candidate from attending or completing an assessment or training program. These must be unforeseen, beyond the candidate's control, and have a direct impact on their ability to participate.

Examples include:

- Bereavement of a close family member.
- Sudden and severe illness or injury.
- Legal obligations, such as attending court hearings.

4. Reasonable Adjustments Process

4.1 Eligibility for Reasonable Adjustments

To be eligible for reasonable adjustments, candidates must:

- Provide evidence of a disability, learning difficulty, or medical condition that affects their ability to participate in assessments.
- Submit a request in advance, ideally at the time of registration for the assessment or training program, and no later than **15 working days** before the assessment date.

4.2 Requesting Reasonable Adjustments

Candidates must submit a **Reasonable Adjustments Request Form** to the **Assessment & Accessibility Team**, accompanied by supporting documentation, which may include:

- Medical reports or diagnosis from a healthcare professional.

- Educational assessments or reports from a qualified professional (e.g., an educational psychologist).

The request should clearly state the specific adjustments required and how these will enable the candidate to participate fully.

4.3 Decision and Implementation

- The **Assessment & Accessibility Team** will review the request within **10 working days** and consult with assessors, trainers, and external bodies if needed.
- Reasonable adjustments will be made without altering the learning outcomes or assessment criteria.
- The candidate will receive confirmation of approved adjustments and details of how they will be implemented.

If a request is declined, the candidate will be provided with reasons and may appeal the decision as per Loida British Ltd.'s appeal procedures.

5. Special Consideration Process

5.1 Eligibility for Special Consideration

Special consideration can be applied after an assessment if the candidate:

- Has experienced a temporary illness, injury, or unforeseen circumstance that negatively affected their performance.
- Was unable to apply for reasonable adjustments prior to the assessment date due to unforeseen circumstances.

5.2 Requesting Special Consideration

- Candidates must notify Loida British Ltd. of the need for special consideration within **5 working days** of the assessment.
- A **Special Consideration Request Form** must be submitted to the **Examinations and Compliance Department** alongside supporting evidence, such as:
 - Medical certificates or doctor's notes.
 - Funeral notices or other appropriate documentation.
 - Letters from relevant authorities or professionals.

5.3 Decision and Outcomes

- The Examinations and Compliance Department will review the request within **7 working days** and determine the appropriate level of special consideration.
- Possible outcomes include:
 - Adjustments to the candidate's score or grade.
 - Deferral of the assessment to a later date.

- Retaking the assessment at no additional cost.

Candidates will be notified of the decision in writing. In cases where special consideration is not granted, candidates may appeal the decision.

6. Extenuating Circumstances Process

6.1 Eligibility for Extenuating Circumstances

Candidates may apply for recognition of extenuating circumstances if:

- They are unable to attend an assessment or complete a course due to significant and unforeseen personal circumstances.
- The circumstance is beyond their control and occurred close to or during the assessment period.

6.2 Reporting Extenuating Circumstances

- Candidates should report extenuating circumstances as soon as possible, ideally within **24 hours** of the incident or knowledge of the situation.
- A **Request for Extenuating Circumstances Form** must be submitted to the **Assessment and Examinations Office**, including supporting documentation such as:
 - Medical certificates or hospital records.
 - Court summons or other legal documents.
 - Other relevant documentation as appropriate.

6.3 Decision and Possible Adjustments

- The Assessment and Examinations Office will review the submission within **10 working days**.
- Where extenuating circumstances are recognized, possible actions include:
 - Deferral of the assessment or deadline extension.
 - Waiver of penalties for late submission.
 - Withdrawal from the course without penalty, with an option to retake later.

Candidates will be informed of the outcome in writing. In cases where a request is denied, candidates may appeal as per the appeals process.

7. Confidentiality and Data Protection

All requests for reasonable adjustments, special consideration, and extenuating circumstances will be handled with strict confidentiality. Personal information will be stored and processed in compliance with the **UK Data Protection Act 2018** and **GDPR**. Only staff directly

involved in the decision-making and implementation process will have access to relevant information.

8. Responsibilities

8.1 Candidates

- Submit requests for reasonable adjustments, special consideration, or extenuating circumstances promptly, with all necessary supporting documentation.
- Communicate any issues affecting their ability to participate as early as possible to allow for timely resolution.

8.2 Assessors, Trainers, and Staff

- Ensure they are familiar with this policy and support the fair implementation of adjustments or considerations as needed.
- Monitor candidates for any signs of distress or difficulty and report potential concerns to the appropriate department.

8.3 Managers and Administrative Staff

- Ensure that requests for reasonable adjustments, special consideration, or extenuating circumstances are handled consistently and fairly.
- Provide clear communication to candidates regarding decisions and support their right to appeal decisions if needed.

9. Appeals Process

- Candidates may appeal any decision regarding reasonable adjustments, special consideration, or extenuating circumstances within **10 working days** of the decision being communicated.
- Appeals should be submitted in writing to the **Appeals Committee**, which will review the appeal and provide a response within **20 working days**.

10. Review

This policy will be reviewed annually, or as necessary, in response to legislative changes or updates in best practices.

Date of Last Review: [Insert Date]

Next Review Date: [Insert Date]

11. Contact Information

For further information or to submit a request, please contact:

Accessibility & Compliance Department

Loida British Ltd.

[Insert Address]

[Insert Email]

[Insert Phone Number]