

# Reasonable Adjustment and Special Consideration (RASC) Policy



## Outline

Tigerlily Training ensure that all Learners who participate in its courses, are eligible to apply for Reasonable Adjustments and/or Special Consideration to assist them in completing their qualification.

This policy sets out the responsibilities of the parties involved and the procedures to be followed.

## What are Reasonable Adjustments / Special Considerations?

Reasonable Adjustments / Special Considerations are the steps taken to reduce the effect of a disability (or other factor) upon a Learner's ability to complete a qualification / assessment.

It is essential that any adjustment / consideration does not:

- Provide the Learner with any advantage over other Learners not receiving the adjustment
- Compromise the overall assessment of the Learner's skills, knowledge, competence

It is equally essential that any adjustment / consideration does:

- Ensure that the Learner is marked to the same standard as other Learners
- Provide a level playing field for all Learners

Factors that may cause Reasonable Adjustments / Special Considerations to be considered are categorised as follows:

- Disabilities
- Age
- Race
- Gender
- Religion
- Pregnancy
- Gender

## Responsibilities

This policy forms a key part of Tigerlily Training's corporate values relating to Learner equality, fairness and commitment.

In practice, this requires Tigerlily Training to:

- Train staff to identify as early as possible, situations that may necessitate a reasonable adjustment
- Ensure reasonable adjustments are incorporated effectively into everyday assessment practices
- Deal promptly with all cases where adjudication or assistance is required (see page 3 – Managing Reasonable Adjustments)
- Communicate directly with the relevant Learner(s) to establish which qualification/unit the Learner requires adjustments to and to outline how the adjustments will be made, managed and assessed
- Ensure that the 'agreed' adjustment programme is achievable and that Tigerlily Training possess the appropriate resource(s) to administer the adjustments
- If the adjustments agreed with the Learner, will result in the Learner being unable to complete the entire qualification, the Learner will be advised of the implications of the unit shortfall. If they decide to continue with the qualification, they must also be advised of the subsequent restriction on progressing on to other qualifications
- Provide suitable assistance for the Learner e.g. a reader, language interpreter, scribe – but only if this does not jeopardise or hinder other Learners seeking to gain the same qualification
- Maintain records of all adjustments, including the qualification, adjustment made, reason for adjustment, Learner details, outcomes and further actions
- Make available to the Learner, full details of Tigerlily's Appeals procedure – to assist the Learner in the event of a reasonable adjustment not being granted or not being appropriate to the Learners needs
- Reject requests for reasonable adjustments, in cases where the Learner would present a significant safety hazard or impact on the studying capabilities of fellow Learners

## Managing Reasonable Adjustments

Shown below is a (non-exhaustive) list of the most frequently applied adjustments. Where possible, decisions on acceptance or rejection should be managed at Team Leader level. For complex decisions, where an internal adjudication is required, decisions should be made by a Director of Tigerlily Training and within 7 working days of receipt of receiving the **Reasonable Adjustment/Special Consideration Form**. A RASC Form needs to be completed in all cases (irrespective of whether or not an adjudication is required).

Reasonable Adjustment
Scribe (for written assessment)
Reader (for written assessment)
Multi-language translation
Assistive software
Use of low vision aids, tinted spectacles, amplification equipment
Extra time with the practical assessment – in excess of 25%
Assistant to help with practical assessment
Enlarged assessment material
Bespoke adjustment to written assessment resources
Bespoke adjustment to practical assessment

## Special Consideration

Special Consideration may be given to a Learner in the following circumstances – where units within the course are missed and the Learner is seeking a resolution.

- Temporary Illness or Injury
- Illness of a direct relative
- Significant domestic crisis
- Accident / Force Majeure
- Bereavement
- Significant event beyond the Learner's control
- Disturbance during an assessment

In all cases, the Learner must submit a request for Special Consideration to Tigerlily Training in writing using the **Reasonable Adjustment/Special Consideration Form** and this must include evidence of the Learner's predicament. Tigerlily Training will adjudicate and respond to the Learner within 7 working days of receipt of the form. In all cases Tigerlily Training will take reasonable steps to accommodate the desired/recommended outcome or to resolve the situation to the satisfaction of all parties.

