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POLICY & PROCEDURES

**REASONABLE ADJUSTMENTS
& LEARNER SUPPORT**

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1. PURPOSE

Crosby Training is committed to creating an inclusive and supportive learning environment. This policy ensures that all learners - including those with disabilities, learning difficulties, medical conditions, or additional needs - have equal opportunities to access courses and assessments, and achieve their learning goals. It outlines how reasonable adjustments and special considerations are identified, implemented, and monitored to support learner success.

2. PRINCIPLES

- All learners are entitled to a fair and equitable learning and assessment experience
- Reasonable adjustments reduce disadvantage without compromising assessment integrity
- Special considerations address temporary disadvantages, such as illness or unforeseen circumstances, ensuring learners are not unfairly penalised
- Learner support and adjustments are determined based on individual needs and normal ways of working
- Support is reviewed regularly to ensure effectiveness and fairness

3. IDENTIFICATION OF LEARNER NEEDS

- Learners are encouraged to disclose additional needs at the earliest opportunity
- Tutors and support staff assess needs through consultation, observation, and prior records
- Adjustments are agreed collaboratively with the learner, considering course and assessment requirements
- All approved adjustments are documented for audit purposes
- Referrals to external agencies are made when specialist support is required



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4. REASONABLE ADJUSTMENTS

Reasonable adjustments are provided based on individual need to ensure learners can access learning and assessments fairly, without compromising the integrity of the qualification. Adjustments may include adaptations to the assessment or learning environment, methods, or resources, and are tailored to each learner's specific circumstances.

Learner Categories and Example Adjustments:

Visual Impairment

- Reader, writer, or interpreter support
- Adapted materials (e.g. enlarged print, alternative formats)
- Mechanical or electronic aids (e.g. Braille keyboard)
- Extra assessment time where appropriate

Hearing Impairment

- Communicator or interpreter (e.g. BSL)
- Assistive listening or other recommended devices
- Extra assessment time where appropriate

Learning Difficulties

- Audio-visual aids (speech-to-text, text-to-speech software)
- Reader and/or writer support
- Adapted teaching strategies
- Extra assessment time where appropriate

Medical Conditions

- Individualised arrangements to support participation and comfort during learning or assessments
- Extra assessment time or supervised rest breaks as required
- Adaptations to physical environment or equipment to accommodate mobility or health needs
- Provision of specialised aids or resources recommended by medical professionals



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English as an Additional Language

- Reader and/or writer support in English where needed
- Bilingual dictionaries or translation glossaries
- Use of approved language support software or aids
- Additional assessment time, where language proficiency may impact performance
- Clarification of instructions in plain English
- Separate or quiet rooms to reduce language-related distractions

Adjustments to the physical environment may include separate or quiet rooms, adapted furniture or equipment, and mechanical or electronic aids to enable fair access to assessments.

All adjustments are agreed collaboratively with the learner, documented for audit purposes, and applied consistently to ensure fairness. Staff must ensure that adjustments maintain assessment integrity and reflect the learner's own knowledge and ability.

5. ROLE DEFINITION: READERS & WRITERS

- Eligibility:** Provided for learners who demonstrate a need due to disability, learning difficulty, medical condition, or language barrier
- Independence:** Must not be the learner's course tutor, relative or friend
- Responsibilities:** Read assessment materials aloud or write answers on behalf of the learner
Must not alter or influence assessment content.
- Environment:** Provided in a separate or quiet space to avoid disturbing other learners
- Specialist Support:** For specific needs (e.g., hearing impairment), only qualified professionals may act as facilitators.
- Assessment Integrity:** Readers/writers must ensure that the learner's work reflects their own knowledge and ability.



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6. SPECIAL CONSIDERATIONS

- Applied when learners are temporarily disadvantaged (illness, injury, or unforeseen circumstances).
- May include minor post-assessment modifications, resits, or alternative arrangements.
- Ensures results reflect the learner's true achievement without unfair advantage. Guidance is available on how to prepare and submit an appeal.

7. CONFIDENTIALITY

- All information about learner support, reasonable adjustments, and special considerations is confidential.
- Access is restricted to staff directly involved in providing support.

8. APPEALS

Learners may appeal decisions regarding reasonable adjustments, special considerations, or support arrangements through Crosby Training's Complaints and Appeals Procedure.

9. MONITORING & REVIEW

- Learner support and adjustments are reviewed regularly throughout the learner journey to ensure adequacy and effectiveness.
- Progress and feedback are documented, and support levels are adjusted as needed.
- This policy is reviewed annually or in response to changes in legislation, guidance, or best practice.



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APPENDIX:

PERMITTED REASONABLE ADJUSTMENT GUIDANCE

The following guidance outlines examples of adjustments that may be permitted under HABC qualifications. This appendix is for operational staff implementing adjustments.

Adjustments Permitted at Crosby Training's Discretion:

- Extra assessment time (within the allowed limit)
- Supervised rest breaks
- Change in assessment room setup
- Separate accommodation within the Centre
- Use of coloured overlays or low-vision aids
- Reader or scribe support

Adjustments Requiring HABC Approval:

- Assessment at an alternative venue
- Use of ICT or electronic devices for responses
- Assessment materials in Braille or audio
- BSL interpreter or transcriber services
- Practical assistant or prompter support