

Reasonable Adjustment, safeguarding and Equality Policy

This policy is aimed at our centres/Instructors and delegates/candidates who are undertaking or have completed a Boss Training course or specific qualification. We are committed to complying with all current and relevant regulation and legislation to the development and delivery of our courses/qualifications. Our aim is to facilitate open access for all delegates/candidates who are eligible for reasonable adjustments or special considerations in assessments (for example young people & vulnerable adults), whilst ensuring the assessment of understanding, knowledge, skills and competence is not compromised in any way for all of the protected characteristics within the Equality Act 2010.

This policy will also be used by our staff to ensure they are dealing with all reasonable adjustments and special considerations requests in a fair and consistent manner.

This policy should be read in conjunction with our [Disability, Inclusion & Diversity Policy](#)

1 This document outlines the following:

- a) Arrangements for making reasonable adjustments and special considerations in relation to the delivery and assessment of our qualifications
- b) How delegates/candidates qualify for reasonable adjustments and special considerations
- c) Reasonable adjustments we will accept and requests that are required prior to them being applied
- d) What special considerations can be granted for delegates/candidates.

2 Definitions

a) A reasonable adjustment relates to any action/s that help to reduce the effect of a disability or difficulty, which may place the learner at a disadvantage during the delivery of a course/qualification or an assessment situation. They are applied to an assessment process for a qualification to enable a delegate/candidate with a disability or difficulty to demonstrate his or her knowledge, skills and understanding of the levels of attainment required in the course/qualification specification.

When a reasonable adjustment has been applied, the work produced by the learner will be marked to the same standards and assessment requirements as the work assessed of the other delegates/candidates.

b) Special consideration is a post-assessment adjustment to the marks of a Boss Training assessment paper or rearrangement of an assessment time and/or date.

A special consideration can be granted after an assessment has taken place if a learner may have been disadvantaged.

3 Policy

As a centre/ Instructor, we expect operations to adhere to relevant requirements and legislation to promote fair access to assessment for all delegates/candidates and to agree to the Instructor/Supplier, Disability, Inclusion and Diversity Agreements. You should have policies and procedures in place which reflect the principles included within this document.

Assessment should be a fair test of delegates/candidates knowledge, skills and ability. The standard format of assessment may not be suitable for all delegates/candidates; our aim is that our assessments and qualifications do not prevent any delegates/candidates from attaining them. At Boss Training, we recognise that reasonable adjustments or special considerations may be required at the time of assessment where the following applies:

- a) Delegates/candidates have a permanent disability or specific learning needs

- b) Delegates/candidates have a temporary disability, learning needs or medical condition
- c) Delegates/candidates are not available at the time of assessment (extenuating circumstances)

Reasonable adjustments and special consideration arrangements are available to ensure all delegates/candidates receive recognition of their achievement providing there is evidence that the equity, validity and reliability of the assessments can be assured. These arrangements should not be used to make assessments easier for delegates/candidates or give delegates/candidates a head start and should not disadvantage other delegates/candidates.

All requests for reasonable adjustments and special considerations will be reviewed on an individual basis and all the information received will be considered.

4 Principles of Granting Reasonable Adjustments

Boss Training will support our centres making these reasonable adjustments by ensuring that the following applies:

- a) Reasonable adjustments granted provide delegates/candidates with the opportunity to demonstrate their attainment
- b) The reasonable adjustment compensates for any disadvantage imposed by the disability or difficulty but do not disadvantage others
- c) Certificates issued do not mislead anyone regarding the Boss Training attainment
- d) The assessments were rigorous and fair
- e) The assessment activity is valid and is measurable against the assessment criteria
- f) Assessment results are reliable.

5 Reasonable adjustments that may be requested are as follows:

- a) Modified enlarged manuals or assessment papers for delegates/candidates with a visual impairment where enlarged text would allow them access to fair delivery and assessment (pre-assessment notice is required).
- b) Assessment extension time. Extra time is not permitted in practical skills performance. An allowance of 25% extra time is permissible for assessment papers if the learner has learning difficulties, supported by an assessment report evidencing the need for the adjustment.
Use of a reader.
 - c) For delegates/candidates with a visual impairment whose reading skills have been tested and defined as below average or where English is a delegates/candidate second language. The reader is a responsible adult who reads the questions to the delegate/candidate but must not be the course tutor, assessor, relative, friend or peer to the learner. The reader must only read the question paper instructions and the questions, they must not explain or clarify. They may if requested repeat instructions, read back what has been written or give the spelling of a word on the paper.
- d) Use of a scribe. For delegates/candidates who have learning difficulties and are unable to write legibly. The scribe is a responsible adult who writes down the delegates/candidates dictated answers to the questions, they must not be the course tutor, assessor, relative, friend or peer to the delegate/candidate. The use of computer software that produces a hard copy of the delegates/candidates dictated speech is permissible.
- e) Use of a sign interpreter. For delegates/candidates who communicate by using sign language. The interpreter is a responsible adult who is proficient in the use of sign language, they must not be the course tutor, assessor, relative, friend or peer to the delegates/candidate. The interpreter must only sign the question paper instructions and the questions, they must not explain or clarify.

