

REASONABLE ADJUSTMENT AND SPECIAL CONSIDERATION POLICY

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THE DATE OF APPROVAL SHOWN

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RED DUNE

Reasonable Adjustment and Special
Consideration Policy

RED DUNE TRAINING CENTER

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1. Purpose & Scope

The purpose of Red Dune Training Centre's *Reasonable Adjustment & Special Consideration Policy* is to remove unnecessary barriers to assessment while protecting integrity, comparability, and safety. We aim to ensure every learner can demonstrate the required knowledge, skills, and behaviors under fair conditions without gaining an unfair advantage. This policy aligns with TVTC expectations for accessibility and quality, international HSE awarding-body rules, and the management-system approach of ISO 9001 (competence/controlled processes), ISO 14001 (responsible operations), and ISO 45001 (safe working and learning environments).

Scope

This policy applies to all programmes and short courses delivered by Red Dune in Saudi Arabia, including theory and practical assessments, examinations under invigilation, simulations, workplace assessments, and reassessments. It covers all delivery modes (in-Centre, on-site, blended, and remote where permitted) and all assessment personnel (tutors, assessors, invigilators, IQA/quality staff, and administrators). It also applies to contractors supporting delivery, facilities staff involved in room set-up, and any third parties hosting assessments on our behalf.

Reasonable adjustments (planned changes made *before* an assessment) and special considerations (allowances or actions taken *after* an assessment affected by adverse circumstances) are considered for disabilities, long-term or temporary impairments, medical or compassionate grounds, and verified incidents. Any adjustment must be practicable, safe, environmentally responsible, and capable of maintaining assessment validity and reliability.

The policy governs how learners request support, what evidence is required, how decisions are made and recorded, how confidentiality is protected, and how actions are implemented and reviewed. It links with our Assessment Policy, Appeals Policy, Exam Security & Invigilation procedures, HSE arrangements, and Document Control. All decisions are subject to quality assurance and continuous improvement to meet TVTC and international awarding standards while upholding Red Dune's commitment to fairness, dignity, and safety.

2. Definitions

These definitions guide consistent, fair decisions at Red Dune Training Centre (Saudi Arabia) for international HSE qualifications and TVTC-approved programmes, aligned with ISO 9001 (competence/records), ISO 45001 (safe operations), and ISO 14001 (environmental controls).

Reasonable Adjustment

Planned, pre-assessment changes that remove unnecessary barriers so a learner can demonstrate the required competence under comparable conditions. Adjustments are agreed in advance based on evidence and must:

- preserve assessment validity, reliability, and integrity;
 - avoid giving an unfair advantage;
 - be proportionate and practicable within safety and environmental controls.
- Examples include extra time, rest breaks, a reader/scribe, larger print, assistive technology, ergonomic seating, a quieter room, or minor modifications to practical setups that do not change learning outcomes. Requests normally arrive ≥ 10 working days before assessment.

Special Consideration

A post-event allowance for candidates whose performance was adversely affected by unforeseen circumstances close to or on the assessment day. It may result in rescheduling, a permitted deferral, or a limited mark adjustment when allowed by the awarding body/TVTC. Examples: sudden illness, bereavement, serious incident during travel, acute flare-up of a condition. Requests are submitted promptly after the event with supporting evidence. Special consideration cannot compensate for inadequate preparation or absence of evidence.

Disability

A physical or mental impairment that has a substantial and long-term adverse effect on normal day-to-day activities. “Long-term” typically means expected to last 12 months or more. Reasonable adjustments are considered to reduce barriers while maintaining assessment standards.

Long-Term / Short-Term Impairment

- *Long-term impairment:* chronic conditions (e.g., hearing loss, dyslexia, diabetes with functional effects).
- *Short-term impairment:* time-limited conditions that still justify support (e.g., recovery from surgery). Duration influences the type and length of adjustment approved.

Temporary Injury

Recent injuries (e.g., sprain, fracture, burn) that temporarily affect performance. Evidence (e.g., medical note) is required; typical responses include rescheduling or temporary adjustments.

Emergency

Unpredictable, urgent events on the assessment day (e.g., accident, acute illness, security or transport disruption, severe weather). The Senior Invigilator may authorise immediate, minimal adjustments to protect candidate welfare and exam integrity, followed by formal review. All decisions consider safety (ISO 45001) and environmental practicality (ISO 14001).

