

1.0 Policy

To deliver its strategic policy aims of excellence in: Quality of Practice, the Learner Experience, Stakeholder Relationships, Innovation and Cost Management, Advance Assessments will comply with the Ofqual General Conditions of Recognition, in particular in relation with this policy and procedure:

Condition G6 – Arrangements for Reasonable Adjustments

Condition G7 – Arrangements for Special Consideration

Advance Assessments also has a policy of complying with the UK Quality Code for Higher Education. In particular by enabling access for people who may have differing individual requirements and providing assessment facilities that are equally accessible for all. This means making reasonable individual adjustments wherever necessary. Advance Assessments will comply with core practice of the UK Quality Code for Higher Education: Q9.

Core practice Q9

The UK Quality Code sets out the following core practice:

The provider supports all students to achieve successful academic and professional outcomes

Advance Assessments' strategic aims and this policy will enable the organisation to comply with the Ofqual General Conditions of Recognition on an ongoing basis by having clear arrangements in place for making Reasonable Adjustments and for giving Special Consideration to learners in relation to the qualifications that Advance Assessments make available.

The Equality Act 2010 requires all organisations to make reasonable adjustments to ensure that a learner who is disabled as defined by the Act is not placed at a substantial disadvantage in comparison to learners who are not disabled. The Act defines disability as: "a physical or mental impairment...[that] has a substantial and long-term adverse effect on [their] ability to carry out normal day-to-day activities."

The full UK Equality Act 2010 is available here: [Equality Act 2010 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2010/15/contents/enacted)

To comply with the law, the UK Quality Code for Higher Education and the requirements of the Ofqual General Conditions of Recognition, Advance Assessments will:

- Request details of individual learner's requirements for reasonable adjustments at the registration stage for all qualifications.
- Request details of individual learner's requirements for reasonable adjustments at the Gateway stage of End Point Assessment.
- Plan to apply, where required, reasonable adjustments prior to all assessment activities.

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- Provide a procedure for the application of special considerations following assessment.

- Provide a procedure for learners or employers to appeal against a decision to decline a request for reasonable adjustments or special consideration.

2.0 Procedure

2.1 The Assessment Manager is responsible for implementation of this procedure.

2.2 All parties developing qualifications, assessing or verifying/moderating assessments for Advance Assessments are required to confirm they are familiar with the responsibilities of an Awarding Organisation under (in particular) Section 96 of the UK Equalities Act 2010. This is effected through Policy and Procedure AA_OP_01, Recruitment, Induction and Training and a dedicated area for CPD and Equality Law acknowledgement on the Advance Assessments online platform.

2.3 A review of changes in Equality Law that impact on Advance Assessments registered learners and staff, and a review of past performance in this area is included in the applicable Qualification and Assessment Review, Improvement and Standardisation meeting (Ref: AA_OP_07) and the Advance Assessments General Practice Review Meeting (Ref: AA_OP_20). The objective is to maintain that Advance Assessments meets its responsibilities on an ongoing basis.

2.4 At registration on a qualification Training Providers/Centres are required to complete a Learner Registration Form AA_OF_02 (for qualifications other than End Point Assessments) or a Conflict of Interest/Registration Form AA_OF_06 for End Point Assessments. Reasonable adjustments required for a learner should be declared on the form.

2.5 Prior to an End Point Assessment, employers are required to provide a signed declaration for each apprentice confirming that the learner is working at, or above, the levels described in the apprenticeship standard and has met the apprenticeship standard gateway requirements. The declaration will also describe any reasonable adjustments that the apprentice requests. Declarations should be made on the form provided for the relevant apprenticeship standard (Pro-forma AA_OF_GWD_STXXXX – where STXXXX is the relevant Apprenticeship Standard Number).

2.6 Reasonable adjustments are actions agreed prior to an assessment taking place, they have no impact on the grading or marking of an assessment. Examples of reasonable adjustments that may be made are:

- 2.6.1 Changes to assessment materials (for example, large print)
- 2.6.2 Access to assistive software (for example, voice recognition systems or computer readers)
- 2.6.3 Help with specific tasks (for example, another person might read questions to the learner or write their dictated answers)
- 2.6.4 Changes to how the assessment is done (for example, an oral rather than a written assessment)
- 2.6.5 Extra time to complete assessments
- 2.6.6 Exemptions from an assessment

This list is not exhaustive. Other reasonable adjustments may be made. The Institute for Apprenticeships and Technical Education provides guidance on providing reasonable

adjustments within End Point Assessments (IfATE) here: [End-point Assessment Reasonable Adjustments Guidance / Institute for Apprenticeships and Technical Education](#)

2.7 The adjustments that an individual learner will get will depend on how, and how much, a disability affects them when taking a particular assessment. Factors that will be considered when considering a request for reasonable adjustment include:

- 2.7.1 Whether Ofqual rules about reasonable adjustments in assessments mean that Advance Assessments cannot offer a particular adjustment
- 2.7.2 How (and how much) a learner's disability affects their ability to demonstrate their knowledge and understanding
- 2.7.3 How well an adjustment helps a learner deal with the difficulties their disability causes when taking their assessment. An adjustment that works well is more likely to be reasonable than one that does not really help
- 2.7.4 How much the adjustment would cost. A more expensive adjustment is less likely to be reasonable than a lower cost one.
- 2.7.5 How difficult it is to make the adjustment. A complicated adjustment is less likely to be reasonable than a straightforward one.
- 2.7.6 Whether (and how much) the adjustment could compromise the validity of the assessment. An adjustment that gives a disabled person an unfair advantage is probably not reasonable.
- 2.7.7 Whether the adjustment would compromise the assessment requirements as set out in the applicable assessment plan for the Apprenticeship Standard or other published requirement.

