

Reasonable Adjustments, Access Arrangements and Special Consideration Policy

1. Introduction

For the purpose of this policy the definition of disability is stated in the Equality Act 2010 specifically that 'a person has a disability if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'

BOHS examinations are designed to ensure that candidates are given a fair and rigorous test of their knowledge and have an equal opportunity to demonstrate their abilities, in a secure environment.

The type of reasonable adjustment given is tailored to candidates' specific needs and requirements but at the same time maintains the standards of attainment required from all candidates.

The changes we make to examinations are called reasonable adjustments. We ask candidates to submit a request to make reasonable adjustments to us, which should include details of changes that will help to counteract their disabilities or difficulties when carrying out an assessment.

Please note that the word 'reasonable' means that BOHS will consider all requests for reasonable adjustments, but in some cases, it may not be possible to grant the request. For example, if the requested adjustments could be deemed to provide unfair advantage over other candidates (unreasonable) or if there is insufficient notice for BOHS to arrange necessary adjustments.

This document sets out further information about reasonable adjustments. It includes:

- A definition of a reasonable adjustment request
- Details about how candidates qualify to make a request for reasonable adjustments
- What provisions will be made for candidates through access arrangements
- Information about how training providers should manage reasonable adjustments
- What information will be stored by BOHS regarding reasonable adjustments

This document also includes information about our special considerations policy. It includes:

- A definition of a special consideration request
- Details about how candidates qualify to make a request for special consideration

BOHS treats all records of reasonable adjustments and special consideration requests and agreements in confidence.

NOTE:

Section 28S of the DDA (Disability Discrimination Act) Part 4, it states: There is no duty to make reasonable adjustments in the application of a genuine competence standard, but what may need to be adjusted is the process whereby a competence standard has been assessed.

2. Definition of a Reasonable Adjustment

- 2.1** In accordance with the Equality Act 2010, education/training providers and awarding bodies have a duty to candidates to make reasonable adjustments when carrying out an assessment if the candidate is placed at a substantial disadvantage because of their disability compared with non-disabled candidates or candidates who don't share their disability. Substantial means more than minor or trivial.
- 2.2** Access arrangements are the main way education/training providers and awarding bodies comply with this duty.

Agreed in advance, they allow candidates with individual specific needs to access assessment and fairly demonstrate their knowledge to the levels of attainment required by the syllabus without compromising the integrity of the assessment.

- 2.3** A reasonable adjustment must not give one candidate an advantage over other candidates taking the same qualification. The work generated by a candidate from a reasonable adjustment will be marked and quality assured in the same way as the work from other candidates.

3. The Need for a Reasonable Adjustment

- 3.1** A candidate may need a reasonable adjustment because of a disability or difficulty in a wide range of areas.

According to the Equality Act, a disability is any physical or mental impairment that has substantial and long-term negative effects on the ability to carry out normal daily activities.

The list below is intended as guidance and is not exhaustive, but candidates may typically need a reasonable adjustment because of the following:

- **Physical Disability**

This is the long-term loss or impairment of part of a body's physical function. It can involve difficulties with mobility, manual dexterity, muscle control, speech, fits and seizures or chronic tiredness

A physical disability may be genetic or come about through illness or injury and may be obvious, such as loss of a limb, or less obvious, for example, epilepsy

- **Visual Impairment**

This term describes any condition or illness which affects a person's eyesight.

- **Hearing Impairment**

This term is used to describe partial or total inability to hear

- **Other Types of Disability Include (but not limited to)**

Respiratory conditions

Immunological conditions

Neurological conditions and brain injuries

Circulatory conditions

Diabetes

Speech and language disabilities

Learning disabilities or differences

Mental health or psychiatric diagnoses and conditions

Autism Spectrum Disorders

3.2 A candidate does not have to be permanently disabled to qualify for a reasonable adjustment, nor will every candidate who is disabled need or be entitled to a reasonable adjustment.

4. Types of Reasonable Adjustment

The type of reasonable adjustment will depend on the requirements of the qualification, the needs of an individual candidate and their normal way of working.

Here are some examples of the types of adjustment that can be made:

- Allowing extra time to complete an assessment
- Providing the assessment in large print
- Providing assessment material on coloured paper or providing coloured overlays
- Using assistive technology such as a screen reading or speech to text software
- Providing assistance during and assessment such as a scribe or reader
- Allowing rest breaks during an assessment
- Allowing candidates to sit their assessment in a separate room

This list is not exhaustive and is dependent on the individual candidate's needs.

