

# **RECAO Policy Document Reasonable Adjustments and Special Considerations**

# Document Reference Table

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<b>Associated Conditions:</b>	
<b>Policy is for the use of:</b>	Current RECAO centres, Centre Staff, Learners and AO Staff. It does not apply to organisations seeking centre approval
<b>Associated Policies:</b>	Centre Handbook, Centre Agreement

Date	Owner	Section	Amendment
31/10/2024	SC		New Document

# Introduction

RECAO is a Regulated Awarding and End Point Assessment Organisation offering qualifications and end point assessments linked to the recruitment sector.

At the RECAO we recognise that on occasion an individual may have particular requirements to allow them to be able to access our assessments and examinations, or who may have been affected by unforeseen circumstances on the day that they feel had a negative impact on them during their assessment or examination.

This document sets out our policy for applying for Reasonable Adjustments and Special Considerations, the types of adjustments we can apply and the application process for requesting Special Considerations.

If you have any questions or feedback about this document, or the fees we charge, please email [centres@rec.uk.com](mailto:centres@rec.uk.com) in the first instance.

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# Section 1 – What are Reasonable Adjustments and Special Considerations?

## 1. Reasonable Adjustments

The Equality Act 2010 requires awarding organisations to make reasonable adjustments where a learner with a disability would be at a substantial disadvantage in undertaking an assessment in comparison to learners who do not have a disability.

A reasonable adjustment for a particular person may be unique to that individual and may not be included in the reasonable adjustments table in section 2 of this document

How reasonable the adjustment is will depend on a number of factors including the needs of the disabled candidate/learner. An adjustment may not be considered reasonable if it involves unreasonable costs, timeframes or affects the security or integrity of the assessment.

There is no duty on Awarding Organisations to make any adjustment to the assessment objectives being tested in an assessment.

This policy sets out the process for requesting reasonable adjustments and special considerations and provides guidance for implementing these.

The recommendations in this guide are not exhaustive and the RECAO will determine on a case-by-case basis whether reasonable adjustments are necessary and what reasonable adjustments will be effective.

This policy covers the three following ways in which learners can be granted access to fair assessment:

- reasonable adjustment permitted at the discretion of the centre;
- reasonable adjustment agreed by RECAO;
- special consideration usually applied post assessment.

Circumstances not covered by this policy, or where further clarification is necessary, should be discussed with RECAO before any assessment takes place.

A Reasonable Adjustment is defined by Ofqual as: “an adjustment made to an assessment for a qualification so as to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification”. (Taken from the Ofqual Handbook and General Conditions of Recognition.)

Although Ofqual’s definition includes specific reference to a disabled learner, the individual requesting a reasonable adjustment does not necessarily have to be disabled (as defined by the Equality Act 2010) to be entitled to reasonable adjustments to assessment under this Policy.

Equally not every Learner who is disabled will necessarily be entitled to or need an adjustment to the assessment. The Learner may have developed coping mechanisms which minimise or remove the need for reasonable adjustments.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the Learner at a substantial disadvantage in the assessment situation. They are made to an assessment for a qualification to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the Learner access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of a Learner's work.

Reasonable Adjustment should not give the Learner an unfair advantage, neither should its use cause users of the certificate to be misled regarding a Learner's achievements. The Learner's result must reflect their achievement in the assessment and not necessarily their potential ability.

Individuals who are unhappy about their result, or believe that their result is incorrect, can apply to the us to either have their examination script (paper) clerically checked, re-marked or to have a full report on their performance, please refer to the result enquiries and appeals policy, available on our website <https://www.rec.uk.com/about-the-rec/awarding-organisation/information-centres>.

## 2. Special Consideration

Special consideration is defined by Ofqual as: "A special consideration is consideration to be 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 reasonably likely to have materially affected the Learner's ability to:

- (a) take an assessment, or
- (b) demonstrate his or her level of attainment in an assessment.

(Taken from the Ofqual Handbook and General Conditions of Recognition.)

Special Considerations can only be applied for after the assessment has been completed and each request will be unique to that Learner or assessment.

Special Consideration should not give the Learner an unfair advantage, neither should its use cause users of the certificate to be misled regarding a Learner's achievements. The Learner's result must reflect their achievement in the assessment and not necessarily their potential ability.

## Section 2 - Reasonable Adjustments

The following table sets out the types of reasonable adjustments that can be applied, how they are applied and whether formal notification to us is required.

This list is not exhaustive and covers in-person and online examinations.

### 3. Reasonable Adjustments Table

Adjustment	Description (where Required)	Associated Rules	Associated Qualifications or Examinations	Potential Sanction	Application
Adaptation/enlarging of Learning Materials	This can include changing background or font colours, creating high-definition materials etc.	None	All Qualifications	None	Can be applied without seeking permission
Scribe/Amanuensis	An independent person, who does not know the learner nor has any knowledge of the examination/subject matter, engaged to write a learner's responses during the examination.	The Scribe/ Amanuensis must precisely write the response given by the learner, without any interference, additional prompting, leading, paraphrasing or rewriting/wording. They cannot assist the learner with their answer.  Online and computer system dictation tools* can be used, but a reader/scribe and separate invigilator must be present to ensure that the learners answers are recorded correctly on screen.	All examinations	Where unauthorised assistance is identified, each related question will not be marked. Persistent assistance may result in disqualification from that examination.	Learner/Centre Application to AO
Reader	An independent person, who does not know the learner nor has any knowledge of the examination/subject matter, engaged to read the questions, without nuance, to the learner during the examination.	The reader must precisely read the question to the learner, without any additional assistance, clarification, prompting, leading, paraphrasing or wording. They cannot assist the learner with their answer. Built in screen reader software may be used as an alternative.	All examinations	Where unauthorised assistance is identified, each related question will not be marked. Persistent assistance may result in disqualification from that examination.	Learner/Centre Application to AO
Additional Time	Where a learner has been identified as requiring additional time to complete their examination, up to 15% of additional time can be added to the exam length.  The additional time may be related to the individual's particular needs, or in recognition of the additional time required when using a scribe or reader.	The AO will review the request and determine whether additional time is required.  Once confirmed, the increase will be added to the online exam timing.  For in-person examinations, the exam will be paused at the end time to allow other candidates to leave and will then be continued	All examinations	None	Learner/Centre Application to AO