## Exclusions

Reasonable Adjustment & Special Consideration applications may not be approved in the following circumstances:

- Learners failing to complete their course / assessment, due to unreasonable lateness, behaviour or actions deemed unsuitable by responsible Tigerlily Training Staff etc
- Insufficient (or lack of) evidence supplied by the Learner to support their application
- Where the Learner's 'loss or hindrance' is deemed insufficient to warrant approval

## Contact us

We welcome all enquiries about our Reasonable Adjustment and Special Considerations Policy.

Simply contact us on the numbers/addresses below and we'll be delighted to help you:

Tel: **0300 30 20 999**

E-mail: [hello@tigerlilytraining.co.uk](mailto:hello@tigerlilytraining.co.uk)

Web: [www.tigerlilytraining.co.uk](http://www.tigerlilytraining.co.uk)

Post: Unit 2 Danworth Farm Business Park, Cuckfield Road, Hurstpierpoint, BN6 9GL

Tigerlily Training publish (and follow) this Reasonable Adjustments Procedures document.

## Reasonable Adjustment / Special Consideration Form

Please use this form to provide details of any Reasonable Adjustments or Special Consideration that you wish to apply for in relation to your Tigerlily Training Course. This form may be posted or e-mailed to Tigerlily Training and all the information you provide will be treated in full confidence and respect. We will respond to you within 7 working days of receiving the form. Please ensure that you have read in full Tigerlily Training's RASC Policy before filling in this form.

### Course Details

<b>Course Type:</b>	
<b>Course Location:</b>	
<b>Course Date:</b>	

### Your Details

<b>Your Name:</b>	
<b>Your Employer's Name (if they sponsored your training):</b>	
<b>Contact Phone Number:</b>	
<b>Email Address:</b>	
<b>Your Home Address:</b>	

### 1. Application / Request for a Reasonable Adjustment (please tick the boxes appropriate to you)

These adjustments require action by Tigerlily Training and we will contact you shortly with our response.

Assistive software	
Assistant to help with practical assessment	
Enlarged on-line assessment	
Bespoke adjustment to written assessment resources	
Multi-language translation	
Other (please provide full details)	

## 1a. Reasonable Adjustment Notification

Scribe (for written assessment)	
Reader (for written assessment)	
Use of low-vision aids, tinted spectacles, amplification equipment	
Extra-time with practical assessment (25%)	
Bespoke adjustment to practical assessment	

Please provide supporting evidence with this form and use the **NOTES page** at the end of the form to provide any additional information that you feel may be useful.

## 2. Application / request for special consideration

Special Consideration may be provided for you, where units within the course are missed due to unforeseen circumstances (or an assessment is not completed) and you require a resolution.

Please tick the appropriate category below and provide supporting information on the NOTES page. Please also ensure that any supporting evidence is submitted together with this form. We will respond to you within 7 working days.

Temporary Illness or Injury	
Illness of a direct relative	
Significant domestic crisis	
Accident / Force Majeure	
Bereavement	
Significant event beyond the Learner's control	
Disturbance during the training or assessment	

## 2. NOTES

Please use this section to provide us with any supporting information that may support your application. Please use a separate sheet if required and attach it to your application.

By signing below, I confirm that all the information provided by me is accurate to the very best of my knowledge and that my application for a Reasonable Adjustment / Special Consideration will be disqualified should any of the information I have provided be found to be deliberately inaccurate or untrue.

I confirm that I have read the attached RASC Policy and agree to be bound by the Policy guideline.

## Signature

<b>Full Name:</b> (please print)	
<b>Signature:</b>	
<b>Date:</b>	

After filling in this form, please **e-mail** it to us at: [hello@tigerlilytraining.co.uk](mailto:hello@tigerlilytraining.co.uk)

**OR**

**post** it to: **Tigerlily Training, Unit 2 Danworth Farm Business Park, Cuckfield Road, Hurstpierpoint, BN6 9GL.** Please remember to attach any supporting evidence/information with this form.

## Policy/Process Review Date

This policy/process is reviewed every 12 months with the next review date being:  
**30 November 2019**

## Policy Sign-Off



**Amber Jones**  
**Quality Director Tigerlily Training**

**Date:**

Tigerlily Training Ltd  
Unit 2 Danworth Farm Business Park,  
Cuckfield Road,  
Hurstpierpoint,  
BN6 9GL