



T: +60 17 – 777 0081

E: charles@startsmart.asia

W: www.startsmart.asia

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

Reasonable Adjustments & Special Consideration Policy

The purpose of reasonable adjustments and special consideration requests is to enhance access to qualifications for learners with disabilities and other difficulties, without compromising the assessment of the skills, knowledge, understanding, or competence being assessed.

This policy outlines:

- arrangements for making reasonable adjustments and special considerations in relation to our qualifications.
- how learners qualify for reasonable adjustments and special considerations.
- the reasonable adjustments we will permit and those where permission is required in advance before they are applied.
- what special considerations will be given to learners.

Centre's responsibility

It is important that centre staff involved in the management, assessment and quality assurance of qualifications are fully aware of the contents of the policy. As part of the monitoring of provision of its qualifications, external verifiers will periodically check that the relevant centre staff are aware of the contents and purpose of this policy.

Staff should also ensure that relevant learners have access to this policy and are appropriately aware of its contents.

Policy Overview

START SMART SDN BHD is committed to complying with all current and relevant legislation in relation to the development and delivery of our qualifications.

We seek to uphold rights relating to race relations, disability discrimination and special educational needs of our learners and to provide equal reasonable adjustments and special considerations for all learners registered on our qualifications.

As a recognised education provider, we to have a fair access to assessment policy in operation, which reflects the following principles and guidelines.

Assessment should be a fair test of learners' knowledge and what they are able to do, however, for some learners the usual format of assessment may not be suitable. We ensure that our qualifications and assessments do not bar learners from taking our qualifications.



T: +60 17 – 777 0081

E: charles@startsmart.asia

W: www.startsmart.asia

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

We recognise that reasonable adjustments or special considerations may be required at the time of assessment where:

- learners have a permanent disability or specific learning needs.
- learners have a temporary disability, medical condition or learning needs.
- Learners are indisposed at the time of the assessment.

The provision for reasonable adjustments and special consideration arrangements is made to ensure that learners receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessment easier for learners, nor advantages to give learners a head start.

There are 2 ways in which access to fair assessment can be maintained:

- through reasonable adjustments
- through special considerations

Reasonable adjustments are available for learners who present requirements prior to assessment. Special consideration can be applied after an assessment, in circumstances where the learner was affected by temporary illness, injury or indisposition at the time of the assessment.

Process for requesting reasonable adjustments and/or special consideration Reasonable Adjustments: all qualifications It is the responsibility of the relevant staff at the centre to identify learners likely to require reasonable adjustments, at or as soon as possible after enrolment.

Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments are made to an assessment for a qualification to enable a disabled learner to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity.
- adapting assessment materials, such as providing materials in Braille.
- providing assistance during assessment, such as a sign language interpreter or a reader.
- re-organising the assessment room, such as removing visual stimuli for an autistic learner.
- changing the assessment method, for example from a written assessment to a spoken assessment.



T: +60 17 – 777 0081

E: charles@startsmart.asia

W: www.startsmart.asia

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

- using assistive technology, such as screen reading, or voice activated software.
 - providing the mechanism to have different colour backgrounds to screens for onscreen assessments or asking for permission for copying to different coloured paper for paper-based assessments.
 - providing and allowing different coloured transparencies with which to view assessment papers.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the learner access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

START SMART SDN BHD 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 adjustments permitted without prior approval

The Centre coordinator should determine whether prior approval to apply a reasonable adjustment is required by consulting the following table. This lists the circumstances where prior approval is not required.

If you intend to apply any of the reasonable adjustments listed the staff responsible at the Centre should ensure the form Reasonable Adjustments permitted without the prior approval is completed and retained, along with evidence of need.

The policy will be reviewed every 12 months by Mathews George, Internal Quality Assurance Officer, START SMART SDN BHD.

Last updated: January 2024