



**P O O L S M A R T**

T R A I N I N G & C O N S U L T I N G

**Special Consideration  
and Reasonable  
Adjustment Policy**

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## Introduction and Scope

This policy applies to all candidates who are undertaking or have completed a RLSS UK Qualifications, qualification or award and sets out PoolSmart LTD process to reviewing reasonable adjustments or special considerations requests from candidates who are undertaking or have completed an RLSS UK Qualifications, qualification or award.

As an Approved training Center or Provider (ATC/P) we understand our requirements where a candidate, who has a difficulty or is disabled within the definition of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled or does not have a difficulty.

As an ATC/P we endeavour to ensure that all training and assessments should be a fair test of the candidates' practical skills and knowledge. For some candidates, we recognise the usual format of training and assessments may not be suitable, in these cases reasonable adjustments and/or a special consideration may be applied at our discretion in line with RLSS UK Qualifications policies or we will support any candidate with submitting an application to RLSS UK Qualifications.

## Definition of a Reasonable Adjustment

A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place the candidate at a disadvantage during the delivery of a qualification or an assessment situation. They are applied to an assessment process for a qualification, to enable a candidate with a disability or difficulty, to demonstrate his or her knowledge, skills and understanding of the levels of attainment required in the qualification specification.

When a reasonable adjustment has been applied, the work produced by the candidate will be marked to the same standards and assessment requirements as the work assessed of the other candidate(s).

## Principles of making a Reasonable Adjustments

As an ATC/P we will ensure any adjustments made to an assessment will:

- Not invalidate the assessment requirements of the qualification
- Not give the candidate an unfair advantage
- Reflect the candidate's normal way of working
- Be based on the individual need of the candidate

As an ATC/P we will ensure we consider the following, upon deciding whether an adjustment to an assessment is required:

1. The reasonable adjustment must not compromise the competency standard.
2. The reasonable adjustment must not give the candidate an unfair advantage. While the process for examinations and assessments might be modified, the candidate must demonstrate the skills and competence required by the assessment, to maintain the quality, validity, and reliability of the assessment.
3. The reasonable adjustment must be based on individual requirements. Decisions about the reasonable adjustment(s) required by each candidate must be taken only after careful consideration of the assessment needs of each individual. Different candidate with the same impairment may have quite different reasonable adjustment requirements. Similarly, we will not assume that the reasonable adjustment required by a candidate for a particular assessment will be required for all assessments. Some candidates may need a single adjustment, others may require a combination of several adjustments.
4. The reasonable adjustment must be accompanied by suitable evidence, where appropriate. We need to satisfy ourselves that a candidate's request for a reasonable adjustment is legitimate. On some occasions, this will involve obtaining evidence that is sufficient, valid, and reliable.
5. The assessment activity is valid and is measurable against the assessment criteria. Any adjustment(s) that are implemented during the assessment must ensure that:
  - i. They do not impact on any other candidates.
  - ii. Will only provide the intended candidate with the necessary assistance, without giving them an unfair advantage over others.
  - iii. We will be clear about the extent to which the candidate is affected by the disability or difficulty.

## How to apply for a Reasonable Adjustment

All applicants must complete and return a reasonable adjustment application form and any supporting evidence for review to:

Kieran Walker  
PoolSmart LTD  
[hello@Poolsmarttc.co.uk](mailto:hello@Poolsmarttc.co.uk)  
07874092443

Please click the link below or copy it in your URL to access the reasonable application form.

[Download.ashx \(rlss.org.uk\)](#)

Candidates should aim to give us ample opportunity to review any requests for a reasonable adjustment prior to their assessment. Ideally, at the first point of contact via the enrolment or registration process, day one of the training course or at the start of the assessment.

## What will happen with your application and supporting evidenced

As an ATC/P we keep records of all reasonable adjustment applications along with the outcome, which will be logged and retained in line with RLSS UK Qualification audit requirements. We do not retain supporting evidence.

In line with RLSS UK Qualifications policies we are able to apply one or more of the following adjustment(s) to an assessment without the need to apply directly to them. We will ensure we follow the same principles as if we were applying to them and obtain all the required information and evidence and document this in the same way.

Reasonable adjustment	Assessments taken under examination conditions
Extra time up to 25%	Permitted
Supervised rest breaks	Permitted
Change in the layout of assessment room	Permitted
Candidates to take the examination solely under moderation of an Assessor	Permitted
Taking the assessment at an alternative venue	Permitted
Use of colored overlays	Permitted
Use of paper based bilingual dictionary	Permitted
Assessment materials on colored paper	Permitted
Reader	Permitted

Where we have any uncertainty over the adjustment(s) that can be applied to an assessment we will seek advice from RLSS UK Qualifications.

Where an application is for an adjustment not listed above, we will pass the application and any evidence immediately to RLSS UK Qualifications to review and respond to accordingly in line with their own policies.

Please note due to the nature of RLSS UK Qualifications there is not a guarantee the requested adjustment will be granted.

## Definition of a Special Consideration

A special consideration is a post-assessment adjustment to the candidate's assessment results, or rearrangement of an assessment time or date.

A special consideration can be granted after an assessment has taken place if a candidate is deemed to have been disadvantaged.

## How to apply for a Special Consideration

As an ATC/P we are not able to apply a special consideration to assessment result(s). Special considerations can only be granted by an Awarding Organisation. With this said to apply for a special consideration, the applicant or authorised persons must complete the RLSS UK Qualifications web based application form which can be located directly on their website. Please click the link below or copy it in your URL to access the application form.

[Special Consideration Application Form | Royal Life Saving Society UK \( RLSS UK \)](#)

## What will happen with your application and supporting evidenced

As an ATC/P we keep records of all special consideration applications, which will be logged and retained in line with RLSS UK Qualifications audit requirements. We do not retain supporting evidence.

## Safety considerations

There are no circumstances when the safety of a candidate or participant, should be compromised in the pursuit of an assessment. In a practical activity, if there is a concern that the effects of a person's disability or difficulty may have safety implications for themselves or others, a suitably qualified person within our ATC/P will carry out a risk assessment related to the candidate's particular circumstances. Assumptions will not be made about a disability posing a safety risk.

## Appeals

If you wish to appeal against our decision to decline your application, please refer to our Appeals Policy.

## Contacting RLSS UK Qualifications

RLSS UK Qualifications Contact	
Email	<a href="mailto:compliance@rlss.org.uk">compliance@rlss.org.uk</a>
Telephone	0300 323 0096
Address	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG