



Reasonable Adjustments and Special Considerations Policy

National Talent Academy Limited

3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT
hello@nationaltalent.org | www.nationaltalent.org

Version 2.2 | September 2026

Document owner
Status
Date published
Next scheduled review
Contact

NTA Operations
Published and in force
September 2026
September 2027
hello@nationaltalent.org

Version	Date	Author	Changes
---------	------	--------	---------

2.0	February 2026	National Talent Academy	Consolidated RASC, Student Support and Accessibility policies; updated to reflect TQUK endorsement and online delivery model
2.1	September 2026	National Talent Academy	Added a document control block recording the document owner, status, date published, next scheduled review and contact. Set the review frequency to annual. Corrected the description of certification: TQUK issues the certificate for the full Level 3 Award and NTA issues certificates for individual units, including the mandatory unit. Reworded the WCAG 2.1 AA position from a commitment to a standard NTA works towards, noted the platform is third-party and added that an independent audit would be sought before delivering at scale.
2.2	September 2026	National Talent Academy	Updated the name of the Equity, Diversity and Inclusion Policy in the list of related policies, following its renaming. No other change.

For use in National Talent Academy policy development

Table of Contents

1. Introduction.....	5
1.1 About National Talent Academy.....	5
1.2 Purpose of This Policy.....	5
1.3 Scope.....	5
1.4 Legal Framework.....	6
1.5 Review and Availability.....	6
2. Key Definitions.....	6
2.1 Reasonable Adjustments and Special Considerations.....	6
2.2 Comparison.....	7
3. Reasonable Adjustments.....	7
3.1 Definition.....	7
3.2 Examples of Reasonable Adjustments.....	7
3.3 Advance Planning.....	8
4. Special Considerations.....	8
4.1 Definition.....	8
4.2 Effect of Special Consideration.....	9
5. How to Request an Adjustment or Special Consideration.....	9
5.1 Requesting a Reasonable Adjustment.....	9
5.2 Requesting a Special Consideration.....	9
6. Timescales.....	10
7. Outcomes of Requests.....	10
7.1 Appealing a Decision.....	10
8. Processing and Monitoring.....	11
8.1 Processing.....	11
8.2 Monitoring.....	11
9. Learner Support and Entitlement.....	11
9.1 Additional Learning Support.....	11
9.2 Delivery Partner Responsibilities.....	12
10. Accessibility.....	12
10.1 Digital Accessibility.....	12
10.2 Communication and Language.....	12
10.3 Guidelines for Content Creators.....	13
10.4 Accessibility Feedback.....	13
11. Related Policies.....	13

12. Contact Information.....	13
Appendix A: Reasonable Adjustment and Special Consideration Request Form....	15
Section 1: Learner and Programme Details.....	15
Section 2: Type of Request.....	15
Section 3: Details of Request.....	15
Section 4: Supporting Evidence.....	16
Section 5: Declaration.....	16

1. Introduction

1.1 About National Talent Academy

National Talent Academy (NTA) is an educational technology company providing online qualifications in essential work skills for 16-19-year-olds and adult learners in further education colleges, schools and training providers across the UK.

NTA was founded in 2020 by Cambridge graduate David Jaffa, who previously founded SAM Learning (online GCSE/KS3 revision used in hundreds of UK schools) and Penda Learning (online science/maths for US schools, sold 2019). David received the 2021 BETT Outstanding Achievement Award for his lifetime achievements in EdTech.

1.2 Purpose of This Policy

NTA is committed to anticipating the individual needs of learners, providing reasonable adjustments and promoting non-discriminatory practice across all functions of the organisation. This policy sets out NTA's approach to reasonable adjustments and special considerations, as well as its commitment to learner support and accessibility.

NTA believes that all learners have the right to equal opportunity to develop their knowledge, skills and behaviours. Assessment should be a fair test of a learner's knowledge and what they are able to do; however, for some learners, the usual format of assessment may not be suitable. This policy ensures that appropriate adjustments and considerations are available so that all learners can access assessments fairly.