3. Principles

Red Dune Training Centre applies the following principles to all decisions on reasonable adjustments (pre-planned support) and special considerations (post-event relief) to uphold assessment quality while removing undue barriers. These principles align with TVTC requirements and the expectations of international HSE awarding bodies and are embedded within our ISO 9001/14001/45001 management system.

Validity — Any adjustment or consideration must preserve what the assessment is intended to measure. Core competence, safety-critical skills, and decision-making standards cannot be diluted or replaced.

Reliability — Decisions are made against published criteria, recorded consistently, sampled by IQA, and reviewed in standardization to ensure comparable outcomes across cohorts, sites, and assessors.

Fairness & Equity — We remove unnecessary barriers without granting advantage. Similar needs receive comparable responses; culturally and linguistically appropriate support is considered where it does not change the construct being assessed.

Confidentiality & Data Minimization — Personal and medical information is limited to what is strictly necessary, accessed on a need-to-know basis, securely stored, and retained per our Records Procedure. Communications use neutral, respectful language.

Non-Advantage — Adjustments compensate for impairment or circumstance; they must not raise performance beyond peers or compromise invigilation, identity checks, or exam security.

Proportionality & Feasibility — Responses are the least-intrusive means that adequately remove the barrier, considering safety, environmental impacts, practicality, and resource constraints. Alternative safe methods are preferred for practical tasks.

Compliance — We follow awarding-body/TVTC rules, Centre procedures, and legal obligations. Where rules change, we update guidance, forms, and assessor training before the next assessment window.

Transparency & Accountability — Decisions state rationale, scope, and duration; learners are informed of outcomes and appeal routes. Trends inform CAPA actions, CPD, and design improvements through the PDCA cycle.

4. Eligibility Criteria

To ensure fair access without lowering assessment standards, consistent with TVTC requirements and ISO 9001/14001/45001 principles.

A. Reasonable Adjustments (pre-assessment)

Eligible where a learner has a permanent, long-term, or temporary condition that creates a substantial barrier to demonstrating competence under standard conditions. Typical accepted circumstances include: documented disabilities (e.g., visual/hearing impairments), specific learning differences, long-term health conditions, neurodiversity, pregnancy-related needs, temporary injury, or approved religious obligations affecting scheduling. Adjustments must be proportionate, safe, and not compromise assessment validity (e.g., extra time, rest breaks, assistive technology, accessible rooms, ergonomic equipment).

B. Special Consideration (post-event)

Eligible where performance was adversely affected by unexpected, short-term events close to or during the assessment. Accepted examples: acute illness on the day, bereavement of an immediate family member, involvement in an accident/incident, major travel disruption beyond the learner's control, or urgent caregiving crises. Usual outcomes include deferral/resit without penalty or a minor mark allowance where permitted by the awarding body.

C. Evidence Requirements

- Medical/clinical letter (on headed paper, signed/dated, stating nature, severity, and impact on assessment).
 - Employer/authority incident report, police or hospital record for acute events.
 - For learning differences, a qualified specialist report with recommended adjustments.
 - Where relevant, proof of travel disruption from official sources.
- Evidence must be recent and proportionate to the request. Red Dune may seek clarification or additional documentation.

D. Exclusions (not eligible)

- Lack of preparation, normal exam anxiety, minor ailments without evidence, workload or rota conflicts, voluntary travel, routine inconvenience, or late requests without good cause.
- Requests that would change the construct being assessed or introduce safety/environmental risks.

E. Decision & Timeframes

Requests should be submitted as early as possible (adjustments ≥ 10 working days pre-assessment; special consideration within 5 working days after). Decisions are recorded and communicated in writing. Appeals follow the Centre Appeals Policy.

5. Document Control & Approval

Document Code: RD-TC-RA/SC-POL-001

Version: v1.0

Status: Controlled

Effective Date: [DD MMM YYYY]

Next Review Due: [DD MMM YYYY] or sooner following regulatory/awarding-body changes

Document Owner (Accountable): Head of Centre (HoC), Red Dune Training Centre, Saudi Arabia

Process Custodian (Responsible): IQA

Contributors (Consulted): Centre Manager, HSE Officer, Examinations Officer, Data Protection Lead

Stakeholders (Informed): Tutors/Assessors, Invigilators, Admin, Learners, Clients

Approval & Authorization

This policy is approved for use within the Red Dune management system. It may not be amended, reproduced, or distributed outside the controlled system without written authorization from the HoC.

