

# EDUCATION FOR INDUSTRY AWARDS

## Reasonable Adjustments and Special Considerations Policy

Version 1.0



## Reasonable Adjustment and Special Considerations Policy

### Purpose

This policy outlines the approach, processes and procedures through which we ensure that no candidate is materially disadvantaged when participating in assessment. It outlines the commitment to, and mechanisms by which we intend to minimise unnecessary barriers to participation, or features of assessment that may disadvantage specific groups. It clarifies our approach to identifying, determining and acting on cases where an individual's disabilities or learning support need or impairment require accommodation for fair assessment, or where special circumstances arise that may prevent fair assessment.

### Definitions

The following definitions are used to describe the terms 'reasonable adjustment' and 'special considerations' as referenced in this policy. Where ambiguity in terms remains, definitions and authoritative guidance provided in equality law, by Ofqual or other relevant public authorities, will be applied or interpreted by management.

### Reasonable Adjustments

These are the limited and proportional adjustments to assessment methods for individuals who are subject to an impairment in line with the definition of the term 'disability' in the Equality Act 2010, which may be physical or mental in nature, and has a substantial and long-term adverse effect.

### Special Considerations

Special considerations are an accommodation of the assessment process or result in relation to adverse circumstances that are outside the candidate's control at the time of the assessment taking place. These may include, but are not limited to: temporary illness, temporary injury, a serious disturbance during an assessment or other events at the time of assessment.

### Scope

This policy applies to:

- Assessment candidates receiving end-point assessment (EPA) services, or employers or training providers (herein 'partners') acting on a candidate's behalf. This will include, but not be limited to, those with disabilities as defined in the Equality Act 2010. For special consideration requests, candidates (or employers/training providers acting on their behalf) who have a temporary illness, condition or injury, or who experience particularly disruptive circumstances at the time of the assessment.
- Assessors, facilitators or other direct contributors to the assessment process.
- Staff responsible for the administration, coordination or development of assessments or who contribute to the assessment process indirectly.

### Management Approach

The following outlines the primary mechanisms through which this policy is disseminated and embedded into our core operational processes.

### Prevention

We take all reasonable steps to minimise disproportionate candidate advantage or disadvantage in the way we design our assessment process. Ongoing review of data on assessment outcomes will allow us to monitor, identify and act on adverse patterns.



## **Design of Assessment**

Assessment instruments and processes will be designed in a way that does not disadvantage candidates due to their disability or learning support needs. It will be required, as part of the development process, to give due regard to any features of assessment, or barriers to assessment, that could disadvantage candidates. Any features identified of this type will be assessed in terms of whether they can be mitigated, or otherwise state their nature and raise awareness.

## **Ongoing Monitoring or Review**

Outcomes data will be collected and reviewed routinely, including information on candidate disabilities and learning support needs. In this way, potentially adverse trends will be identified and can be acted on.

## **Awareness Raising and Advance Notice**

Early identification of the need for reasonable adjustment or special consideration arrangements is an important feature of our approach. Awareness raising amongst all parties is necessary for this to be effective.

### **Awareness Raising**

It will be the responsibility of all managers to disseminate and clarify the contents of this policy to staff and assessors. In addition, it will be built into the following processes:

- Induction and on-boarding processes for all new staff.
- Staff training and development – with refreshers at appropriate junctures.

## **Communication with Candidates and Partners**

This policy and the procedures it outlines will be highlighted to partners and candidates during the inception processes, as well as being detailed in our support materials. All requests for accommodation will be considered.

### **Advance Notice**

It is essential to this process that requests for reasonable adjustments or special considerations are raised as early as possible, to ensure that accommodations can be made. Reasonable adjustment requests must be submitted as soon as employers or candidates are aware of requirements and at the latest **21 days** before the element of EPA that requires accommodation is to take place. For special consideration requests, these must be submitted before the EPA wherever possible, or within **seven days** of the assessment event (starting from and including the date of the event). The timeliness of the request can be taken as grounds for rejecting the request.

## **Informed and Evidence-Based Decisions**

The decisions relating to reasonable adjustments and special consideration requests will be made by the Head of Assessment and based on the requirements of equalities law, regulations, authoritative guidance and evidence provided.

