



## **Reasonable adjustments and special consideration procedure**

CYQ aims to facilitate open access for learners who are eligible for reasonable adjustment and/or special consideration in assessments, whilst ensuring that the assessment of skills, knowledge, understanding and competence is not compromised.

### **Definition of reasonable adjustments**

A reasonable adjustment relates to an adjustment that helps to reduce the effect of a disability or difficulty, which may place the learner at a disadvantage during the assessment process.

It is important that reasonable adjustments do not affect the reliability or validity of assessment and they should not give the learner an advantage over other learners undertaking the same assessment.

Where reasonable adjustments have been applied (see table for a list of examples of common adjustments), the work produced by the learner will be marked to the same standard as the work assessed of other learners.

There is a duty to make reasonable adjustments which can apply to all of the protected characteristics within the Equality Act 2010, those being:

- age
- disability
- gender reassignment
- race
- religion or belief
- sex
- sexual orientation
- pregnancy or maternity

### **Responsibilities of centres in relation to reasonable adjustments**

- identify as early as possible, preferable before registering a learner, any difficulties they may have in accessing assessment. Staff should be trained in awareness of access-related issues. Early contact with CYQ is advised to determine whether a reasonable adjustment is possible, where relevant
- select an appropriate qualification/unit for the learner, explaining the assessment requirements and planned programme of study. It should be made clear at the outset if the learner is not going to be able to meet all of the criteria. They may still wish to proceed with the programme, but enter for only part of the assessment. In this case

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the centre should explain to the learner any restriction on progression to other qualifications as a result of not achieving all the criteria

- the centre should involve the learner in any decisions relating to a reasonable adjustment, and ensure it has the resources to fulfil this adjustment
- it is the centre's responsibility to source and arrange any assistance for the learner, such as a reader, scribe, additional invigilator, British or Irish Sign Language interpreter
- follow CYQ's procedures for requesting and implementing reasonable adjustments, keeping all records of agreed adjustments for auditing purposes
- ensure it has a robust internal appeals procedure so a learner can appeal any decision not to apply a reasonable adjustment, or if they feel it was not appropriate to their needs. This procedure should be made available to the learner

### **Vocational qualifications and reasonable adjustments**

CYQ units/qualifications are vocational and – unless taken under exam conditions (e.g. externally set theory papers) – are by nature, more flexible in the type of assessment that can be completed to demonstrate competence. Learners may present their evidence in alternative formats as long as

- it is discussed and agreed in advance with CYQ according to published procedures
- the method has equal rigour to that used by other learners (with accompanying evidence that is sufficient, reliable and valid)
- must not give the learner any unfair advantage over others

In addition to this, CYQ will support centres making these reasonable adjustments by ensuring that:

- the reasonable adjustments made provide learners with the opportunity to demonstrate attainment
- the reasonable adjustments compensate for any disadvantage imposed by the disability but do not otherwise advantage learners
- any person using the certificate to identify an individual's competence is not misled regarding the learner's attainments
- the assessment is both rigorous and fair
- the assessment activity is valid and may be measured against the national standard
- the assessment result is reliable
- the assessment is practically able to operate within available resources, facilities and time

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Centres may only reject applications in circumstances where:

- the content and delivery of the chosen course of study would prevent the applicant from fulfilling a major part of the requirements of the course and it proves impossible to overcome this difficulty
- admission of the learner may constitute a serious safety hazard that cannot be reasonably overcome

In these instances the centre is advised to facilitate an alternative choice of course or training opportunity and give relevant feedback to the applicant. The centre cannot refuse to accept or register learners on the grounds that better facilities or support could be provided elsewhere.

*N.B. Centres and Internal Quality Assurers are advised to seek clarification from CYQ in any case where they consider that they do not have the necessary expertise to judge whether a reasonable adjustment is needed and/or how it should be applied.*

## **Procedures for reasonable adjustments**

The following table lists the most commonly requested reasonable adjustments to standard assessment arrangements. This table provides a guideline to centres and can be used when considering decisions applying to different reasonable adjustments. It is not intended to be an exhaustive list and centres are advised to contact CYQ for further advice on alternative assessment methods for particular situations.

In the column labelled decision making for reasonable adjustment indicates “centre”, this means that the centre is able to make that decision without a formal request to CYQ prior to assessment. However a report **must** accompany all claims for certification or theory paper marking/e-assessment.

The [Reasonable Assessment Adjustments Form](#) may be downloaded from the CYQ website. Please complete and return this form and we aim to confirm a decision regarding reasonable assessment adjustment within 10 working days of acknowledging the request.

*Centre sanction - Centres will be required to implement the adjustment to assessment in accordance with the guidance given. If a centre exceeds the level of assistance and type of assistance as set out in these sections, it may be viewed as malpractice and lead to sanctions for both the learner and centre.*

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## Records of reasonable adjustment

All reasonable adjustments must be recorded on the learner's registration. Other records pertaining to the implementation of and/or rejection of reasonable adjustments records should be available for the External Quality Assurer.

## Feedback

Arrangements for learners with particular requirements are reviewed on an ongoing basis and CYQ welcomes feedback from centres and learners. You may provide feedback by completing a feedback form located on the CYQ website or send an email to [info@cyq.org.uk](mailto:info@cyq.org.uk).

Reasonable Adjustments for Assessments Taken Under Exam Conditions	Decision Making for Reasonable Adjustment
Extra time up to 25%	Centre
Extra time in excess of 25%	CYQ
Supervised rest breaks	Centre
Change in the organisation of assessment room	Centre
Separate accommodation within the Centre	Centre
Taking the assessment at an alternative venue	CYQ
Use of coloured overlays, low vision aids, tinted spectacles, CCTV, OCR scanners and amplification equipment	Centre
Use of assistive software	CYQ
Use of bilingual translation dictionaries	Centre
Assessment material in enlarged format	CYQ and Centre
Language modified assessment material	CYQ
Assessment material in BSL/ISL/other language	CYQ
Assessment material on coloured paper	Centre
Assessment material in audio format	CYQ
Use of ICT	CYQ
Responses on audio cassette	Centre
Responses in BSL/ISL/other language	CYQ
Reader	Centre
Scribe	Centre
BSL/ISL/English interpreter	Centre
Prompter	Centre
Practical assistant	CYQ
Transcriber	Centre
Allowance for modification to equipment/resources where necessary	CYQ

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## Special consideration

Special consideration is consideration given to a learner who has temporarily experienced

- an illness or injury, or
- some other event outside of the learner's control, which has had, or is reasonable likely to have had a material effect on that learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment (this may include, but is not limited to, an accident, bereavement or serious disturbance during the assessment)

**Please note:** Special consideration cannot be applied to those units that lead to a 'license to practice' qualification such as the Certificate in Fitness Instructing and the Certificate in Personal Training or to any other units where the assessment requires the demonstration of practical competence.

In exceptional circumstances where a learner may not be able to complete all assessment requirements, the centre (on behalf of the learner) may submit a request to CYQ to make an aegrotat award. This is an award based on the performance of the learner in other related examinations and is also based on an estimate of a learner's likely performance. The following considerations apply:

- each case will be treated on an individual basis and will not be taken as a precedent for other situations
- the evidence required for the consideration of an aegrotat award includes the following:
  - a statement from the centre supporting the application
  - medical documentation identifying the period of illness, injury or indisposition
  - Internal quality assurance and assessment records showing learner progression
  - external quality assurance records showing learner progress, if available
- CYQ reserves the right to interview the learner
- the final decision to award an aegrotat will be made by the Lead Quality Assurer in conjunction with the Senior Qualifications Manager

Special consideration will not be applied in the following circumstances:

- part of the assessment was missed due to personal arrangements, including unauthorised absence and holidays
- no evidence was supplied by the centre indicating that a learner was affected by illness, injury, bereavement or other indisposition at the time of the assessment
- difficulties experienced during the course – for example, building work, lack of facilities and staff shortages

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The following examples reflect where special consideration may be applied, however this list is not exhaustive:

- incapacitating illness of the learner
- serious injury affecting the learner
- terminal illness of the learner
- recent bereavement of a close family member or friend
- terminal illness of a parent
- serious domestic crisis
- serious car accident
- flare up of congenital illness (for example epilepsy, asthma, diabetes)
- physical assault trauma

**Please note:** *There are no circumstances whereby a centre can apply its own special consideration. Authorisation should be requested from CYQ using the relevant application form together with evidence to support the application – for example, a doctor's letter, a medical certificate, a statement from the invigilator or any other relevant information.*

The Special Consideration application form is located on the CYQ website. Please complete and return this form and we aim to confirm a decision regarding special consideration within 21 working days of acknowledging the request.

Please contact CYQ for further information and guidance, including contact details of supporting external agencies.