

Forming Connections

REASONABLE ADJUSTMENTS & SPECIAL CONSIDERATIONS POLICY

Last reviewed: 27/05/2026

Next review due: 28/05/2027

Policy owner: Education Director

Applies to: All staff, contractors, volunteers, associates, and trustees

1. Policy Statement & Scope

At **Forming Connections**, we have a duty under the **Equality Act 2010** to make reasonable adjustments for our participants/learners to ensure they are not placed at a substantial disadvantage.

We aim to provide open and fair access to all our training events and assessments without compromising the core standards, skills, and knowledge being measured.

This policy applies to all participants, delegates, and corporate clients booking training with Forming Connections.

2. Reasonable Adjustments

A reasonable adjustment is an arrangement approved **before** a training event or assessment takes place. Its purpose is to reduce the effect of a disability or long-term difficulty that places a participant at a disadvantage.

NB. Our main office building has a flight of stairs to access, with no other accessible entrance.

Key Principles:

- Adjustments must be agreed at the point of booking or registration.
- They must **never** give a participant an unfair advantage over others or compromise the quality, integrity, and reliability of the learning outcomes.
- Adjustments cannot be granted if they require demonstrating practical competence that is essential to the course outcomes (e.g., a "licence to practice").

Examples of Potential Adjustments:

- Ensuring online learning platforms are accessible (e.g., screen adjustment settings, compatibility with speech technology).
- Providing training materials on coloured paper, in larger fonts, or in alternative digital formats.
- Reorganizing the physical training or assessment room to accommodate physical or sensory needs.
- Allowing the use of assistive software, electronic aids, or low-vision aids.
- Accommodating British Sign Language (BSL) interpreters or support assistants.

How to Request a Reasonable Adjustment:

Requests must be submitted to **Brenda Keirnan** via email (brenda@formingconnections.co.uk) within **7 days of booking**, or at least **28 working days before** the live classroom or assessment event, to allow sufficient time for practical arrangements.

3. Special Considerations

A special consideration is a post-event adjustment given to a participant who was fully prepared and present at a training event or assessment, but who was severely disadvantaged by temporary illness, injury, or unforeseen adverse circumstances outside of their control.

Key Principles:

- Special considerations are reviewed on a strict case-by-case basis.
- They result in relatively small adjustments and will **never** be used to mislead or inflate achievement; results must reflect true performance on the day, not potential ability.
- Special consideration will **not** be granted if the participant's certificates have already been issued.

Eligible Circumstances Include:

- Incapacitating temporary illness or serious injury to the participant on the day of the event.
- Recent bereavement of an immediate family member.
- A serious, acute domestic crisis or a severe car accident directly preventing full focus or attendance.

- The accidental loss or damage to assessment work completely beyond the participant's control.

Ineligible Circumstances Include:

- Minor illnesses (e.g., mild colds) or minor distractions.
- Missing a session due to personal travel plans, holidays, or unauthorized absences.
- Disturbances at the venue outside of the Company's control (e.g., nearby building works or public transport strikes).

How to Request a Special Consideration:

Requests must be submitted in writing to **Brenda Keirnan** at brenda@formingconnections.co.uk within **7 days** of the training event or assessment.

4. Policy Authorisation & Review

This policy has been approved & authorised by:

- **Name:** Brenda Keirnan
- **Position:** Director / Owner
- **Date:** 27th May 2026
- **Review Date of Policy:** 27th May 2027 *(Or sooner if regulatory updates require changes)*