What to write down, in one line

A decision you can explain afterwards. Fill it in on the day, in the person's own words where you can. Two minutes.

WHAT YOU KNEW AT THE TIME

WHAT THE PERSON ASKED FOR, IN THEIR WORDS

WHAT YOU OFFERED

WHAT WAS REFUSED, AND BY WHOM

WHAT YOU DID INSTEAD

THE DATE, AND WHO ELSE KNOWS

An example, filled in

Details changed. The situation came in with a registration for session one.

WHAT YOU KNEW AT THE TIME
Candidate told us on Tuesday they have a developmental language disorder. Interview is Monday.

WHAT THE PERSON ASKED FOR
"Could I have the questions three days before, rather than the day before?"

WHAT YOU OFFERED
Questions on Thursday, three days ahead, as asked.

WHAT WAS REFUSED, AND BY WHOM
Nothing refused. The panel chair raised fairness to other candidates.

WHAT YOU DID INSTEAD
Offered all candidates the questions on Thursday, so the adjustment became the standard. Panel agreed to score on examples and follow-ups, not recall.

THE DATE, AND WHO ELSE KNOWS
Tue 14 Oct. Panel chair and HR adviser. Candidate told the same day.

Why one line. Nobody reads a long record, and nobody writes one on a busy day. Six short answers, written the same day, are what you'd want in front of you if the decision is questioned a year later.

From The Small Print, a free monthly session for managers and HR on what to do when disability comes up at work. Hugh O'Keeffe, Disability, Access and Inclusion Consultant. hughokeeffe.com. I'm not a lawyer and this isn't legal advice. Use it as a way in, and get advice on anything already in dispute.