

Reasonable Adjustments and Special Considerations Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to ensure that learners who experience barriers to assessment or learning are given fair access through appropriate reasonable adjustments and, where applicable, special considerations. This supports 4 TEFL's commitment to equality, diversity, and inclusion, in line with the Equality Act 2010, Ofqual guidance, and Focus Awards requirements.

2. Scope

This policy applies to:

- All learners enrolled on 4 TEFL qualifications.
- All staff, assessors, and IQAs who are responsible for implementing and recording adjustments.
- All assessments and learning activities delivered online via the CRM, e-learning platform, and Zoom sessions.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** ensures compliance with this policy, authorises adjustments, and reports to Focus Awards when necessary.
- **Assessors/IQAs:** identify learner needs, apply adjustments fairly, and document decisions.
- **Learners:** must inform staff of any needs as early as possible and provide supporting evidence if required.
- **Administrative staff:** record adjustments and maintain confidentiality of learner information.

4. Definitions

- **Reasonable Adjustments:** pre-planned changes to assessment arrangements to reduce disadvantage (e.g., additional time, alternative formats, assistive technology, scheduling flexibility).
- **Special Considerations:** post-assessment adjustments in exceptional circumstances (e.g., illness, bereavement, technical failure during online assessment).

5. Procedure

1. **Request** – Learners notify their assessor or the Quality Assurance of their needs. Requests can be made through the CRM system or by email.
2. **Evidence** – Supporting documentation may be required (e.g., medical note, diagnostic assessment).
3. **Decision** – The Quality Assurance will review the request, consult with assessors/IQAs, and confirm the adjustment in writing.
4. **Implementation** – Adjustments are applied to the learner's programme and assessments (e.g., extended time, alternative submission methods).
5. **Recording** – All adjustments are logged in the CRM system and retained securely.

6. **Special Considerations** – Where unexpected events occur, learners must notify the centre within 5 working days. QA will review and, if appropriate, apply adjustments or submit a case to Focus Awards.

6. Confidentiality

All requests and records are treated as confidential and handled in compliance with the [Data Protection and GDPR Policy](#)

7. Appeals

Learners who are dissatisfied with decisions regarding reasonable adjustments or special considerations may appeal under the [Appeals Policy](#)

8. Monitoring and Review

- Records of adjustments and special considerations are reviewed regularly for fairness and consistency.
- Findings feed into the centre's Equality and Diversity commitments and Quality Improvement Plan.
- This policy is reviewed annually by the Quality Assurance or sooner if required by Ofqual or Focus Awards.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