- **Approved by (HoC):** _____ Date: _____
- **Quality Endorsement (IQA):** _____ Date: _____
- **Compliance Check (Centre Manager):** _____ Date: _____

Distribution & Access

Current, controlled versions are available via the Centre's Document Management System and at reception on request. Public extracts may be published on **reddune.org**. Staff must verify version before use.

Change Control / Revision History

- v1.0 – Initial issue aligned to TVTC expectations and ISO 9001/14001/45001 management system requirements.
- v[•] – Summary of change, section(s) affected, reason, author, approver, date.

Related & Referenced Documents (internal)

Assessment Policy; Appeals Policy; Exam Security & Invigilation SOP; Data Protection & Records Retention; HSE Arrangements; Document Control Procedure.

Retention & Archiving

Signed approvals, superseded versions, and change logs are retained per Records Retention Procedure. Printed copies are **uncontrolled**; validity must be checked against the master.

6. Evidence Requirements

To support applications for **Reasonable Adjustment** (pre-assessment) or **Special Consideration** (post-event), Red Dune Training Centre requires clear, sufficient, and authentic evidence. Evidence must demonstrate the barrier or adverse circumstance, its timing, and its impact on assessment performance, while protecting confidentiality and assessment integrity.

Accepted evidence types (as applicable):

- **Medical/clinical reports** from licensed practitioners stating diagnosis (or functional impact), expected duration (temporary/long-term), and recommended adjustments. Discharge notes or outpatient summaries are acceptable if they describe impact.
- **Employer letters** on letterhead confirming work-related incidents, shift changes, or operational constraints that directly affected attendance/performance.
- **Incident reports/accident book entries** showing date, time, location, nature of incident, witnesses, and immediate actions taken.
- **Police or hospital records** for serious incidents, emergencies, or bereavement confirmation (where appropriate).
- **Educational psychologist/therapist assessments** for specific learning differences, stating functional implications for timed exams or practical tasks.

Currency and validity:

- Long-term conditions: evidence normally within **3 years** and confirming current impact.
- Short-term/acute issues: evidence dated **on or close to the event** (typically within **10 working days** of the assessment).
- Translated documents must be in **Arabic or English** by a qualified translator; include contact details for verification.

Content quality:

- Must identify the learner (full name and ID), professional issuer (name, license/registration, signature/stamp), date, and contact details.
- Describe functional impact on assessment tasks (e.g., writing speed, concentration, mobility, PPE use) rather than only naming a diagnosis.
- State recommended adjustments or whether a deferral is prudent.

Authenticity & checks:

- We may verify documents with issuers; falsification is treated as malpractice.
- Only **minimum necessary information** is collected and stored under controlled access and defined retention.
- Submit requests to exam@reddune.org or support@reddune.org within published timelines; emergencies should be reported to the Senior Invigilator on the day and followed by evidence as soon as practicable.

7. Examples of Reasonable Adjustments

The following adjustments may be approved where evidence shows a substantial barrier to assessment. They remove disadvantage without lowering the standard, protect assessment integrity, and remain safe and practicable for HSE settings.

Rest breaks – supervised pauses that do not count as assessment time; useful for fatigue, pain management, diabetes, or anxiety.

Reader/scribe – a trained, impartial person to read questions aloud and/or record dictated answers; invigilation rules still apply.

Large-print or high-contrast papers – adapted font size/format, coloured overlays, or accessible PDFs for screen readers.

Ergonomic seating and workstation setup – adjustable chair, footrest, split keyboard, or alternative mouse to reduce strain.

Assistive technology – approved tools such as screen readers, text-to-speech, speech-to-text, spelling/grammar off, or magnifiers.

Modified practical setup – equivalent, safe methods (e.g., alternative tools, extended setup time, demonstration at lower height) that still assess the same learning outcomes.

Separate room – quieter space with solo invigilation to reduce distraction, support dictation, or manage medical needs.

Alternative communication formats – sign-language interpreter for instructions, or cue cards for candidates with speech impairments (not for answering questions).

Flexible seating/location – ground-floor room, proximity to exits or accessible facilities, controlled lighting or noise.

Medical aids – permission to bring essential items (e.g., glucose monitor, medication, wrist supports) with invigilator oversight.

All adjustments are approved case-by-case, documented on the Reasonable Adjustment form, risk-assessed for OH&S, and recorded in the assessment file for audit and review securely.

8. Examples of Special Considerations

The following examples illustrate circumstances that may adversely affect a learner's performance on or immediately before an assessment. They guide decision-making at Red Dune Training Centre (Saudi Arabia) while maintaining fairness, validity, and compliance with TVTC and international HSE awarding expectations.

