



***REAL* First Aid Ltd**

SPECIAL CONSIDERATIONS & REASONABLE ADJUSTMENT POLICY

July 2016

Introduction

Real First Aid Ltd recognises its responsibilities as a training provider for candidates with learning difficulties or disabilities. In implementing a policy, Real First Aid Ltd aims to ensure that no candidate is treated less favourably than others on the grounds of such difficulties or disabilities.

Copies of the Reasonable Adjustments and Special Consideration Policy can be downloaded from

www.realfirstaid.co.uk/s/specialconsiderations16.pdf

1. Statement of Reasonable Adjustments

Real First Aid Ltd will aim to make reasonable adjustments when a candidate is placed at a disadvantage to others with regard to tuition and assessment, due to a learning difficulty or disability.

2. Disability – Reasonable Adjustment

Real First Aid Ltd is able to offer reasonable adjustments to those candidates who are considered to have a physical or mental impairment that is likely to last for more than one year. Evidence may be required to be provided, which may include medical reports.

Real First Aid Ltd must be notified at least four weeks before the date of an examination, in order to be able to make any reasonable adjustments.

All applications from candidates will be considered on an individual basis by Real First Aid Ltd.

3. Special Consideration – Reasonable Adjustment

Real First Aid Ltd is able to offer reasonable adjustments to those candidates who are considered to have a physical or mental impairment that is likely to last for less than one year. Evidence may be required, which may include medical reports.

Examples of temporary disability include broken limbs, mental impairment, long-term sickness, or recovery from a serious operation.

Real First Aid Ltd must be notified at least four weeks before the date of the examination, in order to be able to make any reasonable adjustments.

4. Situations that cannot have been foreseen

Special consideration may be given to candidates in situations that could not have been foreseen, such as temporary illness, indisposition or injury.

This information must be accompanied by a doctor's medical certificate or other relevant evidence for the claim to be accepted by Real First Aid Ltd.

Even though Real First Aid Ltd should be notified of all special consideration cases at least four weeks prior to the examination, we acknowledge this is not always possible. Please inform us prior to the examination even if the four-week deadline has passed. We will try to make reasonable adjustments but this cannot be guaranteed; Real First Aid Ltd may have to advise that a candidate defers their examination.

5. Student Responsibility

Real First Aid Ltd has an established support mechanism for candidates with special requirements. More information may be obtained by phoning 0800 15 88 456 or emailing us at info@realfirstaid.co.uk

6. Informing Real First Aid Ltd

candidates should contact Real First Aid by:

Email: info@realfirstaid.co.uk

Telephone: +44 (0) 800 15 8 456

Address: Real First Aid Ltd, 1 Pond Meadow, Steynton, Milford Haven, Pembrokeshire, Wales, SA73 1HB

It is the responsibility of candidates to ensure that we are aware of their individual assessment needs at the time of registering for an assessment, so that reasonable adjustments can be made.

Real First Aid Ltd has to ensure that any reasonable adjustment made does not over-compensate for a condition, giving the candidate with special requirements an unfair advantage over others.

7. Types of Reasonable Adjustments

Requests for tape recordings, Braille or large print papers should be made to us at the time of registering for an assessment (earlier if at all possible).

If we agree to a computer being used, this must be provided by Real First Aid Ltd. The computer's memory must be wiped and it must not provide access to the internet, to ensure that no additional advantage is gained by the candidate.

8. Recording & Confidentiality of information

Please note that Real First Aid Ltd is obliged to record disability-related information because of statutory regulatory body requirements, and to inform relevant staff because of the arrangements that may have to be made. This information will be held confidentially under the terms of the Data Protection Act.

Note: "relevant staff" includes invigilators and examination centre staff who need to be aware of the assessment arrangements made in order to assist their smooth administration.

For further information on our Privacy Policy, see:

www.realfirstaid.co.uk/s/privacy16.pdf

9. Special Consideration process

After notification, Real First Aid Ltd will send the candidate an acknowledgement by letter, email, fax or telephone (whichever method of communication is appropriate to the candidate's needs).

The candidate will be informed, by an appropriate method of communication, of any arrangements which have been made regarding taking an examination or assisting the process of writing an assignment. A note will be made in the candidate's record.

Any scripts not in handwritten format will be printed off and sent to examiners or moderators as part of the usual examination process.

Assessment results will be communicated in a manner appropriate for the candidate.

10. Expectations of Study and Examination Centres by Real First Aid Ltd

Training and Examination Centres should ensure relevant staff members know Real First Aid Ltd's policy, and that candidates have been made aware that reasonable adjustments can be made to assist them in examinations and assignments.

Training and Examination Centres should ensure that all reasonable adjustments made in examinations or in assignments are known by the relevant personnel within the institution, on an agreed confidential basis.

11. Monitoring and Evaluation

Data will be collected at the time of declaration by those candidates disclosing any disability or other impairment. This will be compared with national data.

Confidentiality will be maintained in accordance with the UK Data Protection Act.

A Reasonable Adjustment report is produced for the consideration of each Examination Board (in February and July each year), which is compared with national data. Names of candidates are not included in this report.

All findings are reported to the Director, who will, if necessary, enhance or alter the department's procedures.