Adjustment	Description (where Required)	Associated Rules	Associated Qualifications or Examinations	Potential Sanction	Application
		for the remaining duration			
Separate accommodation	Where a scribe or reader is required, and other learners are present, separate accommodation should be used.	A separate invigilator must be used for each room examinations are being taken in. The room must conform to RECAO examination room requirements and cannot have any materials on display that could assist the learner.	All examinations	None	Learner/Centre Application to AO
Braille	For learners with sight impairments, a braille version of the examination can be requested. The RECAO will require at least three months' notice in order to be able to source, print and quality assure the examination paper.  An alternative to braille is the use of a reader or screen reader and a scribe or online dictation tool*.	Whilst a braille question sheet can be provided to the learner, all answers must be in written form and in English.	All examinations	None	Learner/Centre Application to AO
Supervised rest breaks	Where a learner's medical needs require additional breaks during the examination.  The learner remains under exam conditions.	Any additional rest breaks are permitted; however, these must be supervised by the invigilator and not exceed the requested number of breaks.  For online examinations, rest breaks must be taken in full view of the camera and the microphone must be switched on throughout, the number of rest breaks cannot exceed the requested number.	All examinations	Where malpractice/cheating is identified during rest breaks, the learner may be disqualified from the examination.	Learner/Centre Application to AO
Supervised additional comfort breaks	Where a learner's medical needs require additional comfort/ bathroom breaks during the examination.  The learner remains under exam conditions.	The learner must inform the camera/invigilator where they are going.  For in-person examinations the Invigilator will accompany the learner, check the toilets prior to the learner entering and wait for them outside.  Online, the invigilator will monitor and make a note of when the learner leaves and returns.	All examinations	Where malpractice/cheating is identified during rest breaks, the learner may be disqualified from the examination.	Learner/Centre Application to AO

\*Where the assessment system supports the use of these tools.

## Section 3 – Requesting Reasonable Adjustments and Special Considerations

To apply for either a Reasonable Adjustment or Special Consideration, please fully complete the following form and submit it to the RECAO via [centres@rec.uk.com](mailto:centres@rec.uk.com).

Applications can be made by either the centre on the learners' behalf, or the learners themselves, however, where the learner is requesting either special consideration or a reasonable adjustment, a copy of the form must also be sent to the centre.

### 4. Special consideration and Reasonable Adjustment Applications

**4.1.** Applications for Reasonable adjustments must be submitted no later than the examination entry closing date for that exam session.

RECAO aims to respond to all requests within 10 working days.

All relevant medical certification/employer certification must be provided where appropriate.

Medical certification must be relevant and detailed and confirm that an assessment would be affected by the condition.

**4.2.** Applications for Special Considerations must be submitted no later than 7 days after the examination.

RECAO aims to respond to all requests within 10 working days.

Special Considerations are only granted when the candidate can demonstrate that there were exceptional circumstances that affected their ability to perform to the best of their ability during the examination.

All relevant medical certification must be provided where appropriate.

Medical certification must be relevant and detailed and confirm that an assessment would be affected by the condition.

### 5. Appeals

If you are unhappy with our decision regarding the application of Reasonable Adjustments or Special Consideration, you may submit an appeal.

For information about appeals, please refer to the Results Enquiries and Appeals Policy available on our website: <https://www.rec.uk.com/about-the-rec/awarding-organisation>.

Please be aware that the appeals process is subject to additional charging, refunded should the appeal be successful.



## 6. Next Steps

If, after fully exhausting the appeals process, any candidate or centre remains unhappy with the outcome and decision relating to the application of Reasonable Adjustments or Special Consideration, they may contact our Qualifications Regulator, Ofqual.

For more information about Ofqual please visit: <https://www.gov.uk/government/organisations/ofqual>

### Contact Details:

Ofqual

Earlsdon Park

53-55 Butts Road

Coventry

CV1 3BH

Email: [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

Telephone: 0300 303 3344

## Section 3 – Reasonable Adjustment and Special Consideration Application Form

<b>Type of Application</b>	<b>Reasonable Adjustment</b>		<b>Special Consideration</b>	
<b>Learner Name</b>		<b>Telephone Number</b>		
<b>Email Address</b>		<b>Candidate Number (if known)</b>		
<b>Centre Name</b>		<b>Centre Number (if known)</b>		
<b>Examination Date</b>		<b>Examination Name(s)</b>		
If successful, would you like this Reasonable Adjustment to be applied for all future examinations?		Yes	No	
<b>Reason for application</b>				
Have supporting medical documents been attached?	Yes	No	Has college/employer evidence been attached?	Yes    No
Has learner previously received a Reasonable Adjustment or Special Consideration from RECAO?		Yes    No		
Summary of Reasonable Adjustment requested or a brief outline of the exceptional circumstances beyond the control of the learner.				
<b>Declaration</b>				
I declare that the information provided above is true and complete to the best of my knowledge.				
<b>Signature:</b>			<b>Date:</b>	