



NAPIT Reasonable Adjustments Policy

1. Introduction

NAPIT recognises its obligations under the Equality Act 2010 to ensure its members, applicants and learners with disabilities are not placed at a disadvantage in accessing certification, registration, assessment and training services. This policy outlines NAPIT's commitment to providing reasonable adjustments during booking, assessment, learning and post-assessment interactions in line with regulatory expectations and scheme procedures.

This policy applies across all applicable departments within NAPIT

2. Legal and Operational Framework

This policy operates within the framework of:

- **Equality Act 2010** – Section 20 and Schedule 2, Paragraph 2 (Duty of service providers)
- [UK Government Guidance: “Reasonable Adjustments – A Legal Duty”](#)
- **NAPIT Installer Scheme Rules** (NAP-REQ-010)
- **Scheme specific standards**
- **NAPIT internal procedures**
- **Awarding Organisation or Certification Body Rules**

3. Definition of Reasonable Adjustments

A *reasonable adjustment* refers to a change that NAPIT can make to remove or reduce barriers experienced by a person with a disability in accessing our services. Such adjustments must be:

- **Practicable** to implement
- **Effective** in supporting people

- **Non-compromising** to certification integrity, scheme requirements, or assessment objectivity

4. Policy Objectives

NAPIT aims to:

- Enable equal access for individuals with a disability throughout all certification, training and assessment processes.
- Maintain compliance with UK equality legislation and the expectations of scheme bodies and government.
- Embed inclusive practice within our operational procedures, assessment activities, and customer interactions.
- Ensure that requests for adjustments are handled in a timely, sensitive, and professional manner.

5. Requesting a Reasonable Adjustment

5.1 Who Can Request

- The main contact on a NAPIT membership
- Nominated Technical Representatives
- Registered Operatives
- Director, Partner or Owner of the Company, or person authorised to act on their behalf
- Learner

5.2 When to Request

- Requests can be received at any point throughout the certification or training process, though as soon as possible to enable NAPIT to record, review and implement from the earliest stage of interaction.

5.3 How to Request

Reasonable adjustments can be requested by any of the above individuals via:

- **Email:** info@napit.org.uk or traininginfo@napit.org.uk
- **Telephone:** 0345 543 0330
- **Post:** NAPIT Certification, 4th Floor, Mill 3, Pleasley Vale Business Park, Mansfield, NG19 8RL

Note:

A formal diagnosis or specific terminology (e.g. “reasonable adjustment”) is not required. Members are encouraged to describe the barrier they face, and NAPIT will work to identify appropriate solutions. All requests are treated confidentially and in line with GDPR principles.

6. Assessment Adjustments Framework

NAPIT integrates reasonable adjustments into its assessment planning and delivery through established procedures, including PRC CER 041 and PRC CER 043E.

6.1 Booking Phase Adjustments (PRC CER 041)

- Reasonable adjustment needs are identified during:
 - Direct telephone or email contact with NAPIT Sales & Renewals, Trainer or Assessor
 - The online booking portal where members can note special requirements
- Any requests are logged under the “Reasonable Adjustments” field within the NAPIT Windows Client (NWC).
- Notifications are issued to assessors via:
 - Internal diary notes
 - Fast Field App form fed from the NAPIT Windows Client (NWC)
 - Email alerts, if necessary

6.2 Examples of Common Adjustments

Adjustments may include, but are not limited to:

- Additional time for the assessment process
- Flexibility in assessment location or schedule (e.g. quieter hours)
- Use of accessible formats for communication (large print, audio)
- Involvement of a non-installing workmate, interpreter, or carer during assessment (subject to non-interference with assessment process and integrity)
- Provision of rest breaks or adjusted assessment periods for office and sites
- Use of assistive devices (mobility, communication tools)
- Use of a reader

- Use of a separate room

Important: All adjustments are applied with care to ensure scheme requirements, impartiality or health and safety are not compromised. Where scheme requirements dictate assessment volumes and or type of installation/work to be assessed, this must still be achieved.

6.3 Site Visit or Onsite Adjustments (PRC CER 043E)

Assessors must:

- Review any declared needs before the training or assessment
- Reconfirm adjustments during the Opening Meeting as per Clause 3.1.1. If change is requested, then consultation with line management is required.
- Maintain professionalism, discretion, and confidentiality
- Document any access or adjustment issues or deviations from procedure in the Office/Technical Assessment Report

If an adjustment cannot be made due to safety, scheme restrictions, or practicality, the trainer or assessor must escalate to line management for further guidance prior to conducting the training or assessment.

7. Evidence and Documentation

- All adjustment requests and confirmations are recorded on the member record in NWC and referenced in the Learner files or Assessment Documentation.
- Where necessary, limited evidence (e.g. confirmation of carer status or need for communication support) may be requested to ensure correct support is provided. This is handled confidentially and is not mandatory unless critical to the nature of the request.
- NAPIT commits to GDPR compliance in the handling of any disability-related information.

8. Review, Feedback, and Escalation

8.1 Post-Training and Assessment Review

- Trainers, Assessors and Administrators are required to record any post-assessment feedback on the effectiveness of the adjustments applied.
- Feedback is entered into NWC and reviewed by the Scheme or Technical Manager as part of ongoing quality checks.

8.2 Member Feedback and Complaints

- If a member is unsatisfied with how a request for adjustment was handled or the outcome of an assessment involving an adjustment, they can escalate concerns via:
 - The [NAPIT Complaints Form](#)
 - Emailing info@napit.org.uk with “Adjustment Complaint” in the subject line
- NAPIT will acknowledge and investigate the complaint in line with its standard procedure.

9. Governance and Oversight

- **Scheme and Technical Managers** are responsible for reviewing, authorising and coordinating any ad-hoc requests which are not explicitly covered by this policy. These may involve referral to NAPIT Senior Management for guidance.
- An annual review of:
 - Adjustment types
 - Outcomes
 - Feedback and complaints to be monitored for trends, effectiveness, and inclusivity.

10. Training and Awareness

NAPIT is committed to ensuring that all relevant personnel are fully trained on the duty and practice of reasonable adjustments.

Training is refreshed annually and updated as legislation or scheme requirements change.