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Civil and Commercial Professional Mediation Foundation Training Course

Reasonable Adjustments and Special Consideration Policy

Course: IMI CMTP – Civil & Commercial Mediation

Scope

This policy applies to all members of the VMA community, including: staff, trainers, coaches, and assessors, subcontractors and guest experts, all learners enrolled in the IMI Civil and Commercial Mediation Professional Foundation Course (CMTP).

It applies to all learning, teaching, coaching, and assessment activities delivered online or in person and covers:

- reasonable adjustments to support access to learning and assessment
- special consideration for unforeseen circumstances affecting assessment performance
- participation, attendance, and learning hour requirements

Purpose of the Policy

Veritas Mediation Academy is committed to providing fair, inclusive, and professionally rigorous training and assessment arrangements that enable all learners to demonstrate competence while maintaining the integrity of mediation training standards.

This policy sets out how VMA:

- supports learners requiring reasonable adjustments
- applies special consideration in exceptional circumstances
- manages unavoidable absence from training in a manner consistent with IMI requirements, including the minimum 40-hour participation standard

Policy Guidelines

Definitions

Reasonable Adjustments are modifications agreed during enrolment to reduce the impact of a disability or long-term condition that may disadvantage a learner during learning or assessment.

Special Considerations are post-assessment allowances applied to account for temporary illness, injury, or exceptional circumstances affecting performance. Such considerations must remain minimal to preserve assessment validity.

Standards and Expectations

Reasonable Adjustments

Reasonable adjustments must:

- enable learners to demonstrate required knowledge, skills, and behaviours
- address disadvantage without conferring unfair advantage
- preserve the reliability and validity of assessment
- ensure certification accurately reflects competence

Adjustments are agreed prior to course commencement wherever possible.

Rejection of Applications

Requests may be declined only where:

- essential course or assessment requirements cannot be met despite adjustment, or
- the adjustment would pose an unmanageable safety risk

Procedures

Applying for Reasonable Adjustments

Requests must be submitted in writing to the Head of Quality & Learning at enrolment. Decisions are confirmed within 14 working days and recorded in the learner file.

Records

All approved or rejected adjustments and supporting evidence are securely documented.

Special Consideration

Special consideration may be requested where unforeseen circumstances adversely affect a Trainee Mediator's assessment performance, including illness, bereavement, serious disruption, or failure to implement approved adjustments.

Special consideration will not be applied where:

- assessment is missed due to unauthorised absence or personal arrangements
- evidence is not provided
- competence must be directly demonstrated

Participation, Attendance and Learning Hours

Where a learner is unable, for reasons beyond their control, to participate in scheduled taught sessions forming part of **the minimum 40 hours of training required** for the IMI Civil and Commercial Mediation Professional Foundation Course, VMA applies proportionate and transparent arrangements to support continuity of learning while maintaining training integrity.

Arrangements may include:

- attendance at equivalent catch-up sessions or additional scheduled training hours
- completion of approved alternative learning activities aligned to course deliverables, where appropriate
- deferral of missed sessions to a subsequent cohort

In all cases:

- learners must complete no less than 40 hours of structured training
- missed hours are not waived
- progression to assessment or certification is not permitted until participation requirements are met

Decisions are made on a case-by-case basis, ensuring fairness, competence standards, and compliance with IMI requirements.

Roles and Responsibilities

Senior Management and Quality Oversight

The Senior Management Team is responsible for ensuring consistent application of this policy and reviewing its effectiveness annually.

Staff and Assessors

Staff and assessors must apply adjustments and special consideration fairly and in accordance with this policy.

Learners

Learners are responsible for notifying VMA promptly of any circumstances affecting participation or assessment.

Appeals

Learners may appeal decisions relating to reasonable adjustments, special consideration, or participation requirements in writing, in accordance with VMA's Appeals Policy.

Policy Review and Monitoring

This policy is reviewed annually or earlier where required by changes in legislation, professional standards, or IMI requirements.