

# Access to Assessment & Reasonable Adjustments Policy

## 1. Introduction

Assessment should be a fair test of a candidate's knowledge, skills and experience; however, for some candidates the usual format of assessment may not be suitable.

GTG recognises that for all candidates to access assessment fairly, reasonable adjustments may be appropriate. This could be because at the time of assessment;

- candidates have a permanent disability, or specific learning need
- candidates have a temporary disability, medical condition or learning need
- candidates are indisposed at the time of assessment

## 2. Scope

This policy applies to all qualifications offered by GTG and to every individual involved in GTG programmes including, but not limited to; Staff, practitioners, markers, invigilators, development coaches, assessors, quality assurers and candidates.

## 3. Purpose

This policy sets out the steps GTG will take to understand candidates' requirements for reasonable adjustments, and how it will consider meeting them.

## 4. Policy Roles and Responsibilities

4.1 Responsibility for the implementation and monitoring of this policy lies with the Head of Quality.

4.2 All staff & associates including but not limited to; staff, practitioners, development coaches, assessors, markers, invigilators, verifiers and candidates are accountable for ensuring full adherence to all items set out in this policy

## 5. Reasonable Adjustments

In meeting the definition of 'reasonable adjustments' under the Equality Act 2010, we will take appropriate means to reduce substantial disadvantages, faced by those due to disability. However we also understand that to promote inclusivity in education then a reasonable adjustment can be further defined as an action that is flexible in approach to supporting those with; a long or short term disability, a barrier to learning or societal disadvantages. Reasonable adjustment should be discussed and approved by all parties involved, and are in place prior to learning activities. Work produced by the candidate should be marked in the same way as the work of other assessed candidates. GTG has a responsibility to ensure that any requests made will be evaluated based on evidence provided, and that it will not confer an advantage on the candidate in any aspect of the subject concerned. Reasonable adjustments are categorised, under the Equality Act 2010, as; Provisions, criteria and practice, Physical features and Provision of auxiliary aid.

5.1 Some examples of reasonable adjustments might include;

- modifying assessment materials (providing materials in Braille or a larger font)
- allowing a candidate extra time to complete a time limited assessment activity
- providing access for facilitators such as a sign language interpreter, reader or scribe
- removing excessive visual stimuli from assessment materials
- use of a word processor or mobile electronic device

5.2 Considerations when assessing the reasonableness of an adjustment include;

- maintaining the integrity of assessment criteria
- individual circumstances
- cost implications
- practicality
- effectiveness
- health and safety to individual and others

GTG has a responsibility to ensure that any request for a reasonable adjustment is evaluated based on evidence provided, so where the implications of a disability, learning barrier or difficulty are not obvious, we may ask for supporting evidence of impairment, such as;

- Medical certificates
- Written evidence produced by an independent, authoritative specialist. This could take the form of medical, psychological or professional reports or assessments stating the name, title and professional credentials of the person carrying out the assessment and/or report. Such reports should set out the nature of the difficulty and extent to which the candidate may be impaired, including the effects of any related medication that the candidate has been prescribed. In cases where it might be expected that there could be changes in the way the candidate is impaired, there will have to be recent and relevant evidence of assessment and/or consultations carried out by an independent expert.

5.3 During initial assessment, prior to joining a course, GTG will;

- aim to identify any difficulties the candidate may have in accessing learning and assessment
- assist in the selection of qualifications for candidates, depending on circumstances
- explain to the candidate any qualification and assessment requirements
- be clear if it seems unlikely that the candidate would meet all qualification requirements and explain the restriction on achievement as a result (for example, if a candidate is unable to demonstrate specific skills they may be unable to gain achievement of the qualification). Suggest unit certification where this is possible.

5.4 In supporting candidates, GTG will;

- communicate GTG Access to Assessment & Reasonable Adjustments policy to staff, associates and candidates
- ensure staff and associates deal with reasonable adjustments sensitively
- create an atmosphere in which candidates are comfortable discussing requirements
- observe the right of candidates who do not wish to disclose additional needs
- not presume solutions for individual candidates but discuss and agree support
- anticipate general future needs for all and make adequate provision
- take into account the diversity of candidates/cohorts and differentiate accordingly
- provide 'candidate support' training for staff involved in recruiting/supporting candidates
- apply to Awarding Bodies to support and apply reasonable adjustments under examination
- select and apply appropriate adjustments without lowering qualification standards
- keep records of reasonable adjustment requests, and outcomes, for audit purposes
- design assessment activities that are accessible to candidates
- ensure buildings are accessible, as is practicable
- ensure health and safety is not compromised – conduct risk assessments and communicate/implement all control measures

## 6.0 Special considerations

Special consideration can be applied after an examination when a candidate is disadvantaged during the exam. Each request for special consideration will be unique to the candidate and/or assessment, will depend on the circumstances at the time of the assessment and will reflect the difficulty faced by the candidate.

