

Access Arrangements and Special Considerations

In keeping with Keyturn's Equal Opportunities Policy, Keyturn welcome individuals from all backgrounds and sectors of society onto training and development programmes, as presented to Keyturn by client determination, and subject to appropriate entry level competency.

Access onto programmes is granted, based on appropriate levels of competence. These levels are, by nature, fairly wide-ranging and can vary substantially from one situation to another. Determination of appropriate competency levels required for any one programme, and whether individuals qualify, often draws heavily on subjective criteria.

In all cases, initial selection for participation in a development programme is determined by the sponsoring client. Keyturn will then discuss any issues of concern with the client, and would expect to reach a satisfactory agreement in all cases. If this cannot be achieved, and concerns remain, Keyturn reserve the right to consider withdrawal from delivery of part or all of the programme in question.

In specific support of equal opportunities, Keyturn aim to ensure that all programmes are accessible to individuals with particular learning needs or mobility restrictions. Keyturn will seek to identify such needs in advance and subsequently, wherever possible, will make provision to ensure that learning opportunities are equally available to all individuals.

Assessment processes will vary from one programme to another, but in all cases the processes are designed to be fair and consistent. Competency grading/marking (in whatever form this may take) is carried out without reference to gender, age, background or social sector. As with access, assessment will take account of particular learning needs or mobility restrictions, and allowances will be made where these do not impact on the core competencies being assessed.

The access arrangement will depend on the individual circumstances, the impact of the disability on the individual, cost implications and the practicality and effectiveness of the arrangement. Access arrangements must:

- Not make the assessment easier
- Not give the candidate an unfair advantage
- Be based on the individual need of the candidate
- Be auditable and capable of being internally and externally quality assured
- Give a realistic indication to a potential employer of what the holder of the certificate can do.

Access arrangements apply for external assessments, including e-volve tests.

Special Considerations

These will apply if performance in a component is affected by circumstances beyond the control of the candidate, or a part of the examination is missed because of circumstances beyond the control of the candidate. This is used when candidates are due to sit an exam or have a time bound assessment.

Eligibility for special consideration may include (not exhaustive list):

- recent personal illness
- accident
- bereavement of close relative/colleague

- domestic crisis around time of assessment
- serious disturbance during the exam

A medical certificate will be required to provide evidence that performance will be affected by the illness etc.

Application for special consideration should be emailed to Keyturn's Managing Director with the following details:

- Full Name
- ENR Number
- Qualification / Assessment Criteria
- Reason for special consideration request
- Documented proof of special consideration

Because of the manner in which Keyturn conduct access and assessment procedures, it is expected that any dissatisfaction with decisions will be discussed and resolved as they occur. If any individual remains dissatisfied with an access or assessment decision, they are welcome to appeal by writing to Keyturn's Managing Director. Their concern will be taken up and fully considered by one of Keyturn's Directors, (in all cases a different person to the one who made the original decision). Following consideration of the issues involved, and appropriate discussions, the decision of this Director will be final; except in the case of externally accredited programmes, where individuals may make a further appeal to the external awarding body. Should this eventuality arise, it can only be taken up after Keyturn's internal appeal procedure has been followed through, and should be actioned in writing to Keyturn's Managing Director. Keyturn are then obliged to inform the external awarding body of the appeal.

Access arrangements and special considerations are in agreement with ILM as per the [ILM access arrangements and special considerations policy](#)

Updates/Reviews		
17 June 2021	Reviewed	CJS
14 June 2022	Reviewed	CJS
June 2023	Reviewed – links checked	CJS

Signed:



Date: 27/06/2022