

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. This may be achieved by:

Reasonable adjustment

Reasonable adjustment should be agreed at the planning stage of assessment and it 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.

Special consideration

Special consideration is an allowance that takes place following assessment to accommodate temporary illness, injury or other indisposition that occurred at the time of the assessment. The adjustment made must be relatively small to ensure that the integrity of the assessment is maintained.

Please note: Special consideration cannot be applied to those units that lead to a 'license to practice' qualification such as the Level 2 Certificate in Fitness Instructing and the Level 3 Certificate in Personal Training or to any other units where the assessment requires the demonstration of practical competence.

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

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 student 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.

NB: Centres and IVs 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 table (found on the following page) 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 Adjustment application 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 21 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.

Records of reasonable adjustment

All reasonable adjustments must be recorded, along with the learner name on the CYQ Certificate and Registration Claim Form. Other records pertaining to the implementation of and/or rejection of reasonable adjustments records should be available for the EV.

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.

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 and EV
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	EV
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	CYQ and Centre
Assessment material on coloured paper	CYQ and EV
Assessment material in audio format	CYQ
Use of ICT	CYQ
Responses on audio cassette	Centre and EV
Responses in BSL	CYQ and EV
Reader	Centre
Scribe	Centre
BSL/English interpreter	Centre
Prompter	Centre
Practical assistant	CYQ
Transcriber	Centre
Allowance for modification to equipment/resources where necessary	CYQ and EV

Procedures for Special Consideration

Special consideration may be applied for a learner who is fully prepared and present for a scheduled assessment as follows:

- Performance in the assessment is affected by circumstances beyond the control of the learner – for example, illness, injury, bereavement, serious disturbance during the assessment
- Reasonable assessment adjustments agreed in advance of the assessment were inadequate or inappropriate
- Part of an assessment has been missed due to circumstances beyond the control of the learner

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 verification and assessment records showing learner progression
 - External verification 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 Verifier in conjunction with the Head of Qualification Development

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



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.