

POLICY

JANUARY 2026

REASONABLE ADJUSTMENT, FAIR ACCESS, AND SPECIAL CONSIDERATION POLICY



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INTRODUCTION TO THIS POLICY

POLICY STATEMENT

DNA is committed to protecting the rights of individuals and advancing equality of opportunity for all consistent with the Equality Act 2010. DNA believes that assessment should be a fair test of a learner's knowledge, skills, and behaviour but that for some learners the usual format of assessment may not be suitable. DNA seeks to ensure that the ways in which assessments are carried out do not exclude learners from taking NEBDN National Diploma. DNA makes reasonable adjustments to ensure that learners receive recognition of their achievement as long as the equity, validity and reliability of our assessment can be assured.

PURPOSE

The purpose of this policy is to ensure that:

1. DNA complies with its duty under the Equality Act 2010 to make reasonable adjustments for individuals with a disability.
2. DNA has a clear procedure in place for learners to follow, should they wish to apply for an adjustment to their assessment.
3. All applications for reasonable adjustments are received, processed, and considered in a consistent, fair, and timely manner.
4. In considering applications, a fair and standardised approach is taken to decision-making.

The policy sets out:

- DNA's arrangements for making reasonable adjustments for learners sitting DNA qualifications, apprenticeships, and End Point Assessment, without being advantaged or disadvantaged by any processes instigated by DNA during assessment.
- How learners qualify for reasonable adjustments
- What reasonable adjustments will be made and the timescales in which applications need to be submitted so that reasonable adjustments can be agreed and put in place for assessments.

STAKEHOLDERS

This policy applies to any learner who is registered for the National Diploma in Dental nursing who:

- Has a disability as defined by the Equality Act 2010 (see definition section) and wishes to apply for an adjustment to their Assessment(s)
- Wishes to apply for an adjustment to their Assessment date based on religious grounds or any other reasons including maternity.
- Requires an extension of their registration period when they are suffering from a long-term, critical or life-threatening illness.

DEFINITIONS

GENERAL DEFINITIONS

- (i) **DNA** means the Dental Nurse Academy.
- (ii) **Employers** means the employer (Dental Practice) of an Apprentice or National Diploma student who is registered with the Dental Nurse Academy.

- (iii) **Learners** means Apprentices and National Diploma students.
- (iv) **Staff** means The Board, Senior Managers, Employees, Self Employed, Agency Staff and Volunteers acting on behalf of the Dental Nurse Academy.
- (v) **Third Parties** means Employers, Sub-Contractors to the DNA and Suppliers to the DNA

DEFINITIONS SPECIFIC TO THIS POLICY

- (i) **IBS** means Irritable Bowel Syndrome, as diagnosed by an appropriately qualified medical practitioner..
- (ii) **Hearing needs** means any requirement for a person who is Hearing Impaired, i.e. anyone with any level of hearing loss, as diagnosed by an appropriately qualified medical practitioner.
- (iii) **Visual needs** means any requirement for a person who is Visually Impaired, i.e. any person for whom eyesight cannot be corrected to a “normal” level, as diagnosed by an appropriately qualified medical practitioner. Vision impairment may be caused by a loss of visual acuity, where the eye does not see objects as clearly as usual.

RELATED POLICIES AND ARRANGEMENTS

All DNA policies and arrangements have a bearing on this topic. In particular

- POL-I-4 Complaint Policy
- POL-I-6 Privacy Policy
- POL-I-43 Withdrawal, Deferral and Breaks in Learning Policy

The DNA's policies will be reviewed regularly (on an annual basis) and any identified elements which breach or risk deviation from this policy shall be removed.

LEGAL FRAMEWORK

- Equality Act 2010

OUR COMMITMENT

DNA recruits learners and establishes whether there are any assessments which are not fair or equitable (note: the fact that English is not a first language is not a justifiable reason for adjustment).

For DNA lessons and tests the learner will be directed to visual or audible help where necessary.

For NEBDN examination the learner is invited to email the academy (administration@dentalnurseacademy.com) and submit proof of the disability, limitation or reason for an adjustment. This must be done in timings dictated by NEBDN policy (see the NEBDN website for closing dates- www.nebdn.org)

DNA will then send the learner's request to the NEBDN Hub with evidence.

DNA will notify the learner and ask for more information if required.

EXAMPLES

Reasonable Adjustment may include any of the below:

1. No known disability
2. Cognitive processing needs such as dyslexia, and dyspraxia, a need in executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, and nonverbal memory
3. Social/ communication needs such as autistic spectrum condition
4. Long-standing illness such as cancer, epilepsy, Crohn's, IBS, Chronic Fatigue
5. Mental health conditions
6. A physical need such as crutches or wheelchair user, arthritis, paraplegia, quadriplegia, cerebral palsy
7. Hearing needs
8. Visual needs

PROMOTION AND COMMITMENT

PROMOTING THIS POLICY

All stakeholders (defined above) are required to engage with this policy and the procedures described.