5. Qualifying for a Reasonable Adjustment

5.1 A candidate will qualify for a reasonable adjustment if:

- A need has been identified for a reasonable adjustment
- The appropriate type of reasonable adjustment has been identified
- The candidate has provided evidence for the reasonable adjustment request

5.2 Any request for reasonable adjustments must be supported by evidence or diagnosis.

For example:

- An educational psychologist's report
- A study needs assessment
- A letter from a GP or psychiatrist
- A letter from an employer if the disability is self-evident, such as a physical disability, hearing impairment or visual impairment etc.

5.3 An adjustment may not be considered reasonable if it involves excessive/unreasonable cost or timeframes, or if it could affect the security or integrity of the assessment.

6. Planning for a Reasonable Adjustment

6.1 Candidates should be strongly encouraged to disclose any disability or support needs they may have at the earliest opportunity.

The need for a reasonable adjustment is usually foreseeable and should be identified as part of the candidate recruitment process.

To achieve this, we expect training providers to provide all candidates with information and advice about all assessments and identify candidates who are likely to require reasonable adjustments and to establish the nature of reasonable adjustments with them.

This means that reasonable adjustments should be in place prior to the assessment. In the case of practical assessments, candidates must be able to demonstrate they can use necessary equipment to complete the assessment.

6.2 Where the recruitment process identifies that a candidate may not be able to demonstrate attainment in all assessments required to pass the qualification, this must be communicated clearly to the candidate, including the implications for progression.

6.3 Where a candidate is applying directly to BOHS to take an oral or written assessment (Professional Qualifications only), the need to plan ahead is just as important.

7. Submitting a Reasonable Adjustment Request

7.1 All reasonable adjustments must be authorised by BOHS in advance.

Communication is key to this process and BOHS is happy to consider suggestions for access arrangements on a case-by-case basis. Responsibility for implementation will vary (see 8 below)

7.2 Candidates should submit a request for reasonable adjustments to BOHS as soon as possible prior to the assessment taking place. However, requests are more likely to be granted if the request is made at least 10 working days before the examination.

7.3 Training providers can, with consent, submit a reasonable adjustment request to BOHS on the candidate's behalf.

7.4 Reasonable Adjustments can be made to BOHS using the Reasonable Adjustment Request Form ensuring any required evidence is attached.

7.5 Training providers must inform BOHS in advance of any assessments taking place whereby any candidates have been identified as requiring a reasonable adjustment.

7.6 Training providers must also inform BOHS of any individual reasonable adjustment which has been implemented after an exam has taken place.

7.7 In all assessment cases the invigilator must be fully briefed in advance. Responsibility for advising invigilator varies (see 8 below).

8. Responsibility and Implementation

Responsibility for implementation of reasonable adjustments depends on the type of module and whether BOHS has delegated responsibility for conducting the assessments.

8.1 All Qualifications:

BOHS is responsible for access arrangements relating to adapting the examination. For example, providing an examination paper in large print or on coloured paper.

Training providers must take all reasonable steps to ensure that staff involved in the management, assessment, and quality assurance of qualifications and are fully aware of the contents of this policy.

All training providers have a duty to ensure individual candidates rights to access qualifications, and assessments in a way which is most appropriate for their individual needs are maintained.

8.2 P Series and Professional Qualifications:

In general, BOHS is responsible for access arrangements relating to providing assistance during the examination. For example, providing a separate invigilator or scribe.

However, the provision of specialist equipment (for example assistive technology or a bilingual translation dictionary) would be considered on a case-by-basis and if such a request were to be made, the training provider or the candidate might choose to provide the equipment subject to the approval of BOHS in advance.

- 8.3** In all cases, the training provider should follow the BOHS Reasonable Adjustments, Access Arrangements and Special Consideration Policy and should always notify BOHS in advance if a reasonable adjustment has been agreed.

9. Special Consideration/Exceptional Circumstances

Special consideration is a post-assessment adjustment which can be applied to compensate for temporary illness or condition, or other disadvantage at the time of the assessment which is beyond the control of the candidate.

9.1 Eligibility:

A candidate who is fully prepared and present for a scheduled assessment may be eligible for special consideration if:

- Performance in an assessment is affected by circumstances beyond the control of the candidate, for example, recent personal illness, accident, bereavement, serious disturbance during the assessment
- Alternative assessment arrangements that were agreed in advance of the assessment were inappropriate or inadequate
- Part of an assessment has been missed due to circumstances beyond the control of the candidate. For example, if a candidate is taken ill during an assessment

Special consideration is not considered appropriate for minor illness or minor disturbance.

A candidate will **not** be eligible for special consideration if:

- The candidate or training provider on behalf of the candidate does not supply evidence that the candidate has been adversely affected at the time of the assessment by a particular condition
- Any part of the assessment is missed due to personal arrangements including holidays or unauthorised absence
- Preparation for a component is affected by difficulties during the course. For example, disturbances through building work, lack of proper facilities, changes in or staff shortages, or industrial disputes

10. Record keeping

BOHS will keep records of reasonable adjustments and special considerations for Quality Assurance and audit purposes.