They may if requested repeat instructions, delegates/candidates are only permitted to sign their answers in coursework and exams where the answers required involve single words.

6 Centres may reject requests in situations as follows:

- a) Reasonable adjustments must not invalidate the assessment requirements set out in the qualification specification
- b) The content and delivery of the chosen course of study would prevent the delegate/candidate from fulfilling a major section of the course affecting the assessment requirements
- c) Must not give the delegate/candidate an unfair advantage compared to other delegates/candidates for whom a reasonable adjustment has not been granted.

7 Procedure to Request a Reasonable Adjustment

- a) Centre staff, Instructors and assessors must endeavour to identify delegate/candidate needs as soon as possible to request the appropriate adjustments are reviewed by Boss Training, once approved these can be implemented.
- b) The process for requesting access arrangements and the evidence required may vary dependent upon the qualification specification, the delegates/candidates circumstances and any other factors that need to be taken in to consideration.
- c) Reasonable adjustments may cover all of the course content and not just the assessment. We ask that a request is submitted to Boss Training prior to the course starting, if the adjustment is to an assessment paper a minimum of 14 days' notice is required. All arrangements for adjustments must be approved by Boss Training before being implemented.
- d) All requests for reasonable adjustments and special considerations will be reviewed on an individual basis and all the information received will be considered.
- e) Boss Training will not approve any adjustments that may compromise the assessment criteria and that may disadvantage other delegates/candidates.
- f) Centre staff, Instructors and assessors may assist delegates/candidates in choosing an appropriate course of study, making them aware of the qualification specification requirements.
- g) Delegates/candidates may still decide to undertake/complete a qualification knowing they are unable to fulfil the assessment requirements, in this situation a certificate of attendance may be issued.
- h) Failure to comply with this policy may constitute malpractice and the resulting disqualification of the delegate/candidate.

8 Principles of Granting Special Considerations

Delegates/candidates must have attended the course for the appropriate amount of guided learning hours and have been fully prepared by the instructor to take the assessment. If their performance in the assessment or in the production of coursework is affected by adverse circumstances beyond their control, a special consideration may be granted for a delegate/candidate if they have temporarily experienced any of the following:

- a) Illness or injury

b) An event out of the delegates/candidates control which has or is likely to have an impact on the delegates/candidates ability to take an assessment or demonstrate their levels of attainment during the assessment.

9 Any special considerations granted must:

- a) Treat all delegates/candidates fairly
- b) Require the delegate/candidate to fully meet the assessment requirements
- c) Maintain the relevance, reliability and comparability of the assessment.
- d) They must not invalidate the assessment requirements set out in the qualification specification. Special considerations should not give the delegates/candidates an unfair advantage; neither should it mislead an employer/training provider regarding the delegates/candidates achievements for certification. The delegates/candidates results must reflect the achievement in assessment and not their potential ability.
- e) If a special consideration is granted this may result in a post-assessment adjustment to the marks of the learner. The adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

10 Note to centres:

It may not be possible to grant a special consideration where an assessment requires the delegate/candidate to demonstrate practical competence or when assessment criteria must be fully met, or in a case the qualifications confer a license to practice.

11 Procedure to Request a Special Consideration

Following an assessment, a centre co-ordinator, tutor or assessor may wish to submit a reasonable adjustment and special consideration request, in recognition of the difficulty a learner has encountered. This request should be made to the operations Manager at Boss Training. This should be submitted with all the paperwork at the end of the course within 7 working days of the assessment conclusion.

Please indicate the exact nature of the adverse condition(s) that you consider make the learner eligible for a special consideration, supply copies of any appropriate evidence to support your request and securely attach to the form. You may photocopy the completed form for your records.

Please note that there will be occasions when delegates/candidates are too unwell or distressed to complete an assessment and occasionally delegates/candidates do underperform.

All requests for special considerations will be reviewed on an individual basis and all the evidence received will be considered.

If the request for a special consideration is successful, the delegates/candidate's performance will be reviewed based on the evidence that was submitted. A successful request of a special consideration will not necessarily change a delegates/candidates result.

