



**REASONABLE ADJUSTMENT & SPECIAL CONSIDERATION POLICY**

**VERSION 1.2  
06/01/2023**

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**DOCUMENT AMENDMENT RECORD**

VERSION	DATE	AMENDMENT SUMMARY	AUTHOR	SIGNATURE
1.0	17/09/2021	Initial Release	BS	
1.1	30/11/2021	Updated reference documents	BS	
1.2	06/01/2023	Updated Head of Training Updated CAP722B Reference Document version and date	MB	

## REFERENCE DOCUMENTS

VERSION	DATE	DOCUMENT TITLE	SOURCE
v1.2	06 January 2023	heliguy™ Appeal Policy	Internal File Path: [00.03]
V3.0	07 December 2022	CAP 722B - Unmanned Aircraft System Operations in UK Airspace – The UK Recognised Assessment Entity	<a href="#">CAP 722</a>
v1.2	06 January 2023	heliguy™ Malpractice and Maladministration Policy	Internal File Path: [00.03]
v7.0	N/A	TQUK Centre Handbook	Internal File Path: [00.01]

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## 1. INTRODUCTION

The aim of this policy is to outline the procedure by which Colena Ltd trading as, and herein referred to as heliguy<sup>™</sup>, make reasonable adjustments and special considerations towards regulated qualifications. This ensures that a methodical approach is generically adopted, to the facilitation of learning for candidates that are unable to meet the standard requirements, whilst maintaining the integrity of the qualification.

This policy must be understood by all heliguy<sup>™</sup> personnel involved in the provision of training and assessment of any regulated qualifications. There may be circumstances where a reasonable adjustment or special consideration cannot be made, as the candidate's disability may not be commensurate with the requirements of the regulated qualification. An example of such is the operation of an Unmanned Aircraft System (UAS) by an individual with partial or complete sight loss.

## 2. SCOPE

This policy applies to any candidate undertaking a regulated qualification with heliguy<sup>™</sup> and details the procedure for requesting a reasonable adjustment or special consideration, recognised reasonable adjustments and what special considerations may be permitted.

## 3. POLICY

In order to remain compliant with the heliguy<sup>™</sup> Equality and Diversity Policy and the Equality Act, a candidate may not be disadvantaged in meeting the requirements of a regulated qualification by any disability. In some cases, this may not be achievable when the learning activity or assessment criteria is not commensurate with the candidate's particular disability and in which case, a reasonable adjustment or special consideration may be made. Examples where a reasonable adjustment or special consideration may be required include:

1. A permanent or temporary diagnosed physical disability;
2. A permanent or temporary diagnosed psychological disability;
3. A permanent or temporary diagnosed learning impairment;
4. A permanent or temporary illness, injury or medical condition.

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#### 4. REASONABLE ADJUSTMENTS

A reasonable adjustment is a change or amendment made for a specific case, which maintains the integrity of the learning objective and/ or assessment criteria of a regulated qualification, but which is facilitated by a deviation from the standard methodology. Examples of a reasonable adjustment can include, but are not limited to:

1. A substitution of format of an assessment (verbal, as opposed to written);
2. Assistance afforded during an assessment which does not provide the candidate with an unfair advantage (examiner narration/ scribe);
3. Access to assistance or assistant material and software which does not provide the candidate with an unfair advantage (narration/ language translation);
4. Additional assessment duration;
5. Employment of vision aids (coloured gel paper, screen overlays and spectacles).

The employment of a reasonable adjustment must not influence the outcome of an assessment.

#### 5. SPECIAL CONSIDERATIONS

A special consideration is an influencing factor, retrospectively identified post-assessment indicating that a candidate may have been disadvantaged. Examples of a special considerations can include, but are not limited to:

1. Illness which adversely affected the candidates ability to perform an activity or accurately demonstrate their ability;
2. Injury which adversely affected the candidates ability accurately demonstrate their competency.

A special consideration cannot be issued in relation to an appeal, as defined in the Appeal Policy. Furthermore, a special consideration cannot be given in relation to certain human factors such as stress or fatigue, unless they form part of a diagnosed condition, nor can they influence any result of action or inaction, which forms part of the assessment. Special considerations can not be applied to any pre-requisite, minimum mandatory, or defined requirements to be eligible to conduct an assessment.

