

## **Jessanol Ltd – Reasonable Adjustments & Learner Support Policy**

### **1. Policy Statement**

Jessanol Ltd is committed to creating inclusive and accessible learning experiences.

We aim to ensure that all learners are able to engage fully with learning and assessment, regardless of individual needs, in line with the Equality Act 2010.

Where barriers exist, we will make reasonable adjustments to support access, while maintaining the integrity of learning outcomes.

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### **2. Our Approach**

Jessanol follows an “**accessible by design**” approach wherever possible.

This includes:

- clear and structured content
- flexible, digital delivery
- consideration of different learning needs
- inclusive language and design

Where additional support is required, we will work with learners to provide appropriate adjustments.

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### **3. Reasonable Adjustments**

A reasonable adjustment is a change made to reduce or remove a disadvantage experienced by a learner.

Examples may include:

- adapting learning materials or formats
- providing additional time or flexibility
- supporting use of assistive technology
- adjusting how a learner engages with an activity or assessment

Adjustments are intended to support access—not to give an unfair advantage or change the intended learning outcomes.

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#### **4. Requesting Adjustments**

Learners are encouraged to:

- raise any support needs as early as possible
- provide relevant information where appropriate

Jessanol will:

- consider each request on a case-by-case basis
  - work collaboratively to identify suitable solutions
  - confirm agreed adjustments clearly
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#### **5. Special Considerations**

Special consideration may be given where a learner is affected by unexpected or temporary circumstances at the time of learning or assessment, such as:

- illness or injury
- bereavement
- significant personal circumstances

In these cases, Jessanol may:

- provide additional time
- offer an alternative opportunity to complete learning
- adjust deadlines where appropriate

Special consideration ensures fairness, but does not alter the learning outcomes being assessed.

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#### **6. Principles of Fairness**

All adjustments and considerations will:

- support access to learning
- maintain the integrity and reliability of outcomes

- be proportionate and appropriate
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## 7. Limitations

While Jessanol will make every reasonable effort to support learners:

- not all requests may be possible or appropriate
  - adjustments cannot fundamentally change the learning outcomes
  - decisions will be made based on practicality, fairness, and the nature of the learning experience
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## 8. Recording and Review

Jessanol will:

- document agreed adjustments where appropriate
- review approaches to ensure they remain effective and inclusive

**Insights from learner support and adjustments are used as part of Jessanol's continuous professional development and service improvement approach, helping to reduce barriers and improve accessibility over time.**

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## 9. Raising Concerns

If a learner is not satisfied with a decision:

- concerns can be raised informally with Jessanol
  - formal concerns can be addressed via the **Jessanol Complaints Policy**
  - assessment-related decisions can be challenged via the **Appeals Policy**
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## 10. Review of Policy

This policy will be reviewed annually or as required.

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**Owner:** Jessanol Ltd

**Role Responsible:** Director

**Version:** 1.0

**Date:** 20/3/26

**Next Review:** 20/3/27