

# Reasonable Adjustments and Special Considerations Policy

## Policy

This policy covers all Energy and Utility Skills' schemes and programmes and sets out our approach to requests for reasonable adjustments and/or special considerations in assessment.

This policy outlines the steps:

- our approved providers, trainers and assessors must follow when submitting requests for reasonable adjustments and/or special conditions
- we follow when reviewing the requests and advising on decisions

## Definition of a Reasonable Adjustment

A reasonable adjustment helps to reduce the effect of a disability or difficulty that places the individual at a substantial disadvantage in a learning or training environment or assessment situation. It is a requirement under the Equality Act 2010.

Reasonable adjustments must not affect the integrity of the assessment. Examples include:

- Changing "normal" assessment arrangements or adapting assessment materials
- Providing assistance during assessment or learning
- Re-organising the physical learning or training environment
- Changing or adapting the assessment method
- Using assistive technology
- Allowing extra time
- Assessment materials in BSL, on coloured paper or in audio format

Requests for reasonable adjustments must be approved by Energy and Utility Skills and set in place before the assessment activity takes place.

The work produced following a reasonable adjustment must be assessed in the same way as the work from other learners. The individual may not need, nor be allowed, the same adjustment for all assessments.

## Definition of a Special Consideration

A special consideration is different from a reasonable adjustment. It is an allowance given to an individual to accommodate a temporary disadvantage that occurred at the time of the assessment. Reasons could include:

- temporary illness or injury of the individual or a close family member
- adverse circumstances at the time of the assessment
- Serious domestic crisis
- Flare up of congenital illness (eg asthma, diabetes, epilepsy)

Individuals cannot enter a plea for a special consideration for assessment solely on the grounds of disability or learning difficulty.

A special consideration may result in a small post-assessment adjustment to the mark of the individual. The size of the adjustment depends on the circumstances during the assessment and reflect the difficulty facing the individual. It must not give the individual an unfair advantage and must reflect their achievement and not necessarily their potential ability.

## Guidance on language - SHEA and National Water Hygiene schemes

Our training programmes and assessments for these schemes are in English. Where individuals do not have English as their first language, a reasonable adjustment may be requested. The process is as follows:

- Prior to any assessment taking place, conduct an assessment of the individual's understanding of written and oral English
- This assessment must include the individual's ability to read health and safety signage and communicate risks to others – the individual must be able to adhere to UK legislative and regulatory practices
- Contact us for any advice and guidance if required
- Once satisfied that there is no health and safety risk, submit a request to Energy & Utility Skills for a reasonable adjustment
- Once approved, retain all evidence for your next audit

Note: Translators or Interpreters are not allowed in an assessment and are not therefore considered to be a reasonable adjustment. An individual may use a bilingual dictionary during an assessment.

## Requesting a Reasonable Adjustment or advice on a Special Consideration:

We are happy to provide advice and guidance prior to you requesting a reasonable adjustment. A request for a reasonable adjustment must be made at least 5 working days prior to the assessment. The request should be made by email or telephone – we will require your Batch number and the context for the request. We will confirm our approval or non-approval within 2 working days. If we are unable to approve a request for a reasonable adjustment, we will provide you with the full reason for our decision. If you do not agree with our decision, you may appeal. Our Appeals and Enquiry About Results Policy details this process.

If you would like advice or guidance on when and how to apply a special consideration, please email or telephone us.

If you have any questions relating to this policy, please contact us:

**Post:**  
Energy & Utility Skills  
Quality Team  
Friars Gate  
1011 Stratford Road  
Solihull B90 4BN

**Email:**  
quality@euskills.co.uk

**Phone:**  
0845 077 99 22

**All evidence relating to any requests for reasonable adjustments and/or special consideration must be retained and made available to Energy & Utility Skills when we conduct your next audit.**