

PENTORA GROUP

Reasonable Adjustment Policy

Policy 6 of 10 | Version 1.0 | April 2026

Organisation Pentora Group Inc.	Jurisdiction Toronto, Ontario, Canada	Sector Energy — Oil & Gas / CPD
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6.1 Purpose

Pentora Group recognises that some learners may require adjustments to fully participate in and benefit from our courses. This policy sets out our commitment to making reasonable adjustments and the process for requesting them.

6.2 Definition

A reasonable adjustment is a modification to the standard course delivery or assessment process that removes or reduces a disadvantage experienced by a learner due to a disability, health condition, learning difference, or other relevant circumstance.

6.3 Examples of Adjustments

- Extended time to complete end-of-session assessments.
- Provision of course materials in an alternative format (e.g. larger font, high-contrast version, audio description).
- Captioning or transcription support for participants with hearing impairments.
- Alternative assessment format where a written quiz presents a barrier.
- Scheduling flexibility for participants in different time zones or with caregiving responsibilities.

6.4 How to Request an Adjustment

Participants requiring an adjustment should notify Pentora Group at least 5 business days before the course start date by emailing info@pentoragroup.com with the subject line: REASONABLE ADJUSTMENT REQUEST — [Course Name].

Requests will be treated with confidentiality. Participants are not required to disclose a medical diagnosis — only to describe the nature of the barrier they face and the adjustment they are seeking.

6.5 Decision Process

Pentora Group will respond to all adjustment requests within 3 business days. Where a requested adjustment is not feasible, Pentora Group will discuss alternative options with the participant. Decisions will be communicated in writing.

6.6 No Disadvantage

Requesting or receiving a reasonable adjustment will not affect a participant's standing or the validity of their CPD certificate.

Approved by Dr. Annick N. Adjei, PhD	Date April 2026
Role Founder & Director, Pentora Group Inc.	Review Date April 2027