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1. Definitions

Reasonable Adjustments are modifications agreed upon during the enrolment process to reduce the impact of a disability or difficulty that may disadvantage a learner during assessment.

Special Considerations are post-assessment allowances to account for temporary illness, injury, or other challenges faced by the learner during the assessment. These considerations must remain minimal to ensure the assessment's integrity is upheld.

2. Reasonable Adjustments

Reasonable adjustments must not compromise the reliability or validity of the end-point assessment, nor provide any unfair advantage over other learners completing the same assessment.

Learners must notify Veritas Mediation Academy (VMA) of their required adjustments at the enrolment stage. These reasonable adjustments will be agreed upon with the learner before enrolment. Veritas Mediation Academy ensures that:

- Reasonable adjustments allow learners to demonstrate the knowledge, skills, and behaviours outlined in the training courses.
- Reasonable adjustments address disadvantages caused by a disability without providing an unfair advantage.
- The certificate accurately reflects the learner's competence and does not mislead others.
- The end-point assessment remains rigorous, fair, and valid, aligned with the Family Mediation Council training standards.
- The assessment result is reliable and achievable within available resources, facilities, and time.

Rejection of Applications

Veritas Mediation Academy may only decline reasonable adjustment requests if:

- The assessment's structure or delivery prevents the learner from meeting key requirements of the Family Mediation training course standards, and this limitation cannot be resolved.
- The adjustments would pose a significant and unresolvable safety risk.

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Procedures for reasonable adjustments

The following reasonable adjustments matrix provides guidance for submitting applications. While not exhaustive, it offers examples of potential needs. Learners or potential clients are encouraged to contact Veritas Mediation Academy for additional advice if required.

1. No known disability
2. Cognitive processing needs: Examples include dyslexia, dyspraxia, challenges with executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, or non-verbal memory.
3. Social/communication needs: Such as Autism Spectrum Disorder.
4. Long-term illnesses: Examples include cancer, epilepsy, Crohn's disease, IBS, or chronic fatigue syndrome.
5. Mental health conditions.
6. Physical needs: Includes requirements for crutches, wheelchair use, arthritis, paraplegia, quadriplegia, or cerebral palsy.
7. Hearing needs.
8. Visual needs.

Assessment Method Reasonable Adjustments	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Extra Time Allowance	2,3,4,5,6,7,8	2,3,4,5,6,7,8	2,3,4,5,6,7,8	2,3,4,5	2,3,4,5,7	2,3,5,6,7
Scribe			2,6,8			
Reader			2,8			
Personal Support worker in attendance	2,5,6,8	2,5,6,8	2,5,8	2,5,8	2,5,8	2,5,8
Timed rest breaks	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8
Bathroom Breaks	4,6	4,6	4,6	4,6	4,6	4,6
Voice explanation	2,8	2,8				
BSL Interpreter + Extra Time	7	7	7	7	7	7
Individual Testing			3,4,5			
Paper-based option			2,4			
Supervised assessment taken at home			3,4,5,6			
Written questions to back up verbal					2,4,5,6	2,4,5,6
Rewording of questions/clarification if needed					2,3,7	2,3,7
Time allowance for processing verbal questions					2,4,5,7	2,4,5,7

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Applying for Reasonable Adjustments

To request reasonable adjustments for an assessment, the Learner must make a request by email to the Head of Quality & Learning.

The Head of Quality & Learning will evaluate the application and confirm their decision within 14 working days of acknowledging the request. The outcome will be documented and shared with the lead tutor.

Records of Reasonable Adjustments

All reasonable adjustments must be documented in the learner's file, with supporting evidence securely stored. Any records related to the implementation or rejection of adjustments will also be maintained in the learner's file.

Special Consideration

A special consideration is a post-assessment adjustment made to account for unforeseen circumstances that may have impacted a learner's performance during or near the time of the assessment. Any adjustment must remain minimal to preserve the integrity of the assessment.

Special considerations must be formally requested by email addressed to the Head of Quality & Learning. Once the email is received, it will be reviewed for their consideration.

Important Note: Special considerations cannot be applied when the assessment strategy and evidence requirements mandate practical competence for specific tasks.

Procedures for Special Considerations

Special consideration may be requested by the tutor or learner if one of the following circumstances applies:

- Illness, injury, or bereavement affecting performance during the end-point assessment.
- Temporary illness or injury at the time of the assessment.
- Terminal illness of the learner or a close family member.
- Serious domestic crisis or trauma, such as a car accident or physical assault.
- Flare-up of a congenital condition (e.g., asthma, diabetes, epilepsy).
- Serious disturbance during the assessment, particularly if recorded material is involved.
- Accidental events, such as receiving the wrong assessment materials or IT equipment failure.
- Failure by Veritas Mediation Academy to implement pre-approved access arrangements.

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Circumstances Where Special Considerations Cannot Be Applied

Special considerations will not be granted if:

- The assessment was missed due to personal arrangements, including holidays or unauthorised absences.
- No evidence is provided to confirm the learner was affected by illness, injury, bereavement, or other circumstances during the assessment.
- Difficulties experienced were course-related, such as building work, lack of facilities, or staff shortages.

Appeals

If a learner believes they have been unfairly denied a fair assessment, they may appeal in writing.



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