1.3 Scope

This policy applies to the NTA Level 3 Award in Essential Work Skills, which is an unregulated qualification endorsed by Training Qualifications UK (TQUK) as a Certified Learning Course (CLC). It covers all those involved in the design, delivery, assessment and quality assurance of NTA programmes, including NTA staff, tutors, assessors, delivery partners and learners. TQUK issues the certificate for the full Level 3 Award; NTA issues certificates for individual units, including the mandatory unit.

This policy also covers the accessibility of NTA's digital content (the NTA website, learning platform and communications), learning materials and any physical premises used in connection with NTA programmes.

1.4 Legal Framework

The Equality Act 2010 requires organisations to make reasonable adjustments to ensure that a learner who is disabled, as defined in the Act, is not placed at a substantial disadvantage in comparison to learners who are not disabled. NTA adheres to the Equality Act 2010 and upholds its values in safeguarding people within the learning environment.

Delivery partners and NTA 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 compliance with requirements of assessment, will also be taken into consideration.

1.5 Review and Availability

NTA will review this policy annually and may revise it in response to changes in legislation, feedback or good practice guidance issued by TQUK or other external bodies. Copies are available on request by contacting NTA at hello@nationaltalent.org or via www.nationaltalent.org.

2. Key Definitions

2.1 Reasonable Adjustments and Special Considerations

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

- Reasonable adjustments – agreed and put in place before the assessment takes place.
- Special considerations – applied after the assessment has taken place.

A reasonable adjustment or special consideration is any action that helps to reduce the effect of a disability, difficulty or circumstance that places the learner at a substantial disadvantage in the assessment situation. It should not give the learner an unfair advantage. The learner's result must reflect their actual achievement in the assessment. Adjustments must not affect the integrity of what is being assessed.

All learners, regardless of any reasonable adjustment or special consideration, must still meet the minimum requirements to achieve their qualification.

2.2 Comparison

Reasonable Adjustment	Special Consideration
Approved or set in place before the assessment takes place.	Applied after an assessment if there is a reason the learner may have been disadvantaged during the assessment.
An arrangement to give the learner access to the assessment activity.	Reasons may include temporary illness, injury or adverse circumstances during the assessment.
Must be approved by NTA before the learner completes any assessments.	Approval depends on individual circumstances, the difficulty faced and the reason for the request.
Must be supported by valid, current evidence of learning need or medical condition.	Must be supported by appropriate evidence of the circumstances.

3. Reasonable Adjustments

3.1 Definition

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. It is made to an assessment to enable a disadvantaged learner to demonstrate their knowledge, skills and understanding of the levels of attainment required by the qualification.

Reasonable adjustments must not affect the integrity of what needs to be assessed. Only reasonable adjustments that have been approved by NTA should be applied.

3.2 Examples of Reasonable Adjustments

Depending on individual needs, adjustments may include:

Type of Adjustment	Example
Extra time	Allowing a learner additional time to complete an assessment activity on the NTA platform.
Alternative formats	Providing materials in larger print, paper form or

	alternative digital format. Any audio or visual material created by NTA can be requested in an alternative format.
Assistive technology	Permission to use screen reading software, voice activated software or other assistive technology during assessment.
Assessment aids	Use of a sign language interpreter, reader or scribe.
Assessment method change	Changing from a written assessment to a spoken assessment where appropriate.
Visual adjustments	Different colour backgrounds on screen, coloured overlays or adjusted contrast settings.

As NTA's programmes are delivered fully online via the NTA platform, many adjustments relate to the digital learning environment. NTA works towards the Web Content Accessibility Guidelines (WCAG) 2.1 at AA level for its digital content. The NTA platform is provided by a third party, which publishes its own accessibility roadmap and describes itself as working towards WCAG 2.2 AA; NTA would seek an independent audit before delivering at scale. NTA aims for compatibility with assistive technologies, keyboard navigation, alternative text for images and captions or transcripts for video content.

