



REASONABLE ADJUSTMENTS & SPECIAL CONSIDERATION POLICY

Reasonable Adjustments & Special Consideration

London, United Kingdom

ravenscroftcollege.co.uk

Version 1.0 | 2026

REASONABLE ADJUSTMENTS & SPECIAL CONSIDERATION POLICY

PURPOSE

This policy sets out Ravenscroft College's approach to reasonable adjustments and special consideration for learners enrolled on programmes delivered by the College. It ensures that learners with disabilities, learning difficulties, temporary illnesses, or other circumstances that may affect their assessment performance are given fair access to assessment without compromising the integrity or validity of the qualification.

This policy is aligned with the requirements of the awarding body, OTHM Qualifications, the Equality Act 2010, and the Ofqual General Conditions of Recognition. It should be read alongside the awarding body's own Reasonable Adjustments and Special Consideration Policy, which governs what the College may approve itself and what must be submitted to the awarding body.

SCOPE

This policy applies to all learners enrolled on programmes at Ravenscroft College, all staff involved in the delivery and assessment of those programmes, and all awarding body qualifications delivered by the College.

DEFINITIONS

Reasonable Adjustment

A reasonable adjustment is an arrangement put in place before or during an assessment to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the validity or reliability of assessment outcomes, but may involve changes to assessment conditions, the provision of additional support, or the use of assistive technology.

Special Consideration and Extenuating Circumstances

Special consideration is a post-assessment adjustment to a learner's mark or result to reflect temporary illness, injury, indisposition, or adverse circumstances at the time of



RAVENSCROFT COLLEGE

the assessment that were beyond the learner's control. Special consideration cannot give the learner an unfair advantage over other learners, and the learner's result must reflect real achievement rather than potential ability.

PRINCIPLES

- Ravenscroft College is committed to providing equal access to assessment for all learners, in accordance with the Equality Act 2010
- Reasonable adjustments and special consideration must never compromise the validity, reliability, or integrity of the assessment or the qualification
- All adjustments must be evidence-based, proportionate, and documented
- Decisions on reasonable adjustments and special consideration will be made on a case-by-case basis, considering the individual circumstances of the learner and the requirements of the awarding body
- The College will work collaboratively with its awarding body, OTHM Qualifications, to ensure that any adjustments applied are within the permitted scope

REASONABLE ADJUSTMENTS

Types of Reasonable Adjustment

Reasonable adjustments may include, but are not limited to:

- Additional time for completion of assessments (typically up to 25 per cent)
- Use of assistive technology, including screen readers, speech-to-text software, or magnification tools
- Modified assessment materials, such as enlarged print, alternative formats, or simplified language where permitted by the awarding body
- Provision of a reader, scribe, or sign language interpreter
- Separate or alternative assessment venues with reduced distractions
- Rest breaks during timed assessments
- Alternative methods of demonstrating competence, where permitted by the qualification specification



Applying for a Reasonable Adjustment

Learners who require a reasonable adjustment should notify the College as early as possible, ideally at the point of enrolment or during the learner induction process. Requests must be supported by appropriate evidence, which may include medical documentation, an Education, Health and Care Plan, a diagnostic assessment report, or a letter from a relevant professional.

The College will assess each request and determine whether the proposed adjustment is reasonable, proportionate, and within the scope permitted by the relevant awarding body. Where the adjustment falls outside the College's authority, the request will be referred to the awarding body for approval.

All approved reasonable adjustments will be recorded in the learner's Support Plan and logged in the VLE with the date, approving officer and implementation owner. For assessment-related adjustments the assessor and internal verifier will be notified and the adjustment will be linked to the assessment submission record so that evidence and outcomes are auditable by the awarding body.

All reasonable adjustments applied will be recorded and made available for scrutiny by the awarding body's External Quality Assurer or the regulator upon request.

Reasonable Adjustments for Online and Blended Learning

Given the College's fully online delivery, reasonable adjustments in the digital environment may include extended submission deadlines, alternative formats for assessment evidence, additional written support from the academic team, and the provision of accessible digital materials. The College will ensure that its virtual learning environment and all digital content meet WCAG 2.1 AA accessibility standards as a minimum.