If those records include Personal Identifiable Information, which can be clearly used to identify an individual, the records will be kept in accordance with General Data Protection Regulation (GDPR), which came into force on 25 May 2018.

Sensitive personal information such as medical evidence letters for example, will be deleted six months after the examination date unless an appeal is in progress.

11. Appeals

- 11.1** If a candidate is unhappy with any decision made by BOHS relating to this policy, they may initiate an appeal.

For example, if there is reasonable belief that the candidate's case was not dealt with according to policy and procedures, or that the evidence has not been interpreted correctly.

If sufficient grounds are justified the candidate's case will be reviewed and can take up to 4 weeks to process.

All appeals should be made in writing and should contain a detailed explanation for the need to appeal. Appeals can be emailed to qualifications@bohs.org.

- 11.2** If a candidate is unhappy with the outcome of an examination for reasons that do not relate to this policy, or otherwise wishes to request a review of results, they should follow the procedure as outlined in the 'Enquiry about a Result Procedure' guidance document.

There is a charge for this which must be paid before the query can be processed. Enquiries can take up to 4 weeks to process.

Access Arrangements Permissions Table

Reasonable Adjustment	Notes
25% Extra Time	
Supervised rest break – 10 minutes	Clock must be stopped for the duration of the rest break
Accessible examination room	E.g. wheelchair accessible, own room, change of layout etc.
Visual aids	E.g. Use of coloured overlays, low vision aids, tinted spectacles
Use of assistive technology	E.g. reading pen, Speech recognition technology
Course and examination materials required in enlarged format	Normally font size 14
Examination materials required in Braille	
Use of bilingual dictionaries	10% extra time is permitted unless candidate also has underlying difficulties in which case 25% extra time will be granted
Language modified examination material	
BSL interpreter	
Reader	
Scribe	
Practical assistant	
Transcriber	

This list is not exhaustive, and training providers and candidates should contact qualifications@bohs.org to discuss any other arrangements that may be required.

PLEASE NOTE:

Any adjustment to an examination must not invalidate or challenge the integrity of the examination process or specific requirements of the qualification.

Some arrangements may still not be possible if it is judged that competence standards may be compromised.

Controlled conditions are those specified by BOHS as the Awarding Body requiring specific tutor / assessor supervision in the classroom.

Access Arrangements/Special Consideration Request Form

Notes for Form Completion:

1. A separate form should normally be completed for each candidate. However, in cases where a group of candidates have been disadvantaged by a particular event (e.g. fire alarm) a single form may be submitted.

The list of candidates affected by an adverse event must be declared in the supporting information section of the form.

Details of the adverse event supporting the request for special consideration should be entered into the supporting evidence section of the form.

2. Requests for Reasonable Adjustments should be submitted as soon as possible prior to the examination taking place
3. Requests for Special Consideration should be submitted as soon as possible but no later than 7 calendar days from when the exam took place.
4. Details of any access arrangements that have been granted will be held on file for a period of 2 years after which a new application will need to be submitted.
5. After the publication of results, late applications will only be accepted in the most exceptional circumstances

Please specify the type of adjustment required:

Reasonable Adjustments

Special Consideration

Candidate Name		Date of Birth	
Candidate ID No.		Contact No.	
Candidate Address & Postcode		Email Address	
		Training Provider	

Exam Title	Exam Date	Exam Time
E.g. P402 WP	01/01/2021	9.30am to 11.30am

Supporting Information

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Supporting Evidence

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Please provide details of any previous adjustments that have been granted (if applicable)

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Declaration

I certify that all information provided is accurate in support of this application and request the necessary adjustments be made.

I agree to details of any access arrangements that have been granted being held on file for a period of 2 years, after which a new application will be made if necessary.

Candidate Name	
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Date	
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Office Use

I certify that all information provided has been scrutinized and does not invalidate or challenge the integrity of the examination process or specific requirements of the qualification.

Authorisation is granted for the necessary arrangements to be made.

Name	
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Date	
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Details of Access Arrangements Granted and Agreed Resource Requirements

Example:

- It is recommended that the candidate be granted 25% extra time for all assessments
- Candidate is allowed a supervised rest break (if needed) of 10 minutes per exam whereby the clock must be stopped for the duration. This must be recorded on the invigilation report form for audit purposes
- Provide all exam paperwork in large font (pt14)
- Produce and make available course notes and exam paperwork on pink paper
- For computer based work, please provide candidate with pink acetate overlay
- Due to mobility issues, please provide candidate with own room for examinations which is accessible for wheelchair use

Name	
Date	