### **Informed Decisions**

Individual disabilities and adverse circumstances can be complex and interact with the assessment processes in a number of ways. Outside expertise may be called for in determining whether to accept a reasonable adjustment request and to inform the nature of the adjustment where grounds are accepted. Our duties under equality law will be considered as primary for all reasonable adjustments. Due consideration of guidance provided by public authorities will be given where applicable, including



but not limited to Ofqual regulations, IfATE (Institute for Apprenticeships and Technical Education) guidance (see **Annex A**) and JCQ (Joint Council for Qualifications) guidelines.

### **Evidence-Based Decisions**

Decisions to accommodate reasonable adjustments or special consideration requests will only be made on a sound evidential basis. It is the expectation that the candidate (or their representatives) will provide this evidence with their request and provide further evidence where required. Failure to provide evidence to back up assertions in the request, may be considered grounds for rejecting a request. The eligible evidence for both requests are outlined below:

### **Reasonable Adjustment Evidence**

Two acceptable types of evidence of the disability and reasonable adjustment requirement are outlined below:

- **Medical evidence:** Evidence of the nature and severity of the disability and of the associated reasonable adjustment/s requested in the form of a written report. The medical report must detail the candidate's name, as well as the name and signature of the medical practitioner who provided the certificate.
- **Specialist report:** A report written and signed by an independent specialist such as clinical or psychological professional following a diagnostic assessment. The report will provide evidence of the nature of the candidate's disability and the extent to which the candidate is affected. The report should include recommendations about how to support the candidate in the context of work and/or examinations. Reports will state the name, job title and professional credentials of the individual who conducted the diagnostic assessment and wrote the report, as well as the assessment date.

### **Special Consideration Evidence:**

- A candidate experiencing temporary illness or temporary injury should submit supporting medical evidence such as a medical certificate. In some circumstances the candidate can self-certify on the request form.
- Special considerations relating to the disruption to an assessment would need be supported by a written statement detailing the nature of the disruption to be considered alongside official accounts (e.g. invigilator logs or assessment recordings).
- Supporting evidence for other situations will be specified on a case-by-case basis by the Head of Assessment.

### **Integrity of Assessment**

The integrity of assessment is, in all circumstances, our primary consideration. We seek to remove structural advantages or disadvantages in the assessment process where possible, but cannot in doing so give unfair advantage to any candidates, regardless of the circumstances.

### **Environments for Assessment**

The environments in which assessments take place are important to the integrity of the assessment. For this reason we will ensure that:

- Parties facilitating EPA venues have policies that conform to the intent of Education for Industry Awards' reasonable adjustment and special considerations policy and are able to make adjustments where required.
- The systems and assessment instruments through which we administer EPA can either be altered to accommodate adjustments, or alternative methods can be feasibly deployed in a way that will promote accessibility without compromising the integrity of assessment.

## Feasibility

In some complex cases, for example where adjustments would not be feasible or where notice of a reasonable adjustment request was not obtained in a timely enough manner to faithfully implement adjustments, we reserve the right to reject the requests on these, or related, grounds.

## Procedures: Reasonable Adjustments and Special Considerations

In line with the principles and mechanisms above, there are two ways in which accommodations for candidates can be sought through this policy:

- **Reasonable adjustment request.** Where a candidate may declare disability or learning support need that will unfairly disadvantage their assessment.
- **Special consideration request.** These may be requested where the candidate has experienced circumstances that are out of their control and negatively impact on their performance at the time of an assessment.

The procedure for raising awareness of and handling all requests will conform to the following:

- Candidates and related stakeholders will be informed at the outset of the EPA process of our Reasonable Adjustments and Special Considerations Policy, including:
  - The facility to request reasonable adjustment arrangements and the associated requirements.
  - The facility to flag special considerations and the conditions under which these may be considered.
- It will also be clarified that the candidate's employer, with input from the candidate and training provider, must raise all reasonable adjustment and special considerations requests, using the forms found in **Annex B** and **Annex C** respectively. All requests will be acknowledged within **three working days**, or as soon as practicable.
- The Head of Assessment will assess the evidence submitted and will facilitate putting in place a fit-for-purpose accommodation for successful requests. Due regard will be given to equalities law and Ofqual duties primarily and relevant guidance from other public authorities where relevant to the case (e.g. IfATE reasonable adjustments matrix - **Annex A**, or JCQ guidelines). It is our aim for decisions to be made within **21 days** of acknowledgement determining whether to:
  - Reject the reasonable adjustment or special considerations request. In these circumstances, reasons will be given and their right to appeal the decision through the Complaints, Enquiries and Appeals policy will be clarified.
  - Accept the request, in which case suitable accommodations and other conditions will be clarified and applied to the assessment process.

