

Reasonable Adjustments and Special Considerations Policy

*Written: January 2024. Last reviewed: January 2026
Next Review: January 2027*

Note: Venture Training & Education Ltd is referred to throughout this policy as “Venture Training & Education”, “we”, “us” or “the Centre”.

1. Purpose

This policy sets out how Venture Training & Education identifies, agrees and records reasonable adjustments and special consideration for learners, to ensure fair access to assessment without compromising the integrity of the qualification or the validity of the assessment outcome.

2. Policy Statement

Venture Training & Education is committed to ensuring that every learner has fair and equal access to assessment, regardless of any disability, learning difficulty, health condition or temporary circumstance that might otherwise disadvantage them. We will make reasonable adjustments and consider applications for special consideration in line with the requirements of the relevant awarding organisation(s) and our duties under the Equality Act 2010.

3. Scope

This policy applies to all learners enrolled on a qualification or course delivered by Venture Training & Education, and to all staff involved in the design, delivery, assessment or internal quality assurance of that provision.

4. Definitions

Reasonable Adjustment: An agreed change to the standard assessment arrangements, made in advance of assessment, to remove or reduce a disadvantage faced by a learner with a disability, learning difficulty or long-term health condition. A reasonable adjustment must not give the learner an unfair advantage, and must not change the demands of the assessment criteria – it changes how the learner accesses the assessment, not what is being assessed.

Examples of reasonable adjustments may include:

- Extra time to complete an assessment or task.
- Use of a reader, scribe, or assistive technology (e.g. text-to-speech or speech-to-text software).
- Materials provided in an alternative format (e.g. larger print, coloured paper, audio).
- Rest breaks during an assessment or observation.
- A separate or quieter location to complete an assessment.
- Adjusted methods of recording evidence (e.g. verbal evidence recorded and transcribed, rather than written).

Special Consideration: A post-assessment allowance made for a learner who has been affected by a temporary illness, injury, or other indisposition at the time of assessment, or who has faced a difficult or unforeseen personal circumstance. Special consideration does not change the assessment outcome itself but may be reflected in how that outcome is recorded or reported, depending on the relevant awarding organisation's rules.

Examples of circumstances that may be considered for special consideration include:

- Bereavement, or serious illness or injury affecting the learner or a close family member, at or near the time of assessment.
- A sudden onset of illness or injury on the day of assessment.
- A traumatic or highly disruptive personal event occurring at or shortly before assessment.
- Domestic difficulties of a serious and acute nature.

5. Responsibilities

5.1 The Quality Manager is responsible for approving all requests for reasonable adjustments and special consideration, for liaising with the relevant awarding organisation(s) where required, and for maintaining accurate records of all requests, decisions and outcomes.

5.2 Tutors and Assessors are responsible for identifying potential need at the earliest opportunity (including at induction and during initial assessment), for supporting learners to make a request, for implementing approved adjustments consistently, and for notifying the Quality Manager promptly of any circumstance that may warrant special consideration.

5.3 Learners are responsible for providing relevant information and, where required, supporting evidence in a timely manner, and for engaging openly with the process so that appropriate support can be put in place.

5.4 All staff are responsible for treating information shared under this policy sensitively and in line with Venture Training & Education's data protection obligations.

6. The Reasonable Adjustments Process

6.1 Learners should be given the opportunity to disclose a disability, learning difficulty or health condition, and to discuss any support needs, at induction or as early as possible in their programme.

6.2 A learner (or a member of staff on their behalf, with the learner's agreement) may request a reasonable adjustment at any point during the programme by speaking to their Tutor or Assessor, or by contacting the Quality Manager directly.

6.3 Where appropriate, the learner will be asked to provide supporting evidence of their need (for example, an Educational Psychologist's report, medical evidence, or evidence of a previously agreed adjustment). Where a learner is unable to provide formal evidence, Venture Training & Education will use professional judgement, considering the learner's usual way of working and any history of support already in place.

6.4 The Quality Manager will review the request and supporting evidence and confirm the outcome to the learner, normally within 10 working days of the request being made.

6.5 Any adjustment agreed must reflect the learner's normal way of working, must not give the learner an unfair advantage over other learners, and must not undermine the assessment criteria for the qualification.

6.6 Where a request falls outside what Venture Training & Education can approve directly, the Quality Manager will refer the request to the relevant awarding organisation in line with their guidance, and will inform the learner of the likely timescale for a decision.

6.7 Agreed adjustments will be recorded in the learner's file and shared with relevant staff so they can be applied consistently throughout the programme.

6.8 Where a request is declined, the learner will be given the reason in writing and informed of their right to appeal under Venture Training & Education's Learner Appeals Policy.

7. The Special Consideration Process

7.1 A request for special consideration should be made as soon as possible, and normally no later than 5 working days after the assessment affected, by the learner or by a Tutor/Assessor on the learner's behalf.

7.2 The request should set out the circumstances affecting the learner and, where possible, be supported by appropriate evidence (for example, a medical certificate, or other relevant documentation). Venture Training & Education recognises that in some circumstances supporting evidence may not be available immediately, and will use judgement accordingly.

7.3 The Quality Manager will review the request and determine whether it meets the criteria for special consideration set out in Section 4, and where required, will refer the case to the relevant awarding organisation in line with their process and timescales.

7.4 Any outcome will be communicated to the learner in writing, along with an explanation of how (if at all) the special consideration has been applied or recorded.

7.5 Special consideration will never be used to award a result that the learner has not earned, or to certificate a unit or qualification where the required assessment evidence has not been produced.

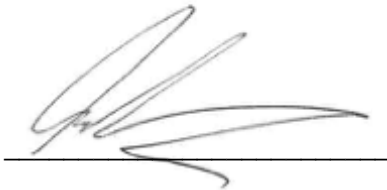
8. Confidentiality and Record Keeping

Information shared by a learner in connection with a reasonable adjustment or special consideration request may include sensitive personal data, including information about health or disability. This information will be:

- Held securely and only shared with staff who need to know it in order to support the learner or implement the adjustment.
- Used only for the purpose of considering and implementing the request, in line with Venture Training & Education's data protection obligations.
- Retained for the period required by the relevant awarding organisation, to provide an accurate audit trail of requests, decisions and outcomes.

9. Appeals

Where a learner is unhappy with a decision made under this policy, they may appeal in line with Venture Training & Education's Learner Appeals Policy. Where an appeal relates to a decision made or upheld by an awarding organisation, the learner may also have a further right of appeal directly to that awarding organisation, depending on their own appeals process.

Signed: 

Ian Harris
Company Director

17/01/2026