



## Reasonable Adjustments and Special Considerations Policy

Document Specification:			
Purpose:	To set out the policy and procedure to be followed by Learners and Centres of NALP qualifications when applying for a reasonable adjustment or special consideration and to set out the criteria NALP staff and management will look for in such requests when considering these.		
Accountability:	NALP Governing Board	Responsibility:	Responsible Officer
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Version:	4.0	Links to Ofqual GCR:	G6 & G7

**National Association of Licensed Paralegals (NALP)**  
 LG.02 Lincoln House,  
 1-3 Brixton Road,  
 London  
 SW9 6DE  
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### 1. Purpose & Scope

The National Association of Licensed Paralegals (NALP) is an awarding organisation recognised and regulated by Ofqual. The qualifications designed, developed and offered by NALP are specialised to those Learners looking to advance a career as a Paralegal. Their qualifications have been designed in a way so as to avoid the need for reasonable adjustments, however it is recognised that there may be some Learners for who special provisions will need to be made. The purpose of this policy is to outline the process which must be followed by Learners and Centres when making a request for a reasonable adjustment or special consideration and how such a request will be considered by NALP. The process described will ensure that NALP continues to meet its obligations as stipulated by the General Conditions of Recognition (specifically Conditions G6 and G7) published by Ofqual and amended from time to time and the Equalities Law.

### 2. Data Protection

The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act 1998. Data will be processed only to ensure that all persons to whom this policy relates act in the best interests of the Learners, the Centres delivering the qualifications and NALP. The information provided will not be used for any other purpose.

Please note that we treat all records of reasonable adjustments and special consideration arrangements in confidence and will not make details available to any other parties.

### 3. Definition

In respect of reasonable adjustments, Ofqual's Condition of Recognition, Condition G6.1 states:

*“Reasonable Adjustments are adjustments made to an assessment for a qualification so as to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.”*

Reasonable adjustments therefore help to reduce the effect of a disability or difficulty that places the Learner at a significant disadvantage in the assessment situation. Reasonable adjustments made may involve:

- making changes for individuals to the standard assessment arrangements, for example allowing learners extra time to complete the assessment
- adapting assessment materials, such as providing materials in Braille for those with visual impairments
- providing access facilitators during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic learner

Where reasonable adjustments are made, these must:

- not affect the integrity of the award
- reflect the current needs of the individual Candidate
- not give the Candidate an unfair advantage over other Candidates
- ensure that examination continues to be valid, reliable and comparable against stated examination criteria.

In respect of special considerations, Ofqual's Condition of Recognition, Condition G7.1 states:

*“Special Consideration is consideration to be given to a Learner who has temporarily experienced:*

*(a) an illness or injury, or*

*(b) some other event outside of the Learner's control,*

*which has had, or is reasonably likely to have had, a material effect on that Learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment.”*

Special considerations are therefore given when unforeseen circumstances prevent the Candidate from attending or completing their assignments for assessment within the stated timescales, such as temporary illness, injury or bereavement.

#### **4. General Guidance for Centres**

Where appropriate (i.e. at Centres that provide classroom-based tuition as part of their services to Learners) Centres are expected to have suitable facilities to allow access for Candidates with physical disabilities, including wheelchair access and disabled toilet facilities.

Centres must not discriminate against any Candidate on the grounds of race, gender, age, disability, marital status, sexual orientation, gender-reassignment, pregnancy and maternity and religion or belief and must at all times adhere to the Equalities Act 2010. All Centres must have a suitable Equality Policy which details the way in which they adhere to this legislation.

Centres must also ensure that all relevant staff are aware of how a reasonable adjustment or special consideration should be handled in line with this policy.

#### **5. Reasonable Adjustments – Process for Centres and Learners**

Centres must contact NALP regarding every request for reasonable adjustments, but Centres must ensure that they have the capacity to deal with any such requests. A list of potential reasons for a reasonable adjustment and the sort of adjustments which may be made is provided below.

Learners requesting reasonable adjustments must provide their Centre with evidence of their specific needs and a copy of this must be provided to NALP with the request.

All requests for reasonable adjustments must be received at NALP at the time of enrolment onto the qualification, due to the assessments for NALP qualifications being assignment based. This is to ensure that any necessary arrangements have been put into place in advance of any assignments being set for the Learner and to allow for the provision of additional support or adjustments during the study periods.