Boss Training will not approve any special considerations that may compromise the assessment criteria and that may disadvantage other delegates/candidates.

Failure to comply with this policy may constitute malpractice and the resulting disqualification of the learner.

12 Centre Responsibility

It is important that all centre personnel involved in the management, assessment and quality assurance of all Boss Training qualifications, are fully aware of the contents within this policy and ensure their delegates/candidates are made aware of the policy when undertaking or completing any of our qualifications.

13 Safeguarding

In order to ensure that we fulfil our safeguarding and wellbeing responsibilities, we will:

- a) Practice safe recruitment, selection and vetting procedures that include checks into the eligibility and suitability of appropriate staff;
- b) Ensure the protection of individuals or groups from radicalisation from terrorist or extremist groups. Ensure that all Employers and work placement providers have been risk assessed for safety and suitability;
- c) Work in partnership with learners and with other agencies in promoting a safe learning environment.

14 We will seek to safeguard all learners by:

- a) Valuing them, listening to them and respecting and taking appropriate action where required;
- b) Providing safeguarding guidelines through procedures and in accordance with the CITB, IPAF, UKATA, PASMA, NPORS, Quasafe and NOCN codes of conduct for staff;
- c) Promoting fundamental British values (as defined in the Prevent Duty Guidance), including democracy, and equality the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs.
- d) Recruiting staff safely to incorporate best practice guidance for safeguarding to be included in the recruitment and selection process; Sharing information about concerns with designated agencies and involving learners and their parents/carers appropriately.
- e) When dealing with young people and/or vulnerable adults, any staff or instructors involved with their learning process will be appropriately vetted. This will include having a DBS check carried out.

15 Arrangements Not Covered Within This Policy

If any circumstances arise relating to internal or external assessment not covered within this policy you should contact our Operations and Compliance Manager at Boss Training to discuss prior to the assessment taking place.

16 Preventing and Reporting of Sexual Harassment or Bullying

Boss Training takes its responsibility to prevent sexual harassment or bullying at work very seriously, be it our employees, delegates, sub contract instructors or anyone else effected by the company. We are committed to assess any potential risks, put steps in place to reduce the risk and put preventative measures in place and make reasonable adjustments where necessary. All staff or people effected by the company are encouraged to report any incidents of sexual harassment or bullying. Members of staff should report any instances through the company grievance procedure contained in the staff handbook. Any reports of sexual harassment or bullying from non-staff members should be directed to the company complaints procedure.

As part of our commitment to prevent sexual harassment or bullying, all members of staff will undergo training on Equality, Diversity & Discrimination and any subsequent refresher courses.

17 Staff Training.

Within 1 month of commencing employment, all staff will have to successfully complete the "Equality, Diversity & Discrimination" and the "Mental Health Awareness" courses, which are part of the Boss Training suit of online training courses. These courses will have to repeated once the expiry date has been reached (usually every two years). This process is managed through the staff expiry dates spread sheet. Full details of Staff training requirements can be found in the company " Employee Training and Development Policy".

18 Raising Concerns and whistle blowing.

All staff and learners are encouraged to report any suspected safeguarding concerns. This can either be done through verbal, or in writing (either hand written or email) and should be directed to the head of Operations & Compliance Matthew Lloyd matthew@bosstraining.co.uk or in his absence Director Thomas Burwell tom@bosstraining.co.uk. Upon receipt of this information, we will confirm receipt in writing or verbally if this would be the preferred means of communication and detail the process for investigating the complaint immediately upon receipt.

In raising any concerns or whistleblowing we will aim to:

- a) To encourage Students/ delegates to report any suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- b) To provide staff with guidance as to how to raise those concerns.
- c) To reassure Students/ delegates that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.

For details on how this process will be managed. Please see the "Customer Complaints Procedure.

19 Appeals

If you wish to appeal against our decision to decline a request for a reasonable adjustment or special consideration, please refer to our Complaints and Appeals Procedure, this is available on request by contacting us.

20 Risk Assessments

When learning provision is required for young people or vulnerable adults. The company shall carry out specific risk assessments to assess their needs and requirements.

21 Mental Health and Wellbeing

As part of Boss Training's commitment around Mental Health and Wellbeing. The company has developed A "Mental Health Action Plan".

The plan sets out the company's vision in promoting good mental health and wellbeing throughout the organization for both staff and learners. Part of the plan commits the company to having every member of staff undergo a Mental Health Awareness course and the Management Team undergo a Supervising Mental health course.

22 Monitoring and Review

This policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects the services we deliver to our approved training centres and we provide services which are relevant to the requirements of individual needs.