

Crystal&Co Reasonable Adjustments and Special Considerations Policy and Procedure

1. Purpose

At Crystal & Co, we are dedicated to providing fair and inclusive access to our training and assessment services. This policy outlines our approach to ensuring that all learners, regardless of their individual needs or circumstances, have equal opportunities to succeed. It explains how we implement reasonable adjustments and provide special considerations to accommodate learners with disabilities or those affected by unforeseen events.

2. Scope

This policy applies to all learners, employees, assessors, trainers, and external partners involved in our training and assessment processes. It ensures that we comply with the Equality Act 2010 and other relevant legislation.

3. Definitions

- **Reasonable Adjustments:** Changes or accommodations made to ensure that learners with disabilities or specific needs can participate in training and assessments on an equal footing. Adjustments are made without compromising the validity of the assessment.
- **Special Considerations:** Measures taken when a learner's performance in an assessment has been affected by temporary or unexpected factors, allowing their situation to be fairly considered.

4. Policy Commitment

Crystal & Co is committed to creating an inclusive and supportive environment that allows learners to achieve their potential. We will:

- Make reasonable adjustments to training and assessment where necessary.
- Offer special considerations in the event of extenuating circumstances.
- Ensure that all learners are assessed fairly, without compromising the integrity of the qualification.
- Communicate with learners about their rights and available support.

5. Reasonable Adjustments

Reasonable adjustments may be made for learners with disabilities or specific learning needs, such as:

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/018	Crystal&Co Reasonable Adjustments and Special Considerations Policy and Procedure	04/09/2025	2.0	03/09/2026

- Extra time for assessments or exams.
- Modified assessment materials (e.g., in larger print, Braille, or audio format).
- Assistive technology, such as screen readers or voice recognition software.
- Provision of a reader, scribe, or interpreter (e.g., British Sign Language).
- Access to a separate, quieter examination environment.
- Adjustments to assessment formats to meet individual needs (e.g., oral rather than written assessments).

Procedure for Requesting Reasonable Adjustments

1. **Request Submission:** Learners or their representatives must notify Crystal & Co of any required adjustments as soon as possible, ideally during enrolment or early in the course.
2. **Assessment of Needs:** We will assess each request in consultation with the learner to determine the most suitable adjustments. This may involve gathering relevant documentation, such as medical reports.
3. **Implementation:** Agreed adjustments will be put in place promptly, with all necessary staff informed to ensure consistency.
4. **Review:** We will monitor the effectiveness of the adjustments and make changes if needed.

6. Special Considerations

Special considerations are granted for learners who face unforeseen or unavoidable circumstances that affect their ability to complete an assessment. These situations may include:

- Illness or injury.
- Bereavement or family emergencies.
- Other significant disruptions, such as natural disasters or personal crises.

Procedure for Requesting Special Considerations

1. **Notification:** Learners should inform us as soon as they believe special considerations may be needed, ideally before the assessment takes place.
2. **Assessment:** Requests will be evaluated on an individual basis, taking into account the specific circumstances. Potential accommodations may include deadline extensions, rescheduled assessments, or alternative formats.
3. **Decision and Follow-Up:** Learners will be informed of the outcome, and arrangements will be made where appropriate. We will continue to monitor the learner's progress and provide additional support if necessary.

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7. Specific Provisions for Learners with Dyslexia

Crystal & Co recognises that learners with dyslexia may require specific support during training and assessment, and we are committed to providing appropriate accommodations. These may include:

- 25% extra time during examinations.
- Access to a quiet or separate examination environment.
- Modified examination formats, such as enlarged text or the use of coloured overlays.

Procedure for Dyslexic Learners

1. **Identification:** Learners should notify us of their dyslexia during the enrolment process and provide supporting documentation where necessary.
2. **Adjustments for Examinations:** Specific exam arrangements, such as extra time or a separate environment, will be provided. Learners may also choose between joining a separate breakout room (for online exams) or starting after others have completed their exams, if this is more appropriate.
3. **Continued Support:** Learners will receive ongoing support and guidance from tutors to ensure that their needs are met throughout their course.

8. Roles and Responsibilities

- **Learners:** Responsible for notifying Crystal & Co of any adjustments or considerations required, and for providing relevant documentation.
- **Staff:** Responsible for implementing adjustments, ensuring fairness and confidentiality, and monitoring the effectiveness of adjustments or considerations.
- **Management:** Ensures the policy is consistently applied and that adequate resources and training are provided to staff.

9. Confidentiality

All information provided by learners regarding their needs or circumstances will be treated with strict confidentiality and only shared with staff who require the information to implement adjustments or special considerations.

10. Appeals and Complaints

Learners who are dissatisfied with the outcome of their request for reasonable adjustments or special considerations may appeal through Crystal & Co's Complaints and Appeals Procedure.

11. Policy Review

This policy will be reviewed annually or in response to changes in relevant legislation, awarding body requirements, or feedback from learners and staff.

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Approval

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

Managing Director

Signature:*Ramona Marcu*.....

Name: Ramona Marcu

Date: 04/09/2025

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