The following are examples of conditions which may require reasonable adjustments and what those adjustments may be. Please note that this list is not exhaustive:

### **Learners with Visual Impairment**

- Large print or Braille course material
- Coloured backgrounds, paper or overlays for course material
- Extra time allocated for study and assignments
- Readers and/or scribes

### **Learners with Hearing Impairment**

- Use of hearing aids/hearing induction loops (where applicable at Centre level)
- Extra time allocated for training and examination
- British Sign Language or other suitable interpreter

### **Learners with Reading, Writing or Learning Difficulties**

- Extra time allocated for study and assignments
- Reader and/or scribe
- Dictation via Audio-cassettes
- Speech synthesisers
- Word-processing or transcription software
- Coloured backgrounds, paper or overlays for course material

### **Learners who have a permanent physical impairment**

- Reader, scribe and/or interpreter
- Mechanical/electronic aids or software

### Learners whose first language is not English, Gaelic or Welsh

- Use of a bilingual dictionary (book form only; not electronic dictionaries or translators)

NALP qualifications have been designed specifically to be studied via distance learning, therefore, if a Learner uses adaptive technology or software, etc. to assist them during their studies, this will normally be allowed. However, **all such adjustments made directly by Learners must be disclosed to the Centre and to NALP prior to commencement of studies to ensure that this does not provide an unfair advantage to the Learner.**

Every request for a reasonable adjustment will be considered on a case by case basis by the awarding organisation. What is reasonable in terms of an adjustment to the assessment will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment.

## 6. Special Considerations – Process for Centres and Learners

Special consideration is given to events or circumstances, beyond the Learner's control, which lead to a Learner being unable to complete their course or assignment within the given timescales. Examples of events that attract special consideration would be:

- Temporary illness
- Injury to self or an immediate family member
- Bereavement
- Mental health issues

NALP reserves the right to request evidence of the reason given for the special consideration being made so Learners should make this available on request.

The following are examples of conditions which may require a special consideration and what adjustments may be made. Please note that this list is not exhaustive:

### Services for learners who have a medical condition or temporary injury

- Reader and/or scribe and/or interpreter
- Mechanical/electronic aids or software

Learners who suffer a bereavement, temporary illness or mental health issue will be offered an extension to their study or assignment deadline, up to a maximum of an additional 6 months for study or 4 weeks for an assignment.

All requests for special consideration must be received by NALP at least 24 hours prior to the deadline for submission of assignments for assessment.

### 7. Submitting Requests for Reasonable Adjustments or Special Considerations

Centres are required to fill in the *Request for Reasonable Adjustments or Special Consideration form* in all cases. The form is available from our website: [www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk), or on request from 0845 862 7000.

Each request should include the following information:

- The nature of the learner's disability/learning need/reason for special consideration
- Details of the adjustments being requested
- Any supporting evidence or a copy of the evidence.

All requests for reasonable adjustments must be made at the time of enrolment of the Learner. Requests for Special Considerations must be made at least 24 hours prior to the deadline for submission of the assignment for assessment.

Please post or email the completed form for the attention of The Chief Executive.

Postal address  
NALP  
LG.02 Lincoln House  
1-3 Brixton Road  
London SW9 6DE

E-mail: [info@nationalparalegals.co.uk](mailto:info@nationalparalegals.co.uk)

When we receive the request, we will make a decision and inform centres within 48 hours for reasonable adjustments or on the next working day for special considerations. If it will take longer than this to make a decision, we will inform the centre and indicate a timescale for the decision.

### 8. Evidence requirements

Learners requiring arrangements for reasonable adjustments should provide centres with evidence of their learning needs or medical condition. The centre must ensure that suitably qualified personnel check that the evidence is current and relevant to the learner. Examples of evidence could be a relevant diagnostic report or statement of learning needs or medical condition from appropriately qualified personnel.

Requests for special consideration should be supported by evidence of the temporary illness or injury, such as a doctor's or hospital 'Fit Note'. If the request is for other reasons, such as

bereavement, NALP reserves the right to request evidence in some circumstances, such as a Learner making more than one request for a special consideration during the allotted time allowed for a single qualification.

In the case of an appeal, centres must ensure that evidence to support a reasonable adjustment or special consideration is retained for 3 months after the learner has been issued with the results of an assessment.

### 9. Appeals

If learners wish to appeal against the decision by the awarding organisation to decline requests for reasonable adjustments or special consideration arrangements, please refer to our *Appeals Policy*, available to download from our website at [www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk) or by contacting 0845 862 7000.

### 10. Monitoring the Reasonable Adjustments and Special Considerations Policy

NALP will ensure that:

- Reports are made to the Governing Board as part of the Self-Evaluation procedure
- Guidance from the regulators is reviewed and the policy is updated to comply with best practice
- Information from monitoring activities is made available to Ofqual as part of the Awarding Organisation's self-evaluation procedure and on request
- This policy is reviewed at least annually or earlier as required