



## Reasonable Adjustments and Special Considerations Policy

This policy should be read in conjunction with the Equal Opportunities and Diversity Policy.

### Definition

Reasonable adjustments are alterations to the assessment procedures in order that a Candidate with a disability has the same access to the assessment as any other Candidate. Special considerations are adverse circumstances that may impact on the outcome of the assessment and can be taken into consideration.

### Objectives

Consistent with the Equal Opportunities and Diversity Policy, the Reasonable Adjustments and Special Considerations Policy is intended to enable access to certification of anyone who can perform to the intended standards using any reasonable aids that could be adopted in the place of work. All qualifications are designed to be accessible by stating the assessment criteria and encouraging the Candidates to use them as part of the learning process. By targeting the assessment as closely as possible to the required output, the output is not determined by some intermediate means that might in fact be a limiting factor e.g., a written exam/assessment might block a Candidate who struggles to read and write but can demonstrate their skills and knowledge easily through assessment methods such as Dictaphone.

Directly observing the Candidates is less likely to provide a barrier to participation and achievement. The assessment requirement is to meet the criteria. As long as these principles are maintained, reasonable adjustments will not affect the reliability and comparability of the assessment.

### Consultation

The Candidate feedback and initial enquiries contact of the qualification is to freely discuss them and to provide feedback to iPET Network about any issues related to particular requirements. iPET Network takes all such views into account when designing new qualifications and making modifications to existing qualifications. By making the Qualification Handbook and assessment criteria freely available iPET Network make it accessible to a very wide global audience and respond to suggestions arising from this openness. All qualifications are put through trials with a large sample of people in a range of cultures. iPET Network also consults with available charities to support any disabilities.

### Meeting the assessment requirements

The assessment requirement is to meet the criteria of each iPET Network qualification. As long as the criteria can be met supporting the over-arching purpose, there is no need to withhold a certificate. Where a specific disability such as blindness or dyslexia prevent the Candidate from reading the criteria these should be read to the Candidate. The aim is not to specifically test the ability to read as there are other qualifications designed for this purpose. The over-riding principle in assessment is to ask the question can the Candidate perform to the criteria in such a way that is consistent with the operational requirements of the workplace described in the criteria? If a Candidate cannot write there are other ways of demonstrating their knowledge such as voice recordings and professional discussions.

iPET Network expects comparable good practice in any alternative methods employed. iPET Network will treat individual cases on their own merit and it encourages Training Providers to discuss specific difficulties with representatives in order to resolve any problems arising in individual cases. The need for Reasonable Adjustments are most likely to be related to physical limitations. In so far as these limitations can be overcome using technological means that would enable the Candidate to adapt to their needs. There is no particular advantage likely to be gained since, in general, those who do not need the technological assistance don't in practice employ it. It is likely that the standard ways of doing things will be more efficient for those without a need for an adjustment. The adjustments in principle will be to enable practical access to demonstrate the capabilities required to work self-sufficiently in the target environment.



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### **Procedures for making reasonable adjustments**

The Training Provider must inform the Responsible Officer by e-mailing [info@ipetnetwork.co.uk](mailto:info@ipetnetwork.co.uk) with any proposed adjustments giving details of the proposals and the reasons for them, along with supporting evidence such as clinical diagnosis confirmation. The request will be considered and a reply provided within 10 working days of receipt. A final decision might take a little longer if more information is required. The Responsible Officer will provide a written e-mail confirmation of the action to be taken and the details of the correspondence and a decision will be stored in the database linked to the Training Provider and Candidate. The Training Provider can appeal the decision at any time and provide additional evidence to support the appeal. This appeal will go to the Governing Body who will provide a collective judgement within 2 weeks of the appeal.

Reasonable adjustments must be applied for at least 10 working days prior to the assessment start date.

The Training Provider has authority to present the criteria to the candidates in any form without reference to iPET Network as long as the assessment is against the criteria in the form written in the Qualification Handbook. The Training Provider has the authority to allow any substitute input device for Candidates with a physical impairment but should e-mail iPET Network to enable iPET Network to monitor the extent of such circumstances.

The Training Provider can use speech synthesis or other aural technologies to support visually impaired Candidates, but the Candidates should show capability to the output specification as described in the criteria and explained in the assessors' guide.

### **Internal procedures for dealing with requests for reasonable adjustments**

Anyone receiving a request for reasonable adjustments from a Training Provider should immediately contact the Responsible Officer providing the full details. Under normal circumstances Training Providers should make requests for Reasonable Adjustments via E-mail. The Responsible Officer will read the request and review potential adjustments using the matrix found in this policy, taking account the iPET Network policy on reasonable adjustments. This will result in one of the following actions:

1. Approval that the adjustment is reasonable and should be allowed
2. Request for further information from the Training Provider
3. Denial with an explanation of why the adjustment should not be made

The Responsible Officer will record the request and the decision with any additional correspondence.

### **Monitoring Reasonable Adjustments**

All Reasonable Adjustments have to be registered with the iPET Network by e-mail before awards are made and a record of this correspondence will be stored in iPET Network files together with the decisions made for a minimum of 3 years. iPET Network also provides a complaints procedure where candidates can complain if they believe that a Training Provider is treating them unfairly in any matter including equality of opportunity. Such complaints will be recorded and followed up.

iPET Network requires Training Providers to tell the Candidates that there is a complaints procedure and how to use it. iPET Network will provide the regulatory authorities with any relevant information that they request from the sources outlined here. The Awarding Body will provide an annual report to the Governing Body summarising all issues related to Reasonable Adjustments with recommendations for improvements to the procedures.