1) Illness on the Day

- *Examples:* Acute fever, food poisoning, asthma attack, severe migraine.
- *Evidence:* Same-day clinic/hospital note, medication slip, incident log.
- *Typical outcomes:* Assessment deferred at no rebooking fee; limited mark allowance only where permitted by the awarding body; option to sit in the next window without penalty.

2) Bereavement or Serious Family Emergency

- *Examples:* Death or life-threatening illness of an immediate family member, emergency caregiving.
- *Evidence:* Death certificate or official notice; employer/authority letter.
- *Typical outcomes:* Deferral without fee; extension for coursework; where permitted, mark review/allowance.

3) Major Incident En-Route / Force Majeure

- *Examples:* Road closure, traffic accident, extreme weather, public transport failure, civil emergency.
- *Evidence:* Police/traffic reports, transport provider notice, photos with timestamps.
- *Typical outcomes:* Late admission (if security permits) with full time restored; alternative sitting the same day; deferral without fee if arrival becomes unsafe or impossible.

4) Acute Flare-Ups of a Known Condition

- *Examples:* Musculoskeletal spasm, anxiety/panic episode, sudden dermatitis affecting writing, colitis flare.
- *Evidence:* Pre-declared condition on file plus day-of report from a clinician or invigilator log.
- *Typical outcomes:* Rest breaks, alternative room, ergonomic aids; reschedule without fee if performance is clearly impacted.

Important Notes

- Requests should be submitted within five (5) working days of the event to exam@reddune.org (copy support@reddune.org).
- Outcomes depend on awarding-body/TVTC rules; some qualifications prohibit mark adjustments and allow only deferral.
- Evidence must be authentic, proportionate, and recorded in controlled forms.
- No learner is disadvantaged for applying; assessment integrity and safety remain paramount.

9. Application Process (Adjustments)

To ensure learners who experience unforeseen, short-term adverse circumstances are treated fairly without compromising assessment integrity, in line with TVTC expectations and ISO 9001/14001/45001.

When to apply

- Submit a Special Consideration Request within five (5) working days of the event or assessment date.
- If the circumstance occurs on the day, immediately inform the Senior Invigilator or Centre Reception before the assessment starts (or as soon as practicable in an emergency).

How to apply

- Complete form **SC-01** and email it with evidence to exam@reddune.org, copying support@reddune.org. Use the subject: “Special Consideration – [Course/Unit/Date] – [Learner Name/ID]”.
- Acceptable evidence includes medical or emergency reports, employer letters, police/hospital records, accident books, or travel disruption confirmations. Evidence must be dated, authentic, and proportionate to the claim.
- If you cannot submit evidence within five working days, send the form within the timeframe and state when evidence will follow (normally within ten working days).

Centre actions and timeline

1. **Acknowledgement:** within two (2) working days.
2. **Initial review** by IQA to confirm eligibility and completeness: within five (5) working days.
3. **Decision:** the Head of Centre (or nominee) issues a written outcome within ten (10) working days of receiving complete evidence. Outcomes may include mark allowances, rescheduling, fee waivers, or no change.
4. **External referral:** where the awarding body or TVTC must decide, Red Dune will submit the case within their window and communicate any extended timelines.

Safeguards

- Results may be marked “pending” until a decision is finalised.
- Requests do not guarantee a particular outcome and must not create an unfair advantage.
- Data is handled confidentially and retained per our Records Procedure.

10. Application Process (Special Considerations)

To support learners who experience short-term, unforeseen circumstances that negatively affect performance or attendance, while preserving assessment integrity and compliance with TVTC expectations and ISO 9001/14001/45001.

When to Apply

Special consideration applies **after** an adverse event (e.g., sudden illness, bereavement, accident, transport disruption). Learners must submit a request **within five (5) working days** of the assessment or deadline affected.

Emergency Same-Day Notification

If an issue arises **on the day**, the learner must immediately inform the **Invigilator** or Centre reception and email exam@reddune.org (cc support@reddune.org) before leaving the venue. The invigilator will complete an incident note and attach it to the assessment pack.

How to Submit

1. Complete form **SC-01 Special Consideration Request** (available at reception and via learner portal).
2. Provide evidence (e.g., medical note, police/accident report, employer letter).
3. Email the form and evidence to exam@reddune.org with subject: "SC – [Course/Date/Name]".
4. Keep originals; the Centre may request to sight them.

