



# SPECIAL CONSIDERATIONS AND REASONABLE ADJUSTMENT POLICY

## Cancelation Policy and Refund Policy

The application process commences with the applicant applying for Admission. This is assessed by suitably trained staff to ascertain the applicant's eligibility for entry to the preferred course.

If the applicant satisfied the relevant entry criteria, a Letter of Offer is issued with the acceptance of Offer and important supportive documentation, including a list of fees due and a summary of the Cancellation and Refund Policy.

The Acceptance of Offer must be signed by the applicant (or his/her parents/guardians if the applicant is under 18 years of age) and submitted to the Institution before fees can be accepted. The Letter of Offer and Acceptance of Offer, including terms, conditions and policies, then constitute the Contract.

The contract requires the student to confirm that the Institution's terms and conditions, the refund policy, as shown below, have been clearly explained to him/her.

## Cancelation Policy

If after commencing the studies, the student chooses to cancel the Contract before completion of the qualification, he/she may remain liable to pay the full course tuition fees and the costs incurred by the Institution in recovering any outstanding monies. All notifications of withdrawal from the Contract must be made in writing to the Student Service Manager.

## Refund Policy

- 100% of tuition fees paid for that unit will be refunded to the student.



The Institution will refund within 28 days from receipt of written notice of withdrawal by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student for the relevant units of study.

- no refund is applicable

A student who withdraws after the census date for a unit of study may apply for re-credit if special circumstances occur in accordance with the Student Review Procedures.

All applications for a re-credit due to special circumstances must be submitted on a Request to Withdraw form and must be accompanied by supporting documentary evidence.

## ABE reasonable adjustments and/or special considerations for the ABE students

To have a fair access to assessment policy in operation, the following principles and guidelines are used.

Assessment should be a fair test of learners' knowledge and what they are able to do, however, for some learners the usual format of assessment may not be suitable.

We recognise that reasonable adjustments or special considerations may be required at the time of assessment where:

- learners have a permanent disability or specific learning needs
- learners have a temporary disability, medical condition or learning needs
- learners are indisposed at the time of the assessment.

### Process for requesting reasonable adjustments and/or special considerations

**If learners are making request to centre for reasonable adjustments and/or special considerations, center will request to ABE on behalf of learners.**

Center will complete a Reasonable Adjustments and Special Consideration request form (this in the Forms and Policy section of the ABE Portal) and in doing so supply relevant supporting information.

For example:

- learner's name and ABE registration number
- nature of, and rationale for, the request
- supporting information/evidence (e.g. medical evidence or a statement from the invigilator or any other appropriate information)
- **Learners can, in exceptional circumstances, make requests direct to ABE by phoning or emailing to their Product Manager (Assessment) on +44 (0)20 8329 2930 or emailing them at [\\_assessment@abeuk.com](mailto:_assessment@abeuk.com).**
- **Requests for reasonable adjustments should be submitted no later than assessment entry closing date.**
- **Requests for special consideration should be submitted as soon as possible after the assessment and not later than 7 working days after the assessment.**

Requests for special consideration may only be accepted ABE after the results of assessment have been released in the following circumstances:

- application has been overlooked at the centre and the oversight is confirmed by the centre co-ordinator

- medical evidence comes to light about a learner's condition, which demonstrates that the learner must have been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment.

If the application for special consideration is successful, the learner's performance will be reviewed by ABE in the light of available evidence. It should be noted that a successful application of special consideration will not necessarily change a learner's result.

### **How ABE will deal with requests**

ABE will aim to respond to all requests within 48 hours of receipt. If ABE are unable to respond on the same day, they will provide you with an estimated response date.

### **Definition of reasonable adjustments from ABE**

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. They are made to an assessment for a qualification to enable a disabled learner 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 learner extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing assistance during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic learner
- changing the assessment method, for example from a written assessment to a spoken assessment
- using assistive technology, such as screen reading or voice activated software
- providing the mechanism to have different colour backgrounds to screens for onscreen assessments or asking for permission for copying to different coloured paper for paper-based assessments
- providing and allowing different coloured transparencies with which to view assessment papers

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the learner access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

ABE and centres 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 the need to maintain competence standards and health and safety, will also be taken into consideration.

**(Ref: Reasonable Adjustment and Special Consideration Policy January 2020, ABE)**

### **Definition of special considerations from ABE**

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 had temporarily experienced:

- an illness or injury
- some other event outside of their control

and which has had, or is likely to have had, a material effect on that learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment.

Special consideration should not give the learner an unfair advantage, neither should its use cause the user of the certificate to be misled regarding a learner's achievements. The learner's result must reflect his / her achievement in the assessment and not necessarily his / her potential ability.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

**(Ref: Reasonable Adjustment and Special Consideration Policy January 2020, ABE)**

It should note that:

- where an assessment requires the learner to demonstrate practical competence or where criteria have to be met fully, or in the case of qualifications that confer a License to Practice, it may not be possible to apply special consideration.
- in some circumstances, for example for on-demand assessments, it may be more appropriate to offer the learner an opportunity to take the assessment at a later date.

Detailed information of ABE Reasonable Adjustment and Special Consideration Policy can be seen in **Reasonable Adjustment and Special Consideration Policy January 2020, ABE.**

If you've any queries about the contents of the policy, please contact to  
Administration Executive, MHR  
(+95)-9-972411038 or  
emailing: [mhrmyanmar@gmail.com](mailto:mhrmyanmar@gmail.com)