



**Accelerate People**

**Reasonable  
Adjustments and  
Special Considerations  
Policy**

## Document History

To ensure quality control and to quickly identify any changes made version control must be listed below. Including the latest version number, date of the amendment and changes made.

Document Details	
Document Name	Reasonable Adjustments and Special Considerations Policy
Purpose of Document	To provide clear guidance on the steps required when a request for reasonable adjustments or special consideration are made for an End-point Assessment
Document Version Number	V1.2
Document Status	Live
Document Owner	Quality
Next Scheduled Review Date	20/10/21

Version History			
Version Number	Date Amended	Changes Made	Approved By
V1.0	02/01/20	Document created	Directors
V1.1	23/09/20	Amended for logo	Quality
V1.2	28/10/20	Updated to include arrangements for special considerations and added matrix	Directors

Ofqual General Conditions of Recognition
Condition G6 – Arrangements for Reasonable Adjustments Condition G7 – Arrangements for Special Considerations

This policy will be reviewed on an annual basis and, where appropriate, updated in response to input from consumers, results from internal and external monitoring arrangements, amendments in internal procedures, IfATE, ESFA and Ofqual (EQA) actions or where developments in legislation occur.

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## 1. Introduction

It is recognised that some apprentices require alternative arrangements or a special consideration for their assessments. This may be the result of a permanent/temporary disability, medical condition, learning needs, for religious reasons or if apprentices are indisposed at the time of the assessment

End-point Assessment should be a fair and comparable assessment of an individual's knowledge, skills and behaviours. If someone has a disability or learning difficulty, the usual format of the assessment may not be suitable. Suitable adjustments may need to be applied to allow the apprentice to show their ability without being disadvantaged by the assessment format itself.

This document provides information on who may be entitled to Reasonable Adjustments or a Special Consideration.

Accelerate People Ltd will endeavour to accommodate the needs of apprentices with a particular requirement, according to individual circumstances, ensuring such apprentices are not disadvantaged in relation to any other apprentice and ensuring the assessment is comparable

Requests can only be considered on the information received. Requests for extra time, resources or conditions which do not meet the Reasonable Adjustment and Special Consideration Policy may be declined.

## 2. Reasonable Adjustments

Individuals will be considered for a Reasonable Adjustment based on physical or mental impairment which has substantial and long-term adverse effect on a person's ability to perform normal day to day activities, these may include:

- A permanent physical impairment, (cerebral palsy, multiple sclerosis)
- Behavioural, emotional, social needs, (autism, Asperger's)
- A sensory impairment, (hearing impairment, visual impairment)
- Specific cognitive difficulties, (dyslexia, memory loss)

## 3. Acceptable Requests for Reasonable Adjustments

Applications for Reasonable Adjustments will be considered on an individual basis and decisions may vary according to the exact nature of the learner needs and additional and support required.

The reasonable adjustment offered may include:

- Allocation of extra time
- Adapting assessment materials, such as providing materials in Braille
- Large print or alternative fonts
- Rest / time breaks
- Support of a personal assistant
- Support of a sign language interpreter
- Support of a reader

All requests will be considered in line with the Reasonable Adjustment and Special Consideration Policy. Therefore, any other adjustments not listed will be considered on a case by case basis.

It should be noted that we are required by law to only do what is reasonable when considering a request for an adjustment. An adjustment may not be considered reasonable if it involves excessive cost or timeframes and ensuring maintaining the security or integrity of the assessment.

The Reasonable Adjustment Matrix can be found within the appendices.

## 4. How Much Extra Time is Allowed?

Extra time will be permitted, as appropriate to the apprentice in line with this document ensuring the apprentice is not disadvantaged in relation to other apprentices and remains comparable

The standard extension time for assessments is 25%, all requests for extra time will be considered based on the information supplied. Therefore, when calculating the amount of extra time given we must consider all cases individually and ensure:

- The credibility of the assessment is maintained
- The validity, reliability and integrity of the assessment is preserved
- The apprentice is not given or does not appear to be given an unfair advantage over any other apprentice and all assessments remain comparable.

## 5. Special Considerations

Special Considerations are adjustments made to an apprentices' temporary requirements either before or at the time of an assessment such as:

- Performance in an assessment is affected by circumstances outside the control of the apprentice e.g. recent personal illness, injury, bereavement, serious disruption during the assessment.
- Due to events beyond the control of the apprentice, part of the assessment was missed or not covered.
- Alternative assessment arrangements agreed in advance of the assessment proved to be inadequate or insufficient.

Disability may not be used as the grounds for a Special Consideration, apprentices should request a Reasonable Adjustment prior to the assessment taking place.

A Special Consideration, if successful, may result in a small post-assessment adjustment to the mark of the apprentice. The apprentice will be given another opportunity to demonstrate competence or Accelerate People may accept evidence of the apprentice previously having met the requirements of a particular criteria. This will be processed as part of our resit procedures.

## 6. Requesting a Reasonable Adjustment or Special Consideration

For a Reasonable Adjustment please complete the Reasonable Adjustment Request Form which can be found on our website or via the Knowledge Base on ACE360 and return it to [qualityassurance@accelerate-people.co.uk](mailto:qualityassurance@accelerate-people.co.uk) with your supporting documentary evidence when you submit through the gateway. Requests for Reasonable Adjustments should be made no later than 20 days before the assessment is due to take place.