3.3 Advance Planning

It is important that learners let NTA know as early as possible if they need any adjustments to make the programme accessible to them. The earlier NTA is informed, the sooner changes can be made or support provided. Learners should also inform their delivery partner about any access arrangements they may need. NTA will ensure any approved reasonable adjustments are set in place before the assessment activity takes place. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

4. Special Considerations

4.1 Definition

Special consideration can be applied after an assessment if there was a reason the learner may have been disadvantaged during the assessment. For example, special consideration could apply to a learner who has temporarily experienced:

- An illness or injury.
- Some other event outside of their control.

This is the case if these have had, or are likely to have had, a material effect on that learner's ability to take an assessment or demonstrate their level of attainment.

4.2 Effect of Special Consideration

Special consideration should not give the learner an unfair advantage, nor should its use cause the user of the certificate to be misled regarding a learner's achievements. Special consideration, if successful, may result in a small post-assessment adjustment to the learner's mark. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

As the NTA Level 3 Award is delivered fully online and self-paced, in some circumstances it may be more appropriate to offer the learner an opportunity to complete the assessment at a later date rather than applying a post-assessment adjustment.

5. How to Request an Adjustment or Special Consideration

5.1 Requesting a Reasonable Adjustment

To request a reasonable adjustment, the learner or delivery partner should complete the Reasonable Adjustment and Special Consideration Request Form (Appendix A) and submit it to NTA at hello@nationaltalent.org.

All requests for reasonable adjustments must be supported by valid, current evidence of learning need or medical condition.

5.2 Requesting a Special Consideration

To request a special consideration, the learner or delivery partner should complete the Reasonable Adjustment and Special Consideration Request Form (Appendix A) and submit it to NTA at hello@nationaltalent.org, providing:

- The learner's name and ULN.
- The method of assessment.
- Delivery partner details.
- Clear detail of what special consideration is being requested and why.

6. Timescales

Reasonable Adjustment	Special Consideration
Submit requests as early as possible, ideally at least three months prior to assessment. Requests submitted outside this timeframe may not be approved or met for planned assessment dates.	Submit requests within 10 working days of the assessment decision, after results have been released.
NTA will aim to review the request and evidence within 10 working days of receipt.	NTA will aim to review the request and any available evidence within 10 working days of receipt.
Will not be approved until sufficient evidence is provided.	Will not be approved until sufficient evidence is provided.

7. Outcomes of Requests

The outcome of a reasonable adjustment or special consideration request could be:

Possible Outcomes of a Request
Approval of the requested adjustment or special consideration.
Rejection based on insufficient or invalid evidence.
Rejection based on internal records of assessment.
Rejection based on the reasonableness of the request (e.g. a request for specialist equipment that cannot practicably be provided).
A suggested alternative adjustment or special consideration.

7.1 Appealing a Decision

If learners or delivery partners are dissatisfied with the outcome of a request, they may submit an appeal in line with NTA's Enquiries and Appeals Policy.

8. Processing and Monitoring

8.1 Processing

Request forms will be received by NTA and reviewed by the team. NTA may need to consult the assessor to obtain specific advice about the requested adjustment or consideration. The team will decide, with the Director's approval, on the request using NTA and other publicly available guidance material. The decision will be communicated to the delivery partner so that appropriate adjustments can be made.

8.2 Monitoring

Request forms and decisions will be retained by NTA. Usage will be tracked and analysed. NTA will monitor the impact of decisions made – that is, whether the reasonable adjustment or special consideration mitigated the disadvantage in the appropriate way – along with any recommendations for improving the process.

These analyses and recommendations will be kept under review by NTA's management team, with improvement actions taken where appropriate.

9. Learner Support and Entitlement

NTA is committed to developing inclusive learning approaches and to providing additional learning support to secure learning success for all. NTA aims to provide an inclusive learning environment that recognises learning needs and disability and their impact on the way people learn.

