



**T:** 0800 702 2579  
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# REASONABLE ADJUSTMENTS & SPECIAL CONSIDERATIONS POLICY

Created	Author	Reviewer	Version	Next Review
01 March 2021	HR Officer	LDT Manager	1.0	March 2022

## 1. Introduction

This policy sets out the standards that GOLD Tap Training Limited (the “Company”) will work to with regards to the considerations it makes to those who may benefit from reasonable adjustments and special considerations.

## 2. Definitions

*“Reasonable Adjustment”* Reasonable adjustments reduces the effects of a persons disability or difficulty that may put the individual at a disadvantage. Within in a learning and training environment, companies are obliged to make special considerations as per the Equality Act 2010

Examples of reasonable adjustments include:

- Implementing changes to normal training or assessment arrangements, including colour of paper and audio format.
- Providing the individual with additional assistance
- Adapting the environment to support the individuals needs
- Allowing additional time (if relevant)

Requests for reasonable adjustments must be submitted prior to the training or learning assessment taking place in order to allow the Company to put such changes in place.

*“Special Consideration”* A special consideration provides an individual with an allowance to accommodate a temporary disadvantage that incurs at the time of training or assessment. Reasons for special considerations can include:

- Temporary illness or injury
- Domestic crisis
- A bout of congenital illness

## 3. Requesting a Reasonable Adjustment or advice on a Special Consideration

In order to request a reasonable adjustment or special consideration, we ask that the individual does so upon booking of training course or 5 days prior to the training activity.

All requests must be received in writing to:

The Training Administrator  
Gold Tap Training Limited  
Millwood House, 36B Albion Place, Maidstone ME14 5DZ



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When making a request, we recommend that the individual provides as much information relating to their circumstances as possible in order for the Company to put in place such adjustments or arrangements.

Requests will be considered and the Company will endeavour to communicate with the individual as soon as possible. If the request is declined then a detailed explanation will be provided. If the individual does not agree with the Company's decision to decline a request then the individual is able to make an appeal as per the Appeal Policy.