



**HOPE SAFETY  
CONSULTANCY PVT LTD**

# **REASONABLE ADJUSTMENT & SPECIAL CONSIDERATION POLICY & PROCEDURE**

Ref: HSC|EASCPP|2025|10|V2.0

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## Policy Statement:

**Hope Safety Consultancy Pvt Ltd** is firmly committed to ensuring inclusive and equitable access to learning and assessment for all individuals. We recognize that some learners may experience physical, psychological, or contextual barriers that can impact their performance. This policy outlines our commitment to providing reasonable adjustments and special considerations to ensure that all learners can participate fairly and fully in training and assessment activities, without compromising the integrity or validity of the qualification.

## Our Commitments:

- Clearly define the scope, process, and eligibility criteria for applying reasonable adjustments and special considerations, ensuring that all learners and staff understand the support available to them.
- Ensure all decisions related to learner adjustments are made through a fair, consistent, and transparent process that protects learner confidentiality while addressing individual needs effectively.
- Provide a range of appropriate, tailored reasonable adjustments that support learners with long-term disabilities, learning difficulties, or medical conditions, while maintaining the credibility of the qualification.
- Consider and respond to special circumstances that may arise due to unforeseen, short-term situations such as illness, personal crisis, or trauma, offering temporary support where necessary.
- Maintain thorough and confidential records of all requests, actions taken, and outcomes reached regarding reasonable adjustments and special considerations for audit and quality assurance purposes.

## Objectives:

- Support every learner in achieving their full potential by reducing or removing assessment barriers through tailored accommodations that do not confer an unfair advantage.
- Promote equality, fairness, and consistency across all assessment settings by ensuring that adjustments are made based on objective evidence and in line with awarding body guidance.
- Strengthen our capacity to identify learners' individual support needs early in the learning journey and to implement timely, proportionate, and reasonable support solutions.
- Maintain open, clear, and structured procedures for submitting, reviewing, and implementing adjustment requests, empowering learners to confidently disclose their needs.

## Responsibilities:

- **Management** Establish, monitor, and regularly review internal processes to support the effective and compliant delivery of adjustments and considerations across all training sites.
- **Assessors & Trainers** Recognize learner needs early, work collaboratively with learner support staff to recommend suitable accommodations, and ensure fair implementation in assessment settings.
- **Learner Support Officer** Serve as the central coordinator for all adjustment and consideration requests, ensuring accurate documentation, timely communication, and regulatory compliance.
- **Learners** Clearly articulate their individual needs or emerging circumstances by submitting appropriate documentation as early as possible, participating actively in the adjustment process.

## Procedure:

1. Learners must submit their request for reasonable adjustments or special consideration as early as possible, providing all relevant documentation such as medical letters, diagnostic reports, or personal statements.
2. Each request will be evaluated objectively by the Learner Support Officer in consultation with relevant trainers, assessors, and awarding bodies, using defined criteria to ensure a fair and valid outcome.
3. A written decision outlining the adjustments to be provided or the reasons for refusal will be shared with the learner in a timely and sensitive manner.
4. Approved adjustments will be implemented for future assessments and learning activities, and actions taken will be logged securely for review and reference.
5. All records of requests, decisions, and implementation steps will be maintained in line with data protection laws and awarding body audit requirements.

## Continuous Improvement:

- Regularly review the effectiveness and accessibility of reasonable adjustment and special consideration procedures by gathering feedback from learners and staff.
- Deliver targeted training and awareness programs for trainers, assessors, and administrative staff to strengthen understanding and application of inclusive practices.

## Communication:

- Communicate this policy clearly through learner handbooks, induction sessions, staff briefings, and online platforms to ensure widespread understanding and accessibility.

- Display the policy in all training locations, learner resource centers, and administrative offices, reinforcing our commitment to equality and learner wellbeing.
- Make this policy publicly available through our website (<https://hscpk.org>), ensuring prospective and current learners are fully informed about the support available to them.

**Hope Safety Consultancy Pvt Ltd** remains committed to fostering a learning environment where all individuals feel supported and empowered to succeed. We will continue to refine and improve our approach to reasonable adjustments and special considerations to meet the diverse needs of our learners and uphold our standards of quality, fairness, and inclusion.



**Director**  
**Hope Safety Consultancy Pvt Ltd**