Failure to submit your request will result in any subsequent verbal/written requests outside of this process being denied. We would suggest that you submit the request when registering the apprentice, so we have sufficient time to accommodate your requests. We cannot accept requests on the day of the assessment.

To request a Special Consideration please complete the Special Consideration Form within 24 hours of the assessment taking place, which can also be found on our website or via the ACE360 Knowledge Base. Assessment results are made available 5 working days after the assessment and requests for Special Considerations will not be accepted after the grading has been issued. Any requests outside of this timeframe may only be considered if they have completed an assessment where the results are available immediately.

We will acknowledge all requests within 48 hours of receipt. A decision will be communicated up to 10 working days after the request.

## 7. Documentary Evidence Required

You will need to provide Accelerate People Ltd with documentary evidence which outlines the nature and severity of the disability.

This may include:

- The Training Provider / FE College / Employer assessment of the learner's needs
- History of provision for the learner during the on-programme learning.
- Medical certificate
- Psychological or other professional assessment report

If previous approval of a Reasonable Adjustment has been granted by another End-point Assessment Organisation or Awarding Body this will be considered as valid documentary evidence. (**Note:** Please send a copy of the evidence as opposed to the original).

If you take any further assessment at a later date, we will not require you to resubmit the evidence. You will need to quote your Reasonable Adjustment reference and we will be able to authorise the relevant extra time based on your previous application.

## 8. Review and Outcomes

The possible outcomes of a request for Reasonable Adjustment include:

- Approved
- Not approved due to insufficient evidence
- Not approved due to reasonableness

The outcomes for a request of Special Consideration are:

- Agreement to review the apprentices' performance, the grade may not be adjusted
- Not approved based on the findings of the investigation.

For any appeals against a decision to decline requests for Reasonable Adjustments or Special Consideration arrangements, please refer to the Accelerate People Enquiries and Appeals Policy which is available at on our website or via the Knowledge Base on ACE360 and on ACE360

## 9. Disclosure and Confidentiality

Information about the disability is deemed 'sensitive personal data' and therefore Accelerate People Ltd, the Employer, Training Providers and FE Colleges are required to process the information 'fairly and lawfully'.

Your information will only be made available to those on a 'need to know' basis. This will include administrative staff and the Independent Assessor and any person required to assist during the assessment such as a scribe or sign language interpreter.

The ESFA and IfATE will carry out periodic audits and may wish to see this information to ensure fairness and comparability is being applied. This information will be provided and disclosed on a request only basis.

## 10. Record Keeping

We will record and evaluate all requests, outcomes and feedback. This information will ensure consistency over time and will be available to ESFA, IfATE and Ofqual (EQA) on request.

The Equality Act and GDPR requires that the information held is accurate, relevant and up-to-date and should not be deemed 'excessive'. Information will be kept secure. We are required to keep information for seven years after which it will be destroyed.

## 11. Candidate Guidance

Arrangements of third parties, such as an interpreter, are the responsibility of Accelerate People Ltd unless previously agreed with the Employer, Training Provider or FE College. Accelerate People Ltd will inform the Independent Assessor of these requirements and ensure they have all necessary arrangements for the assessment.

## 12. Appendices

### Reasonable adjustment matrix

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

Reasonable adjustment	Assessment method					
	Observation	Practical Skills Observation	Test	Project	Presentation	Professional Discussion
Extra time allowance	2,3,4,5,6,7,8	2,3,4,5,6,7,8	2,3,4,5,6,7,8	2,3,4,5	2,3,4,5,7	2,3,5,6,7
Scribe			2,6,8			
Reader			2,8			
Personal assistant in attendance	2,5,6,8	2,5,6,8	2,5,8	2,5,8	2,5,6,8	2,5,8
Timed rest breaks	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8
Bathroom breaks	4,6	4,6	4,6	4,6	4,6	4,6

Reasonable adjustment	Assessment method					
	Observation	Practical Skills Observation	Test	Project	Presentation	Professional Discussion
Voice explanation	2,8	2,8				
BSL interpreter + extra time	7	7	7	7	7	7
Assistive technology – voice recognition			2,4,6			
Assistive technology – screen reader			8			
Assistive technology – text to speech			2,4			
Flexibility with location				3,4,5,6	3,4,5,6	3,4,5,6
Flexibility of time of assessment	4	4	4	4	4	4
Flexibility within the method of assessment		6	3,4,5,6	3,4,5,6	3,4,5,6	3,4,5,6
Pre-recorded evidence / delivered by video link				2,3,4,5	2,3,4,5	
Permission to write notes						2,4,5
Permission to bring notes				2,4,5		2,4,5
Info presented in required format – size, font style, colour			2,8			

Reasonable adjustment	Assessment method					
	Observation	Practical Skills Observation	Test	Project	Presentation	Professional Discussion
Individual testing			3,4,5			
Paper-based option			2,4			
Supervised assessment taken at home			3,4,5,6			
Written questions to back up verbal					2,4,5,6	2,4,5,6
Rewording of questions / clarification if needed					2,3,7	2,3,7
Time allowance for processing verbal questions					2,4,5,7	2,4,5,7
Information presented in small chunks					2,4,7	2,4,7

Flowchart of Process