It will be the responsibility of the Governing Body to approve these recommendations or to ask for revisions of its own. If revisions are required, iPET Network will provide these within one month for approval.



### Reasonable adjustment matrix

The table below provides examples of adjustments that can be made and is not a definitive list of what can or cannot be requested. All requests for reasonable adjustments must be made on a case by case basis.

1. Cognitive processing need such as dyslexia, dyspraxia; a need in executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, nonverbal memory
2. Social/ communication need such autistic spectrum condition
3. Long standing illness such as cancer, epilepsy, Crohn's, IBS, Chronic Fatigue
4. Mental health conditions
5. A physical need such as crutches or wheelchair user, arthritis, paraplegia, quadriplegia, cerebral palsy
6. Hearing impairment
7. Visual impairment

Permitted adjustment	Practical assessment	Written assessment	Knowledge test	Multiple choice	Oral test / professional discussion
Extra time	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5, 6
Scribe		1, 7	1, 7	1, 7	
Reader		1, 7	1, 7	1, 7	
Attendance of support worker	2, 4	2, 4	2, 4	2, 4	2, 4
Rest breaks (timed)	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5
Assistive technology - voice recognition		1, 7	1, 7	1, 7	
Assistive technology - screen reader		1, 7	1, 7	1, 7	
Assistive technology - text to speech		1, 7	1, 7	1, 7	
Alternative location	1, 2, 4, 5, 7	1, 2, 4, 5, 7	1, 2, 4, 5, 7	1, 2, 4, 5, 7	1, 2, 4, 5, 7
Adjustment of the time assessment has	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5	1, 2, 3, 4, 5

been organised for					
Permission to have notes	1,2,4				
Amendments to text e.g. colour, font, size		1	1	1	
Paper based option		1, 2	1, 2	1,2	

### Special Considerations

The assessment simply requires the candidate to demonstrate competence against the criteria. This can be done at any time and all Training Provider Candidates are eligible to be assessed so there are no restrictions on the Training Provider that are time limited by iPET Network.

The Training Provider is expected to make all reasonable efforts to provide assessment opportunities for any candidate that has carried out a self-assessment against the criteria and genuinely believes that he or she can meet the criteria for a particular award. This is irrespective of whether the Candidate has completed formal courses with the Training Provider or elsewhere. What matters is whether or not the Candidate meets the criteria and can demonstrate this to a trained tutor/assessor at the appropriate level. With this in mind, any Candidate that feels that they cannot cope with a specific test or task at a specific time because of some unusual circumstance, for example, illness or other events outside of the candidates control, will be given the opportunity to take an equivalent test or task as soon as practically possible and not longer than two months from the time of the original event. Consideration may also include but are not limited to:

- an adjustment to a Candidate's mark for a Candidate whose performance in an assessment has been affected;
- an adjustment to the arrangements for accessing an assessment for a Candidate who is not disabled, but whose ability to access the assessment has been affected by an injury or illness;
- carry over the fee for an assessment that the Candidate was unable to take to a later assessment opportunity
- awarding additional marks where a Candidate has been able to take an exam but where their performance has been affected by an illness, injury or other exceptional event outside of their control;
- allowing an alternative assessment opportunity for the Candidate at a later date;

Special considerations may be made on a case-by-case basis and must be agreed with the quality assurer before certification is made. Special considerations may not be permitted for specific qualifications please refer to the Qualification Handbook for further guidance.

It is important that special considerations are not made where this would unfairly advantage or disadvantage Candidates or where the Candidate is prevented from providing reliable indication of the knowledge, skills and understanding being measured by the assessment objectives. Where issues affect more than one Candidate such as environmental impacts e.g. flooding there needs to be consideration for all Candidates and other relevant Awarding Organisations.

Training Providers requiring further guidance should e-mail their Account Manager/Responsible Officer.



Details and records of special considerations must be kept for a minimum of 3 years by the Training Provider. Training Providers will be monitored for misuse of Special Considerations and if found will be classed as Malpractice, for further information on Malpractice please refer to the iPET Network Malpractice and Maladministration Policy and Procedure (including Sanctions).

### **Unit Certification**

The methods used to mitigate against the need for a specific policy on Unit certification. Candidates can achieve unit certificates at any time and will be certificated when there is sufficient evidence that they meet the criteria for that unit, backed by any verification tests or tasks. If all the necessary units are not completed, the Candidate will achieve unit certificates in those that are complete but will be ineligible for the full award. In a case where an assessor can demonstrate compelling evidence that a Candidate can match the criteria but for reasons of ill-health, death or comparable circumstances will be unable to take a verification test or task in the future, consideration of a full award will be made subject to the agreement of the Responsible Officer and Director on their review of the evidence.

### **Document Control**

**Document Name: Reasonable Adjustments and Special Considerations Policy**

**Document Number: P17**

Date of Correction	Version Number	Correction Reason
	1	
	2	Update on how long records must be kept for and definition for Special Considerations
13/01/2022	3	Annual policy review
27/07/2023	4	Annual policy review
29/11/2023	5	Reasonable adjustment matrix added