Special consideration is a post examination adjustment to a candidate's mark. In some cases, it may be necessary to address special considerations for an entire cohort, when an incident has occurred which has affected all candidates (for example, a serious disturbance during the examination). In these circumstances, letters from candidates must be verified by invigilator incident reports.

## 7.0 Candidates and delegates with a disability

The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

It is unlawful for institutions such as GTG to discriminate in the provision of goods, services and facilities for those faced with a disability, including;

- all aspects of teaching and assessment
- assessments and examinations
- e-learning and distance learning including virtual learning environments
- GTG website
- learning resources including libraries and computer facilities
- aspects of the physical environment where teaching/learning takes place, including buildings and equipment
- welfare, counselling and other support services
- catering, residential and leisure facilities
- careers services

Under the Act we are expected to take reasonable steps to;

- find out about people's disabilities
- consider what adjustments may be required
- make adjustments where reasonable, including by alternative means

### **8.0 Disclosure of additional requirements**

In order to provide support and guidance from the outset, candidates are encouraged to disclose any additional requirements so that, where possible, arrangements can be put in place. Candidates should complete and submit a request for reasonable adjustments (*available on this policy*). Candidates' requirements may be reviewed individually to ascertain the extent of condition and requirements. During the course QA staff may liaise with practitioners and candidates to measure the effectiveness of any such adjustments.

### **9. Recruitment and selection of candidates and delegates**

Potential candidates of GTG will be selected for courses or programmes strictly in line with the selection criteria and the requirements of the course. Selection criteria will apply to all qualifying candidates irrespective of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation. GTG will make reasonable adjustments and will routinely review recruitment and selection practices, in order to monitor equal opportunities and to ensure that candidates are enrolled on the qualification/training course which is most suitable to their learning and development requirements.

### **10. Monitoring enquiries and requests**

For information purposes, it is important for us to log all requests and monitor the resulting action. However to comply with the UK Data Protection Act 2018 and the GDPR 2016/679, all personal details will be removed so that no individual can be identified.

### **11. Venues**

When sourcing venues GTG consider every aspect of the building including: how people enter and exit, how they find their way around, clear signage, how people communicate with staff, information we provide, queuing systems, work space, and accessible ablution facilities.

- all venues comply with the Equality Act 2010
- we do not use venues without lifts, unless venues are on ground level
- where a lift breaks down, exit is via an evacuation chair or alternative means

In making reasonable adjustments GTG must think in advance about a range of impairments that candidates may face and what they might reasonably require. If there is a particular situation we have not anticipated and a candidate wishes to use our services, then we must make a reasonable adjustment as quickly as possible.

### **12. Complaints**

If a candidate believes that they have been discriminated against on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation, they should speak to their GTG representative. If, following discussions, the candidate is not satisfied then they should follow the GTG complaints procedure found on our website under 'Key Policies'.

### **13. Policy review**

This policy will be reviewed annually via the Quality Improvement Group (QIG) and updated as necessary.

### **14. Breach of the Policy**

GTG will take seriously any instances of non-adherence to the policy by any of its employees or candidates. Any breach of policy will be investigated and if necessary action will be taken.

### **15. Access to the Policy**

The policy will be published on the GTG website and on the QMS; *GTG back-up, GTG Quality, 4, Policies*, and on our website under 'Key Policies'.



**16. Examples of reasonable adjustments (this list is not exhaustive – candidates may suggest their own tried and tested methods)**

GTG candidates may enrol with a diverse range of needs, these may be social, physical, intellectual, cultural or emotional. Whilst candidates are not obliged to divulge such needs, in doing so, GTG, in agreement with candidates, is able to put in place the most appropriate support. Candidates with learning difficulties are advised to seek assessment by an educational psychologist who is able to suggest the most suitable learning and assessment strategies. GTG will always consider the provision of reasonable adjustments.