## Outcome

- If requests are accepted, the following actions will be taken by the Head of Assessment. Note that the Head of Assessment will not enter into discussions with the candidate, employer or training provider about the nature and extent of the adjustment prior to sharing the outcome of the review process.
- **Reasonable adjustment requests.** If the request is accepted, the Head of Assessment will use the information on the request form, the nature of the disability and submitted evidence to determine the nature of the adjustments to be made with due regard given to equalities law and regulations/guidance from relevant public authorities.

- **Special consideration requests.** The outcome for special consideration requests will be based on various factors which will depend on the specific circumstances. These include:
  - the severity of the circumstances;
  - the date of the assessment/s in relation to the circumstances; and
  - the assessment method.
- If the special consideration request is accepted (and it was submitted after an assessment has taken place) due to a candidate's performance in an assessment being negatively impacted by circumstances beyond their control, for example a significant disturbance during the assessment or domestic crisis, there are two options available to the Head of Assessment which will be applied with careful consideration.
- The candidate can be given the option to repeat the assessment at a date (within the shortest possible timeframe) that would enable them to perform at their best. In this instance, the assessment would be treated as an original assessment and not a resit or retake.
- A small adjustment to the assessment mark (only for assessments impacted by the special circumstances evidenced) will be made ahead of the initial results being shared with the candidate.
- If the special considerations request is accepted and it was submitted prior to the submission of project work or assessment, for example due to a temporary illness or injury, it may be possible to allow a short extension to the deadline.

### **Monitoring and Review**

The implementation of this policy will be monitored and reviewed annually.

## Annex A: Reasonable Adjustment Matrix

Where possible our approach to reasonable adjustments is aligned to national guidance published by the IfATE: <https://www.instituteforapprenticeships.org/quality/end-point-assessment-reasonable-adjustments-guidance/>

Assessment Method Reasonable Adjustment	Observation	Practical Skills Test	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 support worker 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
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 with 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			
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





## Annex B: Reasonable Adjustment Request Form

The reasonable adjustment request must be completed by the apprentice's employer in consultation with the candidate and sent to [policy@efiawards.co.uk](mailto:policy@efiawards.co.uk).

Candidate and requestor details	
Candidate name	
Candidate email address	
Apprenticeship programme	
Anticipated EPA event date	
Employer name	
Employer email address	
Request date	

Evidence of disability or additional need that may affect candidate's EPA performance	
Complete as appropriate (use additional sheets if necessary) including details of existing adjustments/support. Please detail all evidence submitted in support of this request.	
Candidate is diagnosed with	
Diagnosis supplied by (enter details below)	
Name	
Organisation	
Occupation	
Date of diagnosis	

Through consultation with the candidate and training provider, please detail what type of accommodation is, in their view, necessary for each element of the EPA. This information will inform decisions about the nature of support where the grounds for reasonable adjustments are accepted.

**Details of adjustment sought**

Complete as appropriate (use additional sheets if necessary).

I acknowledge that the information contained is accurate to the best of my knowledge and have provided all relevant information.

Signed	
Date	



## Annex C: Special Considerations Request Form

All special considerations requests should be provided either before the assessment event, wherever possible, or at latest **seven days** after the event (inclusive of the day of the event) and sent to: [policy@efiawards.co.uk](mailto:policy@efiawards.co.uk).

Candidate details	
Candidate name	
Candidate email address	
Apprenticeship programme	
Employer organisation	
Date of EPA event for which special consideration is being requested	

Describe the reason for requesting special considerations
Complete as appropriate (use additional sheets if necessary). Please list all evidence in support of your request, which should be attached to this form as appropriate.

I acknowledge that the information contained is accurate to the best of my knowledge and have provided all relevant information.

Signed	
Date	