



Defence Awarding
Organisation



DAO Reasonable Adjustments Policy

Version 8.3 Dec 24

Recognising Quality and Competence:

Supporting Defence with accreditation and specialist bespoke qualification opportunities

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Amendments

Version Number	Amendment	Date Published
8.0	Published	01 Aug 24
8.1	Formatting change to paragraph numbering	04 Nov 24
8.2	Changes to paragraph 9	08 Nov 24
8.3	Punctuation correction	16 Dec 24

Introduction

1. This document sets out the DAO Reasonable Adjustments policy and procedure and is aimed at our Awarding Centres, DAO Learners and all interested parties who encounter a direct or indirect service from the DAO.

Scope

2. This policy is aimed at helping DAO Learners to achieve formal recognition of their achievements, without compromising the Assessment Process or the assessment objectives of a qualification. Reasonable adjustments are made to ensure that Learners who have a disability are not disadvantaged in any way. Learners must declare their needs prior to the assessment period and all necessary reasonable adjustment(s) arrangements must have been implemented before the time of their assessment.

Awarding Centre's Responsibility

3. Awarding Centres should take all responsible steps to ensure that Awarding Centre staff involved in the management, assessment and quality assurance of DAO qualifications, and DAO Learners, are aware of the contents of this policy and that the Awarding Centre has a Reasonable Adjustments handling procedure and process in place to manage adjustments for DAO Learners.

Review Arrangements

4. The DAO will review the policy and its associated procedures annually as part of the DAO self-evaluation arrangements, and revise it as and when necessary, in response to customer, DAO Learner or Regulatory feedback (e.g. to align with any appeals and complaints process established by the Regulator(s)) and any trends that may emerge in the subject matter of Reasonable Adjustments received.
5. Feedback on the contents of this policy can be provided using the contact details at the end of this document.

Access to Fair Assessment

6. The Equality Act 2010¹ requires Awarding Organisations to make Reasonable Adjustments to ensure a learner who has a disability as defined in the Act are not placed at a substantial disadvantage in comparison to learners with no disabilities².
7. There are two ways in which access to fair assessment can be achieved:
 - a. **Special Considerations** – These can be applied after an assessment if there was a reason the Learner may have been disadvantaged during the assessment. Further

¹ Equality Act 2010

² This meets the requirement for [Ofqual GCoR Condition: G6.1](#)

information on Special Considerations can be found in the **DAO Special Considerations Policy**.

- b. **Reasonable Adjustments** – where a Learner, who has a disability would be at a substantial disadvantage in comparison to other Learners who do not have a disability.

Reasonable Adjustments

8. A Reasonable Adjustment is any action that helps to reduce the effect of a difficulty that places the Learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not compromise the assessment process or the assessment objectives³ and may involve:
 - a. Changing standard assessment arrangements, for example, allowing Learners extra time to complete the assessment activity.
 - b. Adapting assessment materials.
 - c. Providing access facilitators during assessment, for example a sign language interpreter or a reader.
9. Reasonable Adjustments constitute an arrangement to give the Learner access to the assessment activity. Implementation of the adjustment should complete as follows:
 - a. if a Learner has been identified *prior to registration*, a Reasonable Adjustment application should be made to DAO at point of registration before the first assessment activity takes place, or
 - b. if a Learner was subsequently identified and assessed for SpLDs (etc) *during training after registration*, the Reasonable Adjustment application should be made to DAO stating that a SpLD has been discovered as a result of testing after registration and set in place before the next assessment takes place.
10. The use of a Reasonable Adjustment will not be taken into consideration during the assessment of a Learner's work. DAO and DAO Awarding Centres 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 consideration⁴.

Making Reasonable Adjustments

11. The DAO and DAO Awarding Centres have a responsibility to ensure that the assessment process is robust, fair, inclusive and allows the Learner to demonstrate their potential^{5 6}.

³ This meets the requirement for [Ofqual GCoR Condition: G8.1\(b\)](#)

⁴ This meets the requirement for [Ofqual GCoR Condition: G9.2\(b\)&\(d\)](#)

⁵ This meets the requirement for [Ofqual GCoR Condition: H5.3\(d\)](#)

⁶ This meets the requirement for [Ofqual GCoR Condition: H5.4\(b\)](#)

DAO Awarding Centres must have a policy in place to accommodate learners requiring reasonable adjustments.

12. Adjustments to assessments should:

- d. not invalidate the assessment requirements of the qualification
- e. not give Learners an unfair advantage
- f. reflect the Learner's normal way of working
- g. be based on the individual needs of the Learner

Applications for Reasonable Adjustment

- 13. The range of Specific Learning Difficulties (SpLDs) is extensive and must therefore be assessed by an appropriately qualified Advisor/Assessor, to ensure that the arrangements approved allow the Learner to access the assessment, without gaining an unfair advantage.
- 14. Requests for making a Reasonable Adjustments should be made using the Reasonable Adjustment Request and Special considerations Form located in the DAO Qualification Management System (QMS). The process for reporting Reasonable Adjustments should be included within the course Joining Instructions (JIs) for the course leading to the qualification.
- 15. The form, with supporting evidence from a qualified and registered SpLD Advisor/Assessor uploaded, should be completed on the QMS along with the Learners details. This is to allow sufficient time for the application to be reviewed, and, if approved, put in place. The DAO QMS will hold this information against the relevant Learners Profile for External Quality Assurance (EQA) visits.
- 16. A Reasonable Adjustment can be requested by anyone who has a difficulty that places them at a substantial disadvantage in the assessment situation and thus would reduce the effect of this and provide a fair assessment.
- 17. Examples of a reasonable adjustment include:
 - h. Allowing extra time, eg assignment extensions (up to a maximum of 25%)
 - i. Use of coloured overlays, low vision aids
 - j. Use of assistive software
 - k. Use of Readers/Scribes
 - l. Assessment material on coloured paper or audio format
 - m. Use of ICT/responses using electronic devices

Registering Learners

- 18. Awarding Centres should use their integrity when identifying and registering Learners and must ensure that Learners have sufficient information and advice on their chosen qualification and that the qualification will meet their needs.
- 19. Awarding Centres must assess each Learner's potential to successfully complete the assessment and achieve the qualification. Such assessment must identify, where appropriate, the support that will be made available to the Learner to facilitate access to assessment. Where the initial assessment identifies that the Learner may not be able to

achieve the full qualification, this should be communicated clearly to the Learner. The DAO will acknowledge receipt within 7 working days.

Appeals

20. Appeals against the decision to provide Reasonable Adjustments can be submitted by following the DAO Awarding Centre and DAO Appeals Policy.

Centre Support

21. Policies for handling Enquiries, Appeals, Reasonable Adjustments, Special Considerations, Malpractice and Maladministration are available on the DAO website⁷ and the DAO Qualification Management System (QMS).
22. The DAO will work with Awarding Centres to deliver a customer-focused and professional service to DAO Learners. DAO policies are reviewed annually. Any queries about the contents of the policy, please contact the DAO Compliance Team via:

DAO website

<https://www.gov.uk/government/groups/defence-awarding-organisation>.

Post

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⁷ This meets the requirement for [Ofqual GCoR Condition: G6.2\(a\)&\(b\)](#)