



REASONABLE ADJUSTMENTS POLICY

Introduction

Reasonable Adjustments are adjustments made to an assessment to reduce the effect of a disability that places the learner at a substantial disadvantage when demonstrating their knowledge, skills and understanding to the levels required by the specification for that qualification.

All persons involved in the development, delivery and award of First Aid Awards (FAA) qualifications must be aware of this policy and ensure that all learners have access and understanding.

What is a Reasonable Adjustment?

The Equality Act 2010 requires FAA to make reasonable adjustments for disabled learners.

The purpose of a reasonable adjustment is to reduce the effect of a permanent or temporary disability, specific learning need or medical condition allowing learners to demonstrate their knowledge, skills and understanding. The integrity of the assessment must be maintained whilst providing access to assessment for these learners if possible.

Both the 2005 Disability Discrimination Act and the Equality Act 2010 have recognised the principle that reasonable adjustments may not always be appropriate to qualifications. Some assessments may only be adjusted up to a certain point before the meaning and value of the qualification could be undermined.

FAA Centres

A Centre is required to make any reasonable adjustments following the FAA Reasonable Adjustment Policy.

A Centre should request information regarding any reasonable adjustments required from a learner during course booking procedures.

Detailed within this policy are reasonable adjustments that a Centre is permitted to put in place. Centres must consider each application on the basis of all relevant information.

Any additional reasonable adjustments would require approval from FAA by submitting an application to FAA no later than 5 working days before the course commencement. FAA will respond within a maximum of 2 working days.

Should a Centre need any assistance in the allocation of a reasonable adjustment they should contact FAA for guidance. Centres must document all reasonable adjustments allocated and retain records with supporting evidence for a period of 3 years. Evidence retained must be auditable and capable of being internally and externally quality assured to assist FAA with the required data collection.

A Centre should note that failure to comply with the guidance regarding reasonable adjustments set out by FAA has the potential to constitute malpractice and may lead FAA to withhold a learner's result. Failure to comply is defined as any or all of the following:

- Putting in place arrangements without seeking prior approval from FAA, where this is required
- Exceeding the allowances as stated/agreed with FAA
- Agreeing reasonable adjustments that are not supported by evidence
- Failing to maintain records of reasonable adjustments for audit

Qualifying for a Reasonable Adjustment

Identifying the need for a Reasonable Adjustment

The Trainer/Assessor must make all learners aware of the assessment criteria and requirements of the qualification including:

- Spoken delivery
- Audio/visual aids
- Written and oral tests
- Physical demands
- Physical contacts
- Overall assessment process

Learners should discuss with the Trainer/Assessor any difficulties they foresee. This should also be documented when the learner registers at the start of a course by highlighting anything which may affect their ability to demonstrate their knowledge, skills and competence and participation in the course.

A learner can apply for a reasonable adjustment where they have:

- A permanent disability or specific learning need
- A temporary disability, medical condition or learning need

Such disabilities could include visual impairment, hearing impairment, learning difficulties, physical impairments, speech, language and communication impairments. Assistance should be given to a learner such as positioning them in the room to accommodate sight or hearing impairment, if this benefits their participation, success and enjoyment of the course.





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All learners must demonstrate the required level of knowledge and competence for the qualification. An award cannot be made simply because a learner is disabled.

Whilst reasonable adjustments may be made, the assessments must be based on the learner's own answers and their unaided demonstration of practical competence.

Deferred Assessments

In situations where it is identified that a learner has a temporary physical impairment it may be considered advantageous to defer training/assessment until they are fit. If a learner is, for example during a first aid course, unable to demonstrate CPR at floor level they could be allowed during training to practice at waist level. However it is crucial that the final assessment is conducted at floor level as in a real life situation to maintain the integrity of the qualification.

Any deferred assessment must take into consideration the FAA guidance on maximum course completion times.

Distance learning

To undertake distance learning qualifications which require unsupervised learning, a learner must have the literacy skills to be able to read and understand the manual and any additional resources.

Applying reasonable adjustments

The Centre can make reasonable adjustments taking into consideration the needs of the individual, the integrity of the qualification and ensuring the learner does not receive an unfair advantage. The following reasonable adjustments can be given to a learner without prior approval from FAA:

- Providing a Reader. Please note where English is not the first language of the learner it is acceptable to assist with reading the assessment paper but it should be noted that to achieve any first aid qualification a learner will need to demonstrate effective communication with a casualty
- Providing a Writer to document answers as provided by the learner
- Allowing a reasonable amount of extra time – up to 25%
- Assessment material printed on coloured paper or enlarged format
- Use of coloured overlays

For any other reasonable adjustments the Centre must seek prior approval from FAA. In cases where a learner is orally questioned, the Trainer/Assessor must ensure that this is conducted away from other learners to prevent any answers being overheard.

Complaints and Appeals Procedure

Should a learner wish to appeal against the decision regarding a reasonable adjustment they should, in the first instance, appeal to the Centre through their own appeals process.

Should the Centre's appeal process be exhausted, or if the learner is unable to appeal directly to the Centre for any reason, they may appeal direct to FAA.

Policy Review

FAA will review this policy on a regular basis to ensure its effectiveness and taking into account any feedback. Should you have any feedback regarding this policy then please contact FAA as below.

Contact Details

First Aid Awards Ltd, Awards House, 10 Central Treviscoe, St Austell, Cornwall PL26 7QW

TEL 03458 333999

EMAIL enquiries@firstaidawards.com

Useful links

[FAA Equal Opportunities Policy](#)

[Equality Act 2010](#)

[2005 Disability Discrimination Act](#)