Decision & Timeline

- **Acknowledgement:** within **2 working days**.
- **Review:** Quality Lead/IQA with a subject specialist (not previously involved) reviews evidence and exam conditions.
- **Outcome:** issued in writing within **5 working days** of complete submission. Outcomes may include mark allowance (where permitted), deferral/re-sit without penalty, alternative assessment window, or no change (with reasons).
- For awarding-body or TVTC-regulated courses, decisions will follow their specific rules; where external approval is required, the Centre will submit on the learner's behalf and confirm any extended timelines.

Data & Integrity

Only minimum necessary personal data is collected and stored securely under document control. Special consideration will **not** advantage a learner nor compromise safety or environmental controls for practical assessments.

Appeal

If dissatisfied, learners may use the Centre **Appeals Policy** within the stated timeframes.

11. Health, Safety & Environmental Considerations

Red Dune Training Centre will only grant reasonable adjustments or special considerations that are **safe, feasible, and environmentally responsible**, consistent with ISO 45001 (OH&S), ISO 14001 (environmental management), TVTC expectations, and awarding-body rules. No adaptation may compromise assessment integrity or create unacceptable risk.

Risk-based approach (prior to approval).

For any proposed adaptation, the HSE Officer and Assessor conduct a task-specific risk assessment covering: activity hazards, the candidate's condition, venue constraints, equipment, supervision, emergency arrangements, and environmental aspects (waste, energy, noise, emissions). Controls follow the hierarchy (eliminate, substitute, engineer, administer, PPE) and must keep risk **ALARP**. Where risk remains intolerable, an **alternative safe method** or reschedule is offered.

Examples of safe, feasible adjustments.

- Separate, low-distraction room with adequate egress and ergonomic furniture.
- Extended time with planned **rest breaks** to reduce fatigue/heat stress; hydration access consistent with exam security.
- Assistive technology that does not store or transmit assessment content.
- Modified practical setup (e.g., lower working height, anti-slip mats, mechanical aids) with competent supervision.
- Reader/scribe arrangements that preserve safety briefings and command voice audibility.

Environmental responsibility.

Adaptations should minimise resource use and waste (e.g., digital formats where permitted, reusable aids), control noise/dust, and ensure correct segregation of consumables and sharps/PPE. Any additional travel or venue change should consider lower-impact options where practical.

Emergency and medical readiness.

Where relevant, confirm medication access, rest areas, first-aid cover, and emergency egress routes compatible with the adjustment. Invigilators and tutors receive a **need-to-know** briefing.

Documentation and authority.

All assessments, controls, and approvals are recorded on the Reasonable Adjustment/Special Consideration forms and linked risk assessment. The Centre Manager authorises final arrangements; the HSE Officer monitors implementation. Any incident or near miss triggers review, corrective action, and potential redesign of the assessment method.

12. Data Protection & Confidentiality

To protect learner and staff information gathered for reasonable adjustments or special considerations, while enabling fair assessment decisions at Red Dune Training Centre (Saudi Arabia).

Principles

We collect only the minimum necessary data to evidence eligibility and determine proportionate measures. Processing is lawful, fair, transparent, and limited to the stated purpose. Access is strictly need-to-know.

Data Collected

Application forms, declarations, assessor/invigilator statements, and supporting evidence (e.g., medical notes, incident records). Wherever possible we prefer summaries or redacted documents rather than full reports.

Use of Anonymised References

Decision logs, statistics, standardisation minutes, audit packs, and management reports use coded identifiers, not names or direct personal details. Case studies are de-identified before sharing.

Security & Access Control

Records are stored in controlled folders and fire-resistant cabinets with version control and audit trails. Digital repositories employ role-based permissions and strong authentication. Transmission of evidence uses encrypted channels; removable media is prohibited.

Retention & Disposal

Retention periods are proportionate to awarding-body/TVTC requirements and audit cycles. On expiry, records are securely destroyed (cross-cut shredding or certified digital erasure). A register lists categories, retention times, and disposal confirmations.

Confidential Handling in Delivery

Invigilators and tutors receive only what they must know to implement approved measures (e.g., extra time code). Conversations occur discreetly; printed lists avoid explicit medical terms.

Third Parties & International HSE Bodies

Where external verifiers or regulators need access, only pertinent, minimised evidence is shared under confidentiality undertakings.

Rights & Complaints

Learners may request access to their records, corrections to factual errors, or deletion when legally permissible. Concerns can be raised via our appeals/complaints routes; breaches are logged, investigated, and reported swiftly and promptly per our incident procedure.