

## **Reasonable Adjustment & Special Consideration Policy**

### **Scope**

This policy relates to our clients, including delegates, who are undertaking training with C.S. Todd & Associates Ltd (CSTA). It applies the principles of diversity, equality and inclusion, and the practical ways in which CSTA can ensure individual learning needs are free from unfair and unlawful discrimination.

### **Our Aims**

The aim of this policy is to ensure that no CSTA client is subjected to disadvantages due to their disability, in comparison to a non-disabled individual, where an available reasonable adjustment can be put in place. In practical terms, CSTA are catering for individual learning needs by considering reasonable adjustments and special considerations to the learning and assessment process.

### **Purpose**

The purpose of this policy is:

- to define and explain what reasonable adjustments and special considerations are; and
- to describe the procedure CSTA will follow in order to assess requests for reasonable adjustment and what reasonable adjustments may be.

### **Our Duty**

As a training provider, the Equality Act 2010 places a positive obligation on CSTA to make reasonable adjustments to ensure that learners who are disabled (as defined in the Act) are not placed at a substantial disadvantage in comparison to non-disabled learners. The duty arises in relation to any:

- service provision, criterion or practice;
- physical feature particular to the service;
- provision of auxiliary aids or support.

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Certificate Number 860  
ISO 9001

Assessment should always be a fair test of delegates' knowledge and what they are able to do. However, for some delegates, the usual format of assessment may not be suitable. Access to fair assessment can be maintained either through agreed reasonable adjustments prior to an assessment taking place, or special considerations being applied post-assessment.

### **Our Commitment**

CSTA is committed to taking positive and proactive steps throughout all elements of our training and service provision to ensure appropriate and effective adjustments are put in place.

To aid the introduction of appropriate and effective reasonable adjustments, we will follow a standard process of consideration, unless adjustments are necessary to remove any disadvantages faced by individuals as a result of this process. Full consideration will be given to each adjustment to determine whether it:

- reduces or removes the disadvantage faced by the disabled individual; and
- it is reasonable for CSTA to make.

As part of our ongoing commitment, CSTA will undertake periodic reviews of agreed adjustments to ensure these remain suitable and have the continued required effect. The outcome of any review may be that the adjustment in place continues, is altered, or alternative adjustments are introduced.

### **Definition of Reasonable Adjustments**

A reasonable adjustment can be “any action that helps to reduce the effect of a disability or difficulty which places the delegate at a substantial disadvantage in the assessment situation”. This means that removing disadvantages could include making changes to the training or assessment location, finding a different way of doing something, or providing equipment, services or support.

Reasonable adjustments will often be specific to an individual, and CSTA recognises that no assumptions should be made, and that there is no ‘one size fits all’ approach. Of note in the consideration and application of reasonable adjustments are the following guidelines:

- Reasonable adjustments must not affect the integrity of what is being assessed;
- The fact that a reasonable adjustment has been applied should not be a consideration factor during the assessment of a delegate's work;
- Reasonable adjustments should be approved or set in place before the assessment activity takes place;
- Not all adjustment requests may be reasonable under the circumstances - careful consideration is required in each case, and justification must be shown to evidence why a particular adjustment request may be refused as unreasonable, and what alternatives can be offered instead to achieve the support needed.

## Definition of Special Considerations

Special considerations can be applied after an assessment if there is a reason the delegate may have been disadvantaged during the assessment. Reasons for special consideration could include, for example, the following, though this is not an exhaustive list:

- temporary illness;
- injury;
- adverse circumstances at the time of the assessment.

## Client / Delegate Responsibilities

During the course booking process clients and delegates are requested to notify CSTA of any requirement for reasonable adjustment(s) to be made to the course in question.

Alternatively, should CSTA not be informed prior to the course, a course delegate may approach the Trainer at any point during the course (in private if preferred) to notify them of any relevant requirement for reasonable adjustments to be made.

## Training Provider Responsibilities

It is the responsibility of CSTA as the Training Provider to:

- understand and facilitate any reasonable adjustment that is required (as notified by client or course delegate) and document any reasonable adjustments learners may require to their end of-course assessment.

## Concerns

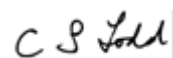
If any client or delegate has any concerns regarding the making, or consideration of, reasonable adjustments, they are encouraged to raise this to the Trainer or to CSTA as soon as possible. Once made aware, we will undertake an investigation and feedback to the party concerned.

If you don't believe CSTA or FireQual have met your request for reasonable adjustments, there may be a need to contact the awarding organisation (FireQual).

Alternatively, where this is not appropriate, clients and individual delegates may raise any concerns to CSTA Director of Training.

Date: 01.06.2024

Signature:



Name: Colin Todd

Position: Managing Director