



Equality and Diversity, Reasonable Adjustments and Special Conditions policy

Introduction

Lucelly Consultancy is committed to promoting equality, diversity, and inclusion in all aspects of its operations. This policy outlines our commitment to providing an environment free from discrimination, harassment, and prejudice. We aim to create an inclusive culture where everyone is treated with dignity and respect.

Who it applies to

This policy applies to all Lucelly Consultancy Ltd employees, clients, candidates, Assessors, IQA's, our other NVQ Centre and Training partners and any other individuals associated with us.

Principles of Equality and Diversity

Lucelly Consultancy adheres to the following principles:

Equality: We will ensure that everyone has equal opportunities and access to our NVQ's regardless of characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex), or any other characteristic protected by law.

Anyone working with us or for us will not be disadvantaged due to any difficulties or conditions e.g., sight, hearing, physical disabilities, literacy, ADHD, or Autism.

Diversity: We value and celebrate the diversity of our workforce and NVQ candidates. We believe that a diverse and inclusive environment fosters creativity, innovation, better decision-making and generally a better world to live in.

Inclusion: We are committed to creating an inclusive environment where everyone feels welcome, valued, and able to contribute their unique perspectives and talents.

The Equality Act 2010 Act provides protection for the protected characteristics against:

- Direct discrimination
- Indirect discrimination
- Harassment
- Victimisation

And in relation to disability:

- Discrimination arising from disability
- Duty to make reasonable adjustments

Direct discrimination

Direct discrimination takes place where a person treats a candidate who has a protected characteristic less favourably than they treat or would treat others not possessing the protected characteristic.

Indirect Discrimination

Indirect discrimination occurs where a provision, criteria or practice is applied which is discriminatory in relation to protected characteristic. This includes conduct which is applied or would apply to candidates who do not share the characteristic in question and conduct which puts or would put a candidate possessing a protected characteristic at a particular disadvantage.

Harassment

Harassment occurs where a candidate is subjected to unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating their dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment. This can include unwanted conduct of a sexual nature or that is related to gender reassignment or sex.

Victimisation

Victimisation is a form of discrimination where an individual is the subject of less favourable treatment because the discriminator knows or suspects that an individual has done or intends to bring a discrimination claim or give evidence against them in a discrimination claim or has made an allegation of discrimination.

What we are responsible for

Training and Awareness

All Lucelly Consultancy Ltd employees will receive guidance on the Equality and Diversity (E&D) principles and their responsibilities so that we create an inclusive workplace culture.

We will also ensure that our clients, candidates, Assessors IQA's and Training Partners have access to our E&D policy, and they have read and understood them.

We expect anyone working with us or for us to treat others with respect and contribute to creating an inclusive environment. Discrimination, harassment, or any form of unfair treatment will not be tolerated.

What we will not tolerate

We will not tolerate any form of harassment (including sexual harassment), or bullying based on characteristics such as race, gender, sexual orientation, disability, or any other protected characteristic. Complaints will be treated seriously and dealt with promptly and confidentially.

Any incidents of discrimination or inequality will be investigated, and corrective action will be taken.

How we will support you

Accessibility

We will strive to make our NVQ's accessible to all individuals, including those with disabilities. Reasonable adjustments *may* be made to accommodate specific needs.

The Equality Act 2010 requires Awarding Bodies to make reasonable adjustments to ensure the candidate who is disabled as defined in the Act are not placed at a **substantial** disadvantage in comparison to candidates who are not disabled.

Awarding organisations and NVQ Centres are only required by law to do what is "reasonable" in terms of giving access.

What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors such as the need to maintain competence standards and health and safety will also be taken into consideration.

Reasonable adjustment

A reasonable adjustment helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the NVQ or qualification assessment situation.

- Changing or adapting the assessment method (E.g. written maybe better than evidence videos or vice versa)
- Providing assistance during assessment

- Re-organising the assessment physical environment
- Using assistive technology such as translators, video or speech aids. Use of Artificial Intelligence (A.I.) to write evidence for activities is not acceptable. [Please see A.I. Policy for further guidance.](#)

Reasonable adjustments must be approved Lucelly Consultancy Ltd, the Internal Quality Assurer (IQA) and the Awarding Body where necessary. We will agree this method and any adjustments must be ***agreed in writing before*** assessment commences.

The evidence produced following a reasonable adjustment must be assessed in the same way as the work from other candidates, to not disadvantage any candidate undertaking an NVQ or qualification via us.