Candidate need	Reasonable adjustment	Reasonable adjustment may help candidates;
Asperger's Syndrome	<ul style="list-style-type: none"> <li>word processor</li> <li>optimum seating position</li> <li>copies of notes / overheads</li> <li>electronic devices</li> </ul>	<ul style="list-style-type: none"> <li>with persistent and significant difficulties with poor, illegible handwriting</li> <li>reduce sensory difficulties</li> <li>take notes and process verbal guidance</li> <li>take notes</li> </ul> <p>Further information on Autism and Asperger's Syndrome can be found here;  <a href="http://www.autism.org.uk/about/what-is/asperger.aspx">http://www.autism.org.uk/about/what-is/asperger.aspx</a></p>
Attention Deficit Disorder	<ul style="list-style-type: none"> <li>rest breaks</li> <li>prompter</li> </ul>	<ul style="list-style-type: none"> <li>With persistent difficulties with a poor working memory to concentrate by being shown where on a page they had been working.</li> </ul> <p>More help and support for candidates with Attention Deficit Disorder can be found here;  <a href="http://www.aadduk.org">www.aadduk.org</a></p>
Back pain / Arthritis	<ul style="list-style-type: none"> <li>specialist equipment on request</li> </ul>	<ul style="list-style-type: none"> <li>optimise comfort at workshops</li> </ul>
Cultural need	<ul style="list-style-type: none"> <li>observing cultural practice</li> </ul>	<ul style="list-style-type: none"> <li>observe religious, cultural and dietary needs</li> </ul>



Candidate need	Reasonable adjustment	Reasonable adjustment may help candidates;
Dyslexia	<ul style="list-style-type: none"> <li>• straightforward assignments</li> <li>• avoid excessive visual stimuli (slides &amp; materials)</li> <li>• coloured overlay</li> <li>• allow assistive technology</li> <li>• course notes prior to course</li> <li>• additional time for exams</li> <li>• extra time to complete assignments</li> <li>• provide written information in advance following BDA style guide</li> </ul>	<ul style="list-style-type: none"> <li>• avoid confusion</li> <li>• sharpen focus</li> <li>• improve reading accuracy</li> <li>• especially if it is the candidate's normal way of producing written work print notes coloured paper of their choice &amp; digest some information in advance needing longer processing time</li> <li>• who need more time to research and compose assignments</li> </ul> <p>More information on dyslexia can be found on The British Dyslexia Association's website; <a href="http://www.bdadyslexia.org.uk/">http://www.bdadyslexia.org.uk/</a></p>
Hearing impairment	<ul style="list-style-type: none"> <li>• hearing dog*</li> <li>• British Sign Language (BSL)</li> <li>• hearing loops</li> </ul>	<ul style="list-style-type: none"> <li>• perform tasks such as travelling to, from and around training venues by having tutorials interpreted and translated including emotion and intonation receive audio signals to a hearing aid via a magnetic field (reducing background noise)</li> </ul> <p>More information on hearing loss or impairment can be found at; <a href="http://www.actiononhearingloss.org.uk">www.actiononhearingloss.org.uk</a></p>
Mental Health need	<ul style="list-style-type: none"> <li>• tailored support</li> <li>• provide materials in advance</li> </ul>	<ul style="list-style-type: none"> <li>• Avoid anxiety - personal tutors can break breaking down steps. GTG T is able to signpost candidates to external support agencies.</li> <li>• There are numerous helpful websites providing advice and guidance on mental health, many are listed on the NHS website; <a href="http://www.nhs.uk/Conditions/stress-anxietydepression/Pages/mental-health-helplines.aspx">http://www.nhs.uk/Conditions/stress-anxietydepression/Pages/mental-health-helplines.aspx</a></li> </ul>



