

Reasonable Adjustments Policy



Aims and Objectives of the Policy

ThinkingSpot Coaching Ltd has a duty under the Equality Act 2010 to make any reasonable adjustments that can be made for our clients to ensure they are not discriminated against.

We aim to facilitate open and fair access to our training for clients who are eligible for reasonable adjustments and / or special considerations without compromising the assessment of skills, knowledge, understanding or competence being measured.

ThinkingSpot Coaching Ltd will achieve this through:

Reasonable Adjustments

ThinkingSpot Coaching will consider requests for Reasonable Adjustments and Special Considerations.

This is agreed at point of booking/registration. The client must request within a reasonable timeframe any adjustments that may be needed to reduce the effect of a disability or difficulty, which places the client at a substantial disadvantage. Any requests for reasonable adjustments must not affect the quality and reliability of the learning outcomes nor must they give the client an advantage over other clients undertaking the same or similar training.

Reasonable Adjustments may not be applied to training that will provide a "license to practice" or where the client needs to demonstrate a practical competence.

Special Considerations

A special consideration request can be made during or after a training event to reflect temporary illness, injury or indisposition that occurred at the time of the event. Any special considerations granted cannot remove the difficulty the client faced at the time of the event and can only be a relatively small adjustment to ensure that the integrity of the training is not compromised. Special consideration may not be applied to training that will provide a "license to practice" or where the client needs to demonstrate a practical competence.

ThinkingSpot Coaching Ltd will only consider requests for Reasonable Adjustments and Special Considerations submitted within a timely manner and have completed the appropriate paperwork for these requests.

Reasonable Adjustments

A reasonable adjustment helps to reduce the effect of a disability or a difficulty that places the client at a substantial disadvantage.

Reasonable adjustments must not affect the quality and reliability of the learning outcomes, but may include;

- Ensuring any online learning is more accessible (such as ability to adjust display settings and providing advice/guidance on speech technology)
- Providing assistance during an assessment of learning
- Adapting materials or providing it on coloured paper
- Re-organising the physical assessment/learning environment
- Use of mechanical and electronic aids
- Use of assistive software
- Use of low vision aids

Reasonable adjustments must be approved and set in place prior to any assessment or learning is carried out.

Any assessment of work following a reasonable adjustment has been made must be carried out in the same way of work from other clients.

Reasonable adjustments must never give a client an advantage over other clients and must never affect the quality or reliability of the learning.

It is important to note that not all requests for reasonable adjustments may be granted if they are not deemed reasonable, permissible or practical in certain situations. The client may not need, nor be allowed, the same adjustments for all learning.

Requests for reasonable adjustments are approved by ThinkingSpot Coaching Ltd prior to any bookings/registrations are taken. They are intended to allow access to training / assessment but can only be approved if the adjustment does not;

- affect the quality and reliability of the learning.
- provide an unfair advantage to other clients.
- influence or compromise the final outcome of the assessment of learning.

Any requests for reasonable adjustments must be made to ThinkingSpot Coaching Ltd within 7 days of registration / booking or at least 28 working days before an assessment / classroom event using the appropriate paperwork. If you are unsure if a client requires a reasonable adjustment, please speak with ThinkingSpot Coaching Ltd who will provide the relevant guidance at hello@thinkingspotcoaching.co.uk

Special Considerations

A special consideration is consideration given to a client who was prepared and present at an assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances outside of their control.

It is important to note that special consideration may not be possible where assessment requires the demonstration of practical competence, or the training provides a "license to practice".

Where an assessment of learning is carried out and marked by a computer, the client will have the ability to take it at a later date however this must be completed prior to any practical assessments or other learning is carried out.

A special consideration cannot give a client an unfair advantage to other clients and must not mislead the clients' achievement. The client's results must reflect their true achievement and not potential ability. ThinkingSpot Coaching Ltd's decision on requests for special considerations will vary from client to client and one subject to another. The factors may include the severity of the consideration, date of assessment and the nature of the assessment such as practical or oral presentation.

The client may be eligible for special considerations if;

- the performance in an assessment is affected by circumstances out of their control, such as recent personal illness, accident or bereavement.
- alternative arrangements which were agreed in advance proved to be inappropriate or inadequate.
- part of an assessment / event was missed due to circumstances beyond the control of the client.

The client will not be eligible for special consideration if;

- the client has not been affected at the time of an assessment by a particular condition.
- part of an assessment / event is missed due to personal arrangements including holidays or unauthorised absence.
- the event / assessment is affected by difficulties such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes.

Examples of circumstances where special consideration may be given are;

- terminal illness of the client.
- recent bereavement of a member of the immediate family.
- serious or disruptive domestic crises leading to acute anxiety about the family.

- incapacitating illness or injury of the client.
- severe car accident.
- outbreak of infection where clients are in isolation.
- lost or damaged work beyond the control of the client.

Special consideration will not be granted for minor illness or a minor disturbance.

Requests for special considerations are approved by ThinkingSpot Coaching Ltd's applications for special considerations must be made on case-by-case basis and thus separate applications must be made for each client. Any requests for special considerations will only be approved if they do not;

- Affect the quality and reliability of the learning
- Provide an unfair advantage to other clients
- Influence or compromise the final outcome of the assessment of learning

Any requests for special considerations must be made to ThinkingSpot Coaching Ltd within 7 days of the event or assessment using the appropriate paperwork. If you are unsure if a client requires a special consideration please speak with Krissi Carter who will provide the relevant guidance.

It is important to note that special consideration will not be granted if / where client achievement has been acknowledged and certified.

This policy has been approved & authorised by:

Name: Krissi Carter

Position: Founder Director

Date: January 2024

Signature: 

Date of next review: January 2025