Below are examples of a reasonable adjustment.

It is important to note that not all adjustments described below will be reasonable, permissible or practical in situations. The candidate may not need, nor be allowed the same adjustment for all assessments.

Reasonable adjustments are listed but not limited to the examples provided below.

- Allowing extra time, e.g. activity extensions
- Using a different assessment method
- Assessment material in different colour, large format, Braille or in audio format
- Readers/scribes/Sign Language translators
- Activities done as videos with the Assessor

Requesting/applying for a reasonable adjustment

- Reasonable Adjustments must be ***requested*** by the candidate at the ***point of registration*** (via adding information to the registration form).
- Information added to the registration form must include the nature of the candidate's disability/need, medical condition, special assessment arrangements required, supporting evidence or a copy of evidence.

If any reasonable adjustments are agreed, the candidate will need to give Lucelly Consultancy Ltd suitable timeframes to implement any necessary arrangements such as any activity/assessment materials, enlarged font, printed on colour paper, sign language interpreter, scribe, or assistive technologies such as computer readers.

This timeframe will be agreed with all parties within 30 working days.

Considerations as to whether a candidate should require an adjustment:

- All candidates must meet the required Awarding Body qualification standards for the award of a certificate
- Adjustments should not compensate the candidates lack knowledge or skills
- The learner should be able to cope with the content of the assessment and be able to work at the level required for the qualification assessment
- A reasonable adjustment must never affect the validity or reliability of assessment, influence the outcome of assessment or give the candidate(s) an unfair assessment advantage
- Any adjustment to assessment must be based on the individual's needs

While assessors, Internal Quality Assurers and External Quality Assurers usually prefer to see a portfolio made up of evidence which is varied, the approved centre may be required to accept a more restricted variety of evidence as a means of enabling access. This must be determined on an individual candidate basis through initial assessment and consideration of Reasonable Adjustment.

Special consideration

Special considerations are different to reasonable adjustments as they apply to a disadvantage that occurs to the candidate either just before, during the assessment **OR** after an assessment if there is a reason the candidate may have been disadvantaged during the assessment.

Special consideration may be applied for candidates who suffer temporary illness, injury or Personal circumstance that affect the candidate, such that they cannot reasonably continue with their qualification for a period, such as a bereavement or other adverse changes to the personal/family circumstances.

It may not be considered at all if alternative assessment arrangements can be made.

Candidates cannot enter a plea for special considerations for assessment solely on the grounds of disability or learning difficulty and must declare their needs prior to the assessment period. All necessary reasonable adjustments arrangements must have been implemented before the time of the assessment.

A special consideration must never affect the validity or reliability of assessment, influence the outcome of assessment or give the candidate(s) an unfair assessment advantage.

All candidates must meet the required qualification standards for the award of a certificate.

They are also expected to be either:

- unforeseeable, in that the candidate could have no prior knowledge of the event concerned and/or

- unavoidable, in that the candidate could have done nothing reasonably in their power to prevent or avoid such an event.

The **only** special consideration allowed is an extended time for completion of the qualification.

Requesting/applying for a special consideration

- Any special considerations must be requested by the candidate and/or employer via email to info@lucellyconsultancy.org.uk, together with information on what the special circumstances are and any proposed actions.
- All applications for special consideration can only be made on a case-by-case basis and thus separate applications must be made for each candidate.
- The size of the adjustment will depend on the circumstances and will reflect the difficulty faced by the candidate.
- Upon receipt of any special considerations, we will acknowledge your request within 5 working days and will provide a response/action plan within 10 working days.

Lucelly Consultancy Ltd will need to submit a written Special Consideration request to the Awarding Body before implementing the process.

No application of Reasonable Adjustments or Special Consideration can be made without the candidate's knowledge and expressed consent.

This policy also links into the "Access to fair Assessment Policy" as well as the "Whistle blowing Policy".

Confidentiality

We treat all records of reasonable adjustments and special considerations in confidence and only Lucelly Consultancy personnel and the Awarding Body will be made aware of these circumstances.

Appeals

In the case of an appeal (see Appeals and Grievance/Complaints Policy), you must ensure that evidence to support a reasonable adjustment or special consideration is retained for 3 months after you've been issued with the results of your assessment.

Review and Amendment

This policy will be reviewed regularly to ensure its ongoing compliance with Awarding Bodies, legislation and industry best practices. Changes will be made as necessary.

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