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REASONABLE ADJUSTMENTS & SPECIAL CONSIDERATIONS POLICY

Issue: 29-12-2023 v1.1

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 reduce the effects of a person’s 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 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

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

All requests must be received in writing to:

The Training Officer
Gold Tap Training Limited
East Malling Research, East Malling, Kent, ME19 6BJ



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

Requests will be considered, and the Company will endeavor 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.