Candidate need	Reasonable adjustment	Reasonable adjustment may help candidates;
Mobility issues	<ul style="list-style-type: none"> <li>rest breaks</li> <li>word processor / scribe</li> <li>mobility assistance</li> <li>lifts / ramps</li> </ul>	<ul style="list-style-type: none"> <li>optimise comfort by changing position and moving around</li> <li>who cannot write/type comfortably</li> <li>who are able to bring a carer to workshops</li> <li>all GTG venues are checked in advance for accessibility</li> </ul>
Pregnant & nursing mothers	<ul style="list-style-type: none"> <li>additional comfort breaks</li> <li>varied activities</li> <li>room temperature</li> <li>sealable sick bags</li> <li>expressing breast milk</li> <li>storage facility for breast milk</li> </ul>	<ul style="list-style-type: none"> <li>who need to visit the lavatory more frequently</li> <li>avoid discomfort caused by prolonged sitting / standing - pregnant candidates are advised to consult NHS guidance on backache and pregnancy</li> <li>who are more sensitive to heat than others</li> <li>who feel nauseous, such candidates may also prefer to sit near an exit / window</li> <li>who are nursing, access a healthy and safe environment to express breast milk</li> <li>keep breast milk fresh and safely stored (4 degrees or lower)</li> </ul> <p>Candidates are also advised to check their immune status for any common diseases</p>
Vision impairment	<ul style="list-style-type: none"> <li>large font materials / exam papers</li> <li>Braille exam papers</li> <li>guide dog*</li> <li>reader /practical assistant</li> <li>extra time (for timed examinations)</li> <li>extra breaks</li> <li>desk lamp / window seat</li> </ul>	<ul style="list-style-type: none"> <li>access workshop / exam materials</li> <li>access teaching and assessment materials in a suitable format with mobility</li> <li>locate information where complex layout and diagrams are used</li> <li>make up for time lost due to visual impairment</li> <li>alleviate tiredness caused by condition</li> <li>improve visibility of materials in a better lit area</li> </ul> <p>The Royal National Institute of Blind People (RNIB) offers practical &amp; emotional support and manufactures specialist software to aid teaching and learning. See:</p> <p><a href="http://www.rnib.org.uk">http://www.rnib.org.uk</a></p>

\* Religious grounds cannot be used to exclude guide dog/assistance dog owners and GTG will consult all attendees regarding possible allergies.

## GTG - Reasonable Adjustment Request

GTG recognises the diverse needs of candidates. We have a duty to ensure the integrity of our training courses and assessment practice at all times. At the same time, we have a duty under the Equality Act 2010 to protect the rights of individual candidates. This includes providing any adjustments where reasonable, permissible or practicable.

A reasonable adjustment is any appropriate means to reduce substantial disadvantages, faced by those due to disability. Please see GTG Access to Assessment Policy for full details. GTG policies can be found on the QMS; *GTG back-up*, *GTG Quality, 4, Policies* and on the GTG website under 'Key Policies'.

Candidate or delegate name:	
1. What reasonable adjustment are you requesting?	
2. Please explain how this adjustment will help you?	
3. What evidence do you have (if any) to support your application? Please attach.	
4. Have you previously provided supporting evidence to GTG and if so when?	
<p><b>Reasonable adjustments must not affect the validity or reliability of assessment outcomes, nor give candidates/delegates an unfair advantage. The below are examples and are not exhaustive;</b></p>	
<ul style="list-style-type: none"> <li>• adaptation of the physical environment for access purposes</li> <li>• assessment material in an enlarged format or Braille</li> <li>• assessment material on coloured paper or in audio format</li> <li>• changing or adapting the assessment method</li> <li>• changing usual assessment arrangements</li> <li>• language modified assessment material</li> <li>• practical assistant</li> <li>• low vision aids;</li> <li>• use of a different assessment location;</li> <li>• use of ICT/responses using electronic devices</li> </ul>	<ul style="list-style-type: none"> <li>• British Sign Language (BSL)</li> <li>• assignment extensions</li> <li>• use of assistive software</li> <li>• using assistive technology</li> <li>• extra time</li> <li>• practical assistant</li> <li>• prompter</li> <li>• reader</li> <li>• scribe</li> <li>• coloured overlays</li> <li>• adapting assessment materials</li> <li>• adaptation to equipment</li> </ul>

*Please note\*: reasonable adjustments must be approved by GTG and set in place prior to teaching or assessment activities.*



## Declaration

- I declare that the information given on this form is correct and complete to the best of my knowledge and belief
- I understand that if I am claiming an adjustment and my circumstances change, I am required to inform GTG immediately I have submitted supporting evidence for a request due to either a temporary disability or an impairment with a substantial, long term adverse effect
- I understand that provision of false information or failure to inform GTG of changes to my circumstances could result in further investigation under GTG Candidate and Delegate Conduct Policy

Candidate or delegate name:	
Candidate or delegate signature:	
Date:	

Please return to GTG at: [Help@GTG.co.uk](mailto:Help@GTG.co.uk)

### For GTG use only

For GTG use only					
Name of staff member processing application:		Supporting evidence required	Yes		No
		Supporting evidence received	Yes		No
Signed:		Application approved	Yes		No
		Candidate / delegate informed	Yes		No
		Course RQA informed	Yes		No
Date:		Personal RSTA informed	Yes		No
		Course RSTA informed	Yes		No
		Venue informed	Yes		No



