

GLOBAL

PERSONNEL CERTIFICATION SCHEME

Policy

Reasonable Adjustments and Special Considerations for Candidates and Participants of Exams

Rev01



This policy relates to the delivery of Exams undertaken by GLOBAL.

This policy details the adjustments that can be made to reduce the effect of a disability or difficulty that places a Candidate at a substantial disadvantage in the assessment situation.

Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the Candidate at a substantial disadvantage in the assessment situation.

It is made to an assessment for a qualification to enable a disadvantaged Candidate to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- changing usual assessment arrangements, for example allowing a student extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing assistance during assessment, such as a reader and/or scribe
- changing the assessment method, for example from a written assessment to a spoken assessment
- providing different color backgrounds to screens for onscreen assessments or seeking permission for copying paper-based assessments onto different colored paper for paper-based assessments
- allowing, and providing if necessary, different colored transparencies with which to view assessment papers
- setting in place approved reasonable adjustments before the assessment activity takes place, to allow student access to the program.

Policy

Analysis and decisions for reasonable adjustments and special considerations are treated by GLOBAL under case by case evaluation for specific and documented request by Candidates.

The use of a reasonable adjustment will be analyzed and granted before the Exam. It will not be taken into consideration during the assessment of a Candidate. For specific conditions considered to be occurred during the Exam, the Candidate can request a special condition consideration after the Exam

GLOBAL will do a fair evaluation to address what is 'reasonable' or 'special' in terms of providing the requested adjustments or condition, if possible. The decision will depend on the individual circumstances, cost implications and the practicality and effectiveness of the requested adjustment. Other factors, such as the need to maintain Exam objectives and quality standards and health and safety, will also be taken into consideration.

After request, conditions informed and evidenced by Candidates identified as requiring reasonable adjustments or special considerations will be assessed in line with good faith and good practices taking into consideration the best knowledge available.

Reasonable adjustment can consider:

- additional examination time, not exceeding 30% of the total examination time, for Candidates suffering from particular disabilities, for example dyslexia, muscular dystrophy, etc., which adversely affect their ability to complete the examination in the allotted time.
- additional time not exceeding 20% of the total examination time, could also be allowed for Candidates who speak the language of the Exam as a second language and are taking the examination in this second language.

Special consideration can be applied after an assessment if there is a reason why the Participant or Candidate considers himself to have been disadvantaged during the assessment. For example, special consideration could apply to a Participant or Candidate who has temporarily experienced:

- an illness or injury
- some other event outside of their control and which has had, or is likely to have had, an adverse effect on the ability to take an

assessment or demonstrate his or her level of attainment in an assessment.

One possible adverse effect can result from unanticipated connection problems during the resolution of an online Exam. GLOBAL provides different access methods during the application of online Exams but the access to the Exam Form requires the continuity of the connection during all the Exam time. GLOBAL follows the Candidate during all the application of the Exam and will be aware of any particular difficulty. The application of online Exams will be performed by separated Sections with duration no longer than 40 minutes to minimize potential connection problems. Special consideration related to reasonable adjustments can be analyzed based on specific requests coming from Candidate related to interruptions in connections during online Exams.

Special consideration, if successful, may result in a post-assessment adjustment. The size and form of the adjustment will depend on the circumstances and reflect the difficulty faced by the participant or candidate. The decision will be taken jointly by the Lead Examiner and the Technical Manager of GLOBAL. Documented information will be retained to evidence all steps of the decision.

Participants and Candidates should note that

- where an assessment requires the Candidate to demonstrate practical competence or where criteria have to be met fully, it may not be possible to apply special consideration
- in some circumstances it may be more appropriate to offer the Candidate an opportunity to take the assessment at a later date.
- for online Exams, the interruption of the connection for more than 15 minutes will result in the cancellation of the Exam Section where the interruption occurred. Previous Sections of the Exam completed accordingly will be considered as done. Depending on the relevance of the interruption, pending Sections will be scheduled at another time or even another date.

Candidates will be kept informed during the processing of the request and the final decision.

Principles of making reasonable adjustments or considering special conditions

These principles should be followed when making decisions about Candidate's request for adjustments or special conditions to assessment:

- should avoid conflict of interest
- should be based on evidences
- should not invalidate the objectives of the assessment as required by the Exam
- should not give the Candidate an unfair advantage
- should reflect the Candidate's normal way of working
- should be based on the individual need of the Candidate
- should retain documented information of all the steps of the process