Where assistive technology, alternative formats, captions or other digital adjustments are provided for an assessment, the College will arrange a short verification check with the learner prior to the assessment (for example a 15-minute test session) to confirm the adjustment functions as intended. If verification cannot be completed, the College will document contingency arrangements.

SPECIAL CONSIDERATION

Grounds for Special Consideration and Extenuating Circumstances

Special consideration or extenuating circumstances may apply where a learner's ability to prepare for or complete an assessment, or their performance in it, has been affected by circumstances beyond their control, including:

- Temporary illness or injury at the time of assessment
- Bereavement or serious personal circumstances immediately before or during the assessment period
- Disruption to the assessment environment (for example, technical failure during an online assessment)
- Loss of internet access, loss of electrical power, or failure of the learner's device or of the virtual learning environment, where this materially affected the learner's ability to prepare or submit
- Significant and unforeseen change in the learner's work, caring or personal circumstances during the assessment period
- Other exceptional circumstances deemed relevant by the College and the awarding body

Applying for Special Consideration

There are two moments at which an application may be made, and both are available.

1. Before the submission deadline. Where a learner knows they will not be able to submit on time, the application should be made as early as possible and in any event at least 5 working days before the deadline. Where it is accepted, the learner is given a later submission date rather than being recorded as a non-submission. The awarding body expects learners on internally assessed units to be given the opportunity to complete at a later date where that is feasible, so this is the normal outcome.



RAVENSCROFT COLLEGE

2. After the assessment. Where a learner has submitted but their performance was affected by circumstances beyond their control, the application must be made within 5 working days of the affected assessment.

Where circumstances make it impossible to apply within either window, for example hospital admission, a late application will be considered if it is made as soon as the learner is reasonably able and the delay is explained.

Every application must state the learner's name and registration number, the qualification and unit or units affected, the circumstances and the dates they applied, what the learner is asking for, and be accompanied by evidence such as a medical certificate, a statement from a relevant professional, or documentation of the disrupting event. Applications relating to loss of connectivity or power should include whatever evidence is available, such as a provider outage notice, screenshots, or system error messages. The application form on the virtual learning environment asks for these items in this order, and an application may also be made by email using the same headings.

The College reviews each application. Where the circumstances fall within the scope of the awarding body's special consideration policy, the College submits the application to the awarding body for a decision and does not apply special consideration itself, nor make a certification claim, until the outcome has been received. Where the appropriate remedy is additional time or a later submission date, that is a decision the College makes and records.

Limitations of Special Consideration

Special consideration cannot give a learner an unfair advantage. It will not be applied where the learner's difficulty is a permanent condition for which a reasonable adjustment should have been arranged in advance. Special consideration adjustments are typically small and will not change the assessment criteria applied by the assessor.

RECORDING AND MONITORING

The College will maintain a record of all reasonable adjustment and special consideration applications, decisions, and outcomes. These records will be retained in accordance with the College's Evidence Retention Policy and made available to awarding body External Quality Assurers and the regulator upon request.



RAVENSCROFT COLLEGE

The Quality Assurance Coordinator will monitor the application and outcomes of reasonable adjustments and special consideration across all programmes as part of the annual programme review process, to identify trends and ensure consistency of practice.

Subject Access Requests and third-party data

Requests for copies of assessment evidence or virtual learning environment records will be handled as Subject Access Requests under the Data Protection Policy, and responded to within one calendar month. All such requests are logged.

RECRUITMENT WITH INTEGRITY

Ravenscroft College is committed to recruiting learners with integrity. The admissions process will assess each prospective learner's potential to successfully complete the assessment and achieve the qualification, identifying where appropriate the support that will be made available. Where the recruitment process identifies that a learner may not be able to demonstrate attainment despite reasonable adjustments, the College will provide honest and transparent guidance about alternative options.

Cross-policy operational links

Operational procedures for implementing reasonable adjustments and special consideration (consent capture, evidence handling, retention, and appeals) are detailed in the Assessment Policy, Data Protection Policy, Malpractice Policy and Health & Safety Policy. Staff must consult these documents when applying adjustments for remote or blended assessments.

REVIEW

This policy will be reviewed annually, or sooner in response to changes in awarding body requirements, regulatory guidance, or relevant legislation.

Last reviewed: October 2026