Reasonable Adjustments and Special Considerations Policy

Amsterdam HSE International Academy (AHIA) — learner and quality policy

Organisation	Amsterdam HSE International Academy (AHIA), legal entity Dienstverlening AB B.V.
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Version / issued	1.1 / 28 November 2026 (first issued 1 October 2026)
Next review	October 2027, or sooner after a change in law, awarding body rules or a serious incident

1. Purpose and scope

AHIA makes reasonable adjustments and gives special consideration so learners with a disability, medical condition, temporary illness or other circumstance can show their real ability, without changing the standard being assessed.

This policy applies to all staff, trainers, associates, invigilators and learners of AHIA, for online, classroom and in-company courses, including qualifications certified by the awarding bodies AHIA works with.

2. Reasonable adjustments (before the assessment)

- Learners state any support needs on the admission form, or at any time by email to hans@ahia.nl, with supporting evidence where available.
- Possible adjustments include extra time, rest breaks, enlarged or screen-reader friendly material, a reader or scribe, a separate room, an accessible venue, or a different session time.
- The Head of Centre decides within 5 working days, in line with the awarding body's rules. Where the awarding body must approve an adjustment, AHIA applies to it before the assessment.
- Adjustments never change the assessment criteria or give an unfair advantage.

3. Special consideration (after the assessment)

- A learner affected by illness, injury, bereavement or another serious event at the time of assessment may request special consideration within 5 working days after the assessment, with evidence.
- AHIA forwards eligible requests to the awarding body, which makes the final decision.
- Where special consideration is not possible, the learner may be offered a re-sit at no extra cost.

4. Records

All requests, evidence and decisions are recorded, kept confidential and available to the awarding body. Learners may appeal decisions under the Learner Appeals Policy.

5. Responsibility and review

The Head of Centre owns this policy, makes sure every trainer and staff member has read it, publishes it to learners on www.ahia.nl, and reviews it every 12 months.

6. Approval

Name	Johannes (Hans) Schellevis
Position	CEO and Head of Centre
Status	Approved. Signed original held on file at AHIA.
Date	28 November 2026