

Reasonable Adjustments and Special Considerations Policy

Version 1.0 · Effective September 2026 · Next review September 2027

Aims and objectives

Masar University is committed to making reasonable adjustments for learners so that they are not disadvantaged or discriminated against, in line with applicable laws.

We aim to provide open and fair access to our courses for learners who are eligible for reasonable adjustments or special consideration, without compromising the assessment of the skills, knowledge, understanding or competence being measured. We achieve this through:

- reasonable adjustments, agreed in advance; and
- special consideration, where a learner is affected by circumstances at the time of an assessment.

Scope

This policy applies to learners enrolled on CPD courses and professional training delivered by Masar University. Degree programmes are governed by the University's academic regulations.

Overview

Reasonable adjustments

Requests for reasonable adjustments are normally agreed at the point of registration. The learner must request, within a reasonable timeframe, any adjustment needed to reduce the effect of a disability or difficulty that places them at a substantial disadvantage. An adjustment must not affect the quality and reliability of the learning outcomes, nor give the learner an advantage over other learners on the same or similar training.

Reasonable adjustments may be limited for training that leads to a licence to practise, or where the learner must demonstrate a practical competence.

Special considerations

A request for special consideration can be made during or after a course or assessment to reflect a temporary illness, injury or indisposition that occurred at the time. Special consideration cannot remove the difficulty the learner faced, and can only be a relatively small adjustment, so that the integrity of the assessment is not compromised. Special consideration may not be available for training that leads to a licence to practise, or where the learner must demonstrate a practical competence.

Masar University will only consider requests that are submitted in good time, using the Reasonable Adjustment or Special Consideration Request form (downloadable from the policies page at masaruni.ae, or available from info@masaruni.ae) together with appropriate supporting evidence.

Reasonable adjustments

A reasonable adjustment helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage. Adjustments must not affect the quality and reliability of the learning outcomes. Depending on the learner's needs and the course, they may include:

- making online learning more accessible, for example through advice on adjusting display settings and on using screen readers or speech technology;
- providing course materials in accessible digital formats, for example enlarged text, adjusted colours or documents compatible with screen readers;
- captions or transcripts for recorded lectures, where these can reasonably be provided;
- extra time for timed online quizzes and exams;
- rest breaks during longer online assessments;
- assistance during an assessment, where appropriate and agreed in advance;
- use of assistive software, electronic aids or low-vision aids on the learner's own device;
- sign language interpretation for live sessions, where it can reasonably be arranged.

The following rules apply:

- Reasonable adjustments must be approved and in place before the relevant learning or assessment takes place.
- Work assessed after an adjustment has been made must be assessed in the same way as the work of other learners.
- Reasonable adjustments must never give a learner an advantage over other learners and must never affect the quality or reliability of the learning.
- Not every request can be granted: a request may be refused if it is not reasonable, permissible or practical in the circumstances. A learner may not need, or be allowed, the same adjustments for every course or assessment.

Requests for reasonable adjustments are reviewed by the Academic Quality Department. They are intended to allow access to learning and assessment, and can only be approved if the adjustment does not:

- affect the quality and reliability of the learning;
- give the learner an unfair advantage over other learners;
- influence or compromise the final outcome of the assessment.

Requests must be made within 7 days of registration or at least 28 working days before an assessment, using the request form. If you are unsure whether you need a reasonable adjustment, please contact us at info@masaruni.ae and we will provide guidance. The decision will be confirmed in writing, and it may be appealed under the Appeals Policy.

Special considerations

Special consideration is given to a learner who was prepared for an assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances outside their control.

Special consideration may not be possible where the assessment requires a demonstration of practical competence or the training leads to a licence to practise.

Where an assessment is marked automatically (for example, an online quiz on the learning platform), the learner may be allowed to take it at a later date, provided it is completed within the timeframe of the course and before any later assessment that depends on it.

Special consideration cannot give a learner an unfair advantage over other learners and must not misrepresent the learner's achievement: results must reflect actual achievement, not potential ability. Decisions will vary from learner to learner and from one course to another. The factors considered may include the severity of the circumstances, the date of the assessment and the nature of the assessment.

A learner may be eligible for special consideration if:

- their performance in an assessment was affected by circumstances outside their control, such as recent personal illness, an accident or a bereavement;
- alternative arrangements agreed in advance proved to be inappropriate or inadequate;
- part of an assessment was missed because of circumstances beyond their control.

A learner will not be eligible for special consideration if:

- they were not affected by the relevant condition at the time of the assessment;
- part of an assessment was missed because of personal arrangements, including holidays, or unauthorised absence;

- the assessment was affected by avoidable problems with the learner's own equipment or internet connection, for example where the learner did not check their equipment before a scheduled assessment.

Technical failures of the University's own platforms are dealt with directly by the University, for example by reopening a quiz or extending a deadline, and do not require a special consideration request.

Examples of circumstances in which special consideration may be given include:

- terminal illness of the learner;
- recent bereavement of a member of the learner's immediate family;
- a serious and disruptive domestic crisis causing acute anxiety about the family;
- incapacitating illness or injury of the learner;
- a serious accident;
- an outbreak of infection requiring the learner to be isolated;
- lost or damaged work, beyond the learner's control.

Special consideration will not be granted for a minor illness or a minor disturbance.

Requests for special consideration are considered case by case, and a separate request must be made for each learner. A request will only be approved if it does not:

- affect the quality and reliability of the learning;
- give the learner an unfair advantage over other learners;
- influence or compromise the final outcome of the assessment.

Requests must be made within 7 days of the assessment, using the request form. If you are unsure whether special consideration applies, please contact us at info@masaruni.ae for guidance.

Special consideration will not be granted once the learner's achievement has been confirmed and certified.

Health information

Information about a learner's health or disability is sensitive personal data. It is used only to consider and put in place the learner's request, is shared only with the staff who need it for that purpose, and is handled in line with the Data Protection Policy.

Contact

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Approved by: Dr. Mahmoud Elgindy

Chairman of the Board and Chief Executive Officer, Masar University

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