

NELT Centre Information on Special Considerations

PLASA has laid out its commitment to Equality of Opportunity for all of its qualifications, in the Equal Opportunities, Reasonable Adjustment and Special Considerations policy. This policy is available to every training centre and trainer and should be held in the Centre and Trainer Manuals. It is also issued to every trainee who registers and should be available to trainees to review at the centre.

The following is to assist centres with the procedural aspects of meeting the policy, should a trainee request special considerations.

Special Considerations

A special consideration is an action taken after the training date to allow trainees who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the training. **The trainee may apply on the advice of the Centre, who will supply the trainee with the form. The trainee returns the form to the Centre where it is stored in their file.**

1. Special Considerations are given following a booked scheduled training to a trainee:
 - Who is present for the training but for whom may be disadvantaged by a temporary illness, injury or adverse circumstances that arose at or near the time of training.
 - Who misses part of the training due to circumstances beyond their control.

The opportunity for re-training will be presented to the trainee at no extra fee incurred unless:

- No evidence has been supplied to the centre for the reasons for the lack of attendance if the reason is medical then a certificate from a medical doctor will be requested.
- Any part of the training is missed due to personal arrangements including holidays or unauthorised absence.

Centres must follow the procedures attached for Special Considerations please contact PLASA qualifications for advice or support on any decisions on evidence or any other aspect of Special Considerations.

If, due to Trainer availability issues, the Centre is unable to provide a Trainer to validate trainee evidence within the registration period, the Centre may use the Special Consideration Policy to extend the registration period.

PLASA must be informed of the new expiry date via the TAF as soon as possible. For External Verification purposes, the Centre must complete a Special Considerations form and place it in the trainee file.

NELT Centre Procedure for Special Considerations.

Steps	Procedure for Trainees for Requesting Special Considerations
Step 1	<p>Trainee enrolls with PLASA and is sent the trainee pack containing the Equal Opportunities policy. Trainee books training, but circumstances mean that the trainee is not able to attend. The centre should be notified as soon as possible of non-attendance.</p> <p>Trainee is to read through carefully the special considerations section and see if their non-attendance is eligible for special considerations.</p>
Step 2	<p>The trainee contacts the centre and enquires or requests a special consideration for their training. The centre sends the application form to the trainee.</p>
Step 3	<p>The trainee returns the completed special considerations form with evidence, as identified in the policy.</p> <p>The centre manager reviews the evidence and the information against the policy criteria and decides on the course of action:</p> <ul style="list-style-type: none"> • To permit a new training at no fee. • To request support from PLASA Qualifications on the decision to allow the special considerations. • Not to permit the special considerations as insufficient evidence is provided by the trainee. The trainee must pay the training fee again if they want to continue their training. <p>The trainee is notified of the course of action.</p>
Step 4	<p>If not agreed the centre informs the trainee and PLASA of the outcome. In the case of a non- agreement PLASA will not refund the enrolment fee to the Trainee.</p>
	<p>If agreed, the centre arranges training under special considerations as it would be under normal circumstances.</p>
Step 5	<p>Records of the special considerations are kept in the trainee file. A copy of the special consideration form is sent to PLASA Qualifications and recorded on the trainee activity sheet as SC that is sent to PLASA.</p>
Step 6	<p>The training takes place.</p>
Step 7	<p>Outcomes of the training process follow normal training procedures.</p>
Step 8	<p>Special considerations are then moderated through Moderation.</p>