## 6. SUBMITTING A REASONABLE ADJUSTMENT & SPECIAL CONSIDERATION APPLICATION

The candidate must submit a reasonable adjustment or special consideration application form contained at Appendix A to this policy. This document must be completed in its entirety and accompanied by supporting evidence. Once complete, the form should be sent to [training@heliguy.com](mailto:training@heliguy.com)

Depending on the nature of the application, the candidate must ensure that minimum lead times are adhered to and that receipt confirmation has been acquired.

APPLICATION TYPE	LEAD TIME
Reasonable Adjustment	No later than 28 working days prior to the assessment
Special Consideration	No later than 7 working days after the assessment

## 7. APPLICATION PROCESSING

On receipt of an application, confirmation will be distributed to the applicant and the Head of Training must be informed. The Head of Training will evaluate the application, together with any supporting evidence. Any information which is submitted as part of the application must be protected in accordance with the Data Protection Policy.

An evaluation will be conducted which may involve consultation with the qualification regulator and/ or the Civil Aviation Authority (CAA). A range of reasonable adjustments which do not require authorisation beyond the Head of Training are contained at Appendix B to this document. Any reasonable adjustments which are not contained at Appendix B, must be approved by the qualification regulator and/ or the Civil Aviation Authority (CAA). This process may delay the assessment until such time as approval has been granted.

The evaluation of special considerations may also constitute an appeal which would be required to be investigated in accordance with the Appeals Policy. Any special consideration which does not constitute an appeal, must be approved by the qualification regulator and/ or the Civil Aviation Authority (CAA).

## 8. APPEALS

If a candidate wishes to appeal the decision in relation to either a reasonable adjustment or special consideration decision, by the Head of Training, qualification regulator and/ or the Civil Aviation Authority (CAA), they may do so in accordance with the Appeals Policy.

## 9. SUMMARY

The facilitation of training includes the prevention of any disadvantaged in meeting the requirements of a regulated qualification by any disability. A reasonable adjustment or special consideration may be considered in order to assist a candidate in the opportunity to fairly obtain a regulated qualification. When this cannot be achieved, the defined process must be followed to escalate the decision to apply a reasonable adjustment or special consideration.

Any questions relating to the content of this document should be directed to the undersigned in the first instance.



Mark Blaney  
Head of Training  
Colena Ltd t/a heliguy<sup>™</sup>



**Appendix A - Reasonable Adjustment & Special Consideration Application Form**

Personal Information					
<b>Title</b>		<b>First Name(s)</b>		<b>Surname</b>	
<b>Telephone Number</b>		<b>Email Address</b>		<b>Candidate Number</b>	

Application Type					
<b>Assessment Date</b>		<b>Reasonable Adjustment (<i>tick</i>)</b>		<b>Special Consideration (<i>tick</i>)</b>	

Special Consideration or Reasonable Adjustment details
<i>Free Text: Please provide specific detail regarding the request. What, When, Where and How</i>

**Supporting Evidence**

*Free Text: Please specify any accompanying evidence in support of the appeal.*

*I, the below named person, confirm that the information contained within this document is a true and accurate representation.*

**Signature**

<b>First Name(s)</b>		<b>Surname</b>		<b>Date</b>

**OFFICE USE ONLY**

**Receipt Confirmation**

<b>Date Received</b>		<b>Date Confirmation Issued</b>	
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**Suggested Special Consideration or Reasonable Adjustment**

**Justification**

**APPROVED**

**DENIED**

**Signature**

<b>Name</b>		<b>Position</b>		<b>Date</b>	
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### Appendix B - Approved Reasonable Adjustments

Only those reasonable adjustments detailed within this document may be approved by the Head of Training. Any other requests for reasonable adjustment must be authorised by the qualification regulator or Civil Aviation Authority (CAA).

Reasonable Adjustment	Factor
Additional examination duration	Approved upto an extra 10% of the allocated assessment time to complete the examination
Supervised Rest Break	Approved, subject to suitable invigilator availability
Use of coloured film, low vision aids and tinted spectacles	Approved, subject to inspection by the invigilator prior to use
Use of text narration software	Approved, subject to software being visible to invigilator and narration being audible
Enlarged text formatting	Approved
Printing on coloured paper	Approved
Use of nominated text narrator	Approved - Invigilator only
Use of nominated scribe	Approved - Invigilator only