All learners are entitled to study and progress in an environment where they:

- Are fully respected.
- Feel welcomed.
- Are treated fairly.
- Have equality of opportunity for learning and training.
- Are in a safe, supportive environment.

9.1 Additional Learning Support

Additional learning support is available to learners with evidence of additional needs, including specific or general learning difficulty, hearing or sight

impairment or physical disability. Learning and organisational materials will be presented in appropriate formats, and NTA will ensure that images and roles used in materials portray positive images and high expectations.

9.2 Delivery Partner Responsibilities

Delivery partners are responsible for:

- Monitoring the flexibility of programmes to ensure that disabled persons are not excluded unnecessarily.
- Reviewing teaching styles and practices to ensure that provision is accessible and that reasonable adjustments are built in to anticipate likely support needs.
- Ensuring that recruitment, assessment and examination arrangements are flexible to the needs of all learners.
- Encouraging learners to disclose a disability where it would enable additional adjustments or support to be put in place, whilst maintaining confidentiality.
- Ensuring all staff receive training on their responsibilities under the Equality Act 2010.

10. Accessibility

10.1 Digital Accessibility

NTA works towards the Web Content Accessibility Guidelines (WCAG) 2.1 at the AA level for its digital content. Where the NTA platform is provided by a third party, NTA is reliant on that provider's own accessibility roadmap and would seek an independent audit before delivering at scale. NTA works towards the following:

- Content is compatible with assistive technologies (e.g. screen readers, magnifiers).
- Users can navigate the platform using only a keyboard.
- Images have alternative text (alt-text).
- Videos include captions or transcripts.

10.2 Communication and Language

In accordance with NTA's Equity, Diversity and Inclusion Policy, all NTA tutors and staff are required to use language that is accessible to all learners, making clear use of plain English and avoiding unnecessary jargon where possible.

10.3 Guidelines for Content Creators

All staff and partners involved in the design and delivery of NTA programmes must adhere to the following best practices:

- Use clear headings, bullet points and consistent formatting to aid navigation.
- Ensure sufficient contrast between text and background colours, and do not use colour as the only means of conveying information.
- Ensure all video content produced by NTA has subtitles or captions.
- Use descriptive link text rather than generic phrases.

10.4 Accessibility Feedback

NTA welcomes feedback from learners, delivery partners and other stakeholders to help improve accessibility. If you encounter an accessibility barrier on the NTA website, in NTA materials or in any aspect of the programme, please contact NTA at hello@nationaltalent.org. NTA aims to acknowledge all accessibility feedback within three working days and will work to provide a solution or alternative format promptly.

11. Related Policies

This policy should be read in conjunction with the following NTA policies:

- Equity, Diversity and Inclusion Policy.
- Enquiries and Appeals Policy.
- Malpractice and Maladministration Policy.
- Safeguarding Policy.
- Health and Safety Policy.
- Complaints Policy.

12. Contact Information

If you have any queries about the contents of this policy, please contact National Talent Academy:

Email: hello@nationaltalent.org

Website: www.nationaltalent.org

Address: 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT

Appendix A: Reasonable Adjustment and Special Consideration Request Form

Please complete this form in full and submit it to hello@nationaltalent.org.

Section 1: Learner and Programme Details

Learner name:

Learner ULN:

Delivery partner / centre name:

Programme / qualification name:

Method of assessment:

Date of assessment (if known):

Section 2: Type of Request

Please indicate the type of request:

Type of Request	Please Tick
Reasonable Adjustment (before assessment)	
Special Consideration (after assessment)	

Section 3: Details of Request

Please describe in full the adjustment or special consideration being requested, including the reason and the impact on the learner's ability to access or complete the assessment:

Section 4: Supporting Evidence

Supporting documentation attached? Yes / No

All requests for reasonable adjustments must be supported by valid, current evidence of learning need or medical condition. Please list the evidence attached:

Evidence:

Section 5: Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

Name (learner or delivery partner representative):

Role (if delivery partner):

Signature:

Date:

Please return this form to: hello@nationaltalent.org