This policy is promoted via the Staff Handbook, the Student Handbook and is readily available on the DNA website at www.dentalnurseacademy.com.

GAINING COMMITMENT TO THIS POLICY

Confirmation of engagement is required by all stakeholders. Our contracts and agreements require agreement to this Policy's acceptance:

- a. Employee Contract (employees)
- b. Employer Agreement (employers i.e. dental practices)
- c. Apprenticeship Commitment Statement (Apprenticeship learners)
- d. Student terms and conditions (National Diploma learners)
- e. Sub Contracting Agreement (suppliers)

Learners and employers are made aware of the Policy on joining and have to commit to accepting the policy as a condition of joining.

All members of staff are required to attest to their having read, understood and commit to this policy.

1. Upon joining the Dental Nurse Academy, new staff members complete policies and procedures training as part of their induction. Attestation is completed via the web form
2. Each year on an annual basis, all staff members must renew their attestation via the web form.

Web form for staff attestation: www.dentalnurseacademy.com/staff-attestation-form
(staff only)

TRAINING

INITIAL TRAINING

Training on this policy is included as part of the induction process when new starters join the Dental Nurse Academy.

REFRESHER TRAINING

Training regarding this policy is repeated annually.

Training is provided for managers on this policy and the associated arrangements.

MONITORING

The concerns log is reviewed by the board on a regular basis to ensure patterns are identified, individual concerns are appropriately handled, and that action is taken to prevent a reoccurrence.

MANAGING CONCERNS

RAISING CONCERNS

To raise a concern, contact the Senior Lead in the first instance. If that person is not available, please contact the Deputy Senior Lead. In the event of neither being available please escalate to the point of escalation. Full contact details are described below for each of these individuals.

All concerns should be raised formally by email to raisingconcerns@dentalnurseacademy.com

RECORDING CONCERNS

Concerns are recorded in the DNA's Policy Concerns Log, which is stored securely on our HR server. Access is restricted to this folder so that only relevant persons can access the log. It is the responsibility of the Senior Lead to record all concerns and action taken.

All log files are kept in accordance with UK law and best practice and will be deleted in the appropriate timeframe.

INVESTIGATING CONCERNS

We aim to objectively assess every concern, evaluating its severity in the context of this policy. We aim to apply common sense and judgement, and commit to deal with allegations as quickly, fairly and consistently as is reasonably practicable. Our process will always involve two (2) senior management team members in any investigation, as well as a relevant Manager as appropriate.

1. Ensure the log is completed for this concern
2. Categorise the concern level of the allegation
3. Create an initial response to the allegation
4. Ensure the full facts are presented to the investigation team
5. Seek advice from regulatory/government body if appropriate
6. Reach decision
 1. Where “no further action” is the outcome:
 1. The record log must be updated including the justification for the decision
 2. A response will be put in writing to the individual concerned
 2. Where “further enquiry” is the outcome:
 1. A schedule for review will be created to determine frequency for updates
 2. An action plan for next steps will be created
 3. The record log will be updated accordingly

RESPONSIBILITY

Responsibility for ensuring the effective implementation and operation of this policy rests with the Chief Executive. Partners and Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to ensure continuity plans and contingencies are in place on an ongoing basis. Each partner will ensure that:

- All staff are aware of the processes and arrangements referenced in this policy;
- Proper records are maintained.

The person responsible for monitoring the operation of the policy, including periodic departmental audits, and with responsibility for considering and taking action if any instances breach this policy is detailed below (“Senior Lead”)

GETTING SUPPORT OR GUIDANCE

SUPPORT

Support with any requirements relating to this policy should be obtained from the Senior lead for Reasonable Adjustment, Fair Access, and Special Consideration, detailed below.

GUIDANCE

Guidance regarding this topic can be requested from the NEBDN

IMPORTANT CONTACTS

SENIOR LEAD FOR THIS POLICY

- Name: Elaine Mustoe
- Title: Course Director
- Email address: elainem@dentalnurseacademy.com
- Telephone number: 020 4591 2333

DEPUTY SENIOR LEAD FOR THIS POLICY

- Name: Demelza Owen
- Title: Operations Director
- Email address: demelzao@dentalnurseacademy.com
- Telephone number: 020 4591 2333

POINT OF ESCALATION

- Name: Rob Mustoe
- Title: MD
- Email address: consultant@dentalnurseacademy.com
- Telephone number: 020 4591 2333

NEBDN (AWARDING BODY)

- Name: Customer support
- Email address: customersupport@nebdn.org
- Telephone number: 01772 429 917

GENERAL DENTAL COUNCIL (GDC)

- Email address (<https://www.gdc-uk.org/contact-us> - use contact form)
- Telephone number: 0207 167 6000

REVIEW

This policy is fully supported by senior management (The Board at the DNA).

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Chief Executive/MD, to ensure alignment with current GDC guidelines and educational best practices.

LAST REVIEWED

January 2026

Reviewed by: Rob Mustoe, MD



NEXT REVIEW

January 2027