IfATE supplies a matrix of reasonable adjustments for EPAs, this is held in the same section as this policy and procedure on the Advance Assessments assessment platform.

2.8 Requests for reasonable adjustments must be received at least 21 days before the date of any related assessment event. Advance Assessments may postpone or cancel any assessment, should a reasonable adjustment request be received after the 21-day notice period. When a reasonable adjustment request is received, Advance Assessments will notify the employer within 5 days of receipt of the request if the request cannot be fulfilled.

2.9 In exceptional circumstances, learners may contact Advance Assessments directly to request reasonable adjustments. Confirmation of individual requirements from an independent authority, for example medical evidence, will be required to support such requests. The Advance Assessments Assessment Manager's decision on action following such a request will be final. These requests must be made at least 21 days before any assessment event, Advance Assessments may postpone or cancel any assessment, should a reasonable adjustment request be received after the 21-day notice period. The Assessment Manager will advise the learner on how to securely provide details relating to reasonable adjustments requested in these circumstances.

2.10 Following a request for reasonable adjustments one of three decisions may be reached:

- 2.10.1 Approval
- 2.10.2 Rejection on the grounds of insufficient evidence of requirement
- 2.10.3 Rejection on the grounds of reasonableness

- 2.11 **Special considerations.** A learner may qualify for special consideration where they have been disadvantaged during the assessment period. Reasons for special consideration could be; temporary illness, injury or adverse personal circumstances at the time of the assessment. Where possible, independent supporting evidence must be supplied.
- 2.12 Where a learner has been disadvantaged immediately prior to an assessment or individual assessment element they, their employer or training provider should contact the Assessment Manager at Advance Assessments to arrange a pause or delay in assessment activities. Where there is independent supporting evidence, there will be no charge for the postponement of scheduled assessment activities. These will be re-scheduled for a mutually convenient date and time.
- 2.13 Where a learner has been disadvantaged during the assessment, special considerations may be applied for after the assessment has taken place.
- 2.14 Requests for special consideration based solely on the grounds of long-term disability or learning difficulty will not be considered. Requests for reasonable adjustment on these grounds must be made prior to the assessment, in accordance with sections 2.4, 2.5, 2.6, 2.7, 2.8 and 2.9 of this procedure.
- 2.15 Where the applicable apprenticeship assessment plan indicates that to apply special considerations would not provide a valid and reliable assessment of a learner's knowledge, skills and behaviours that is comparable with the assessment of peer learners, special considerations will not be applied.
- 2.16 Requests for special consideration should be made using form AA_OF_04 – Request for special consideration following End Point Assessment, no later than 5 days after the assessment has taken place. Requests for special consideration will only be considered after the results of assessment have been issued where; an initial request was overlooked by the independent assessor or; medical evidence about a learner's condition becomes available; or other independently supplied evidence demonstrating that the learner must have been affected by situations beyond their control at the time of the assessment.
- 2.17 Special consideration will not give the learner an unfair advantage. The learner's result must reflect his or her achievement in the End Point Assessment and not necessarily his or her potential ability. Special consideration may result in a small post-assessment adjustment to the grade or mark achieved. The size of the adjustment will depend on the circumstances during the assessment and will reflect the difficulty faced by the learner. It will always be a minor adjustment as to do otherwise may prejudice the reliability of the assessment.
- 2.18 Special considerations may include:
- 2.18.1 An adjustment to a learner's mark for a learner whose performance in an assessment has been affected
 - 2.18.2 An adjustment to the arrangements for accessing an assessment, where the learner who is not disabled, but whose ability to access the assessment has been affected, for example operating a computer during an online assessment.

This list is not exhaustive. Other special considerations may be included.

- 2.19 Requests for special consideration may be rejected following an investigation by an Independent Governor of Advance Assessments.
- 2.20 The Assessment Manager will advise learners on how to securely submit requests for special considerations. Please check before submitting a form.
- 2.21 Should a learner, employer or training provider require further information about reasonable adjustments or special considerations they should contact support@advanceassessments.co.uk or the Assessment Manager.
- 2.22 **Appeals.** A learner or employer may appeal against a request for reasonable adjustment or a special consideration decision. Please consult document: AA_OP_03 Advance Assessments Appeals Policy and Procedure.
- 2.23 **Records keeping.** The Assessment Manager will maintain logs of all requests for reasonable adjustment or special consideration and make a report on past requests at the Qualification and Assessment Review, Improvement and Standardisation Meetings for the applicable apprenticeship standard, according to Advance Assessments Qualification and Assessment, improvement and standardisation policy and procedure (AA_OP_07). This will enable the identification of any misuse of reasonable adjustment and special consideration arrangements and ensure use of this procedure is conducted in an equitable manner. Records of requests for reasonable adjustment or special consideration will be held in the dedicated areas on the Advance Assessments online assessment system for a minimum of ten years after the resolution of the request.

3.0 Forms associated with this procedure

- 3.1 Form AA_OF_06 – Conflict of Interest/Registration Form for EPA Candidates
- 3.2 Form AA_OF_02 – Learner Registration Form
- 3.3 Form AA_OF_GWD_STXXXX – Gateway completion and reasonable adjustment declaration
- 3.4
- 3.5 Form AA_OF_04 – Request for special consideration following End Point Assessment

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4.0 Document Revision History

4.1 Following improvement identifications and review with colleagues, the Assessment Manager is responsible for revisions of this policy/procedure and completion of the table below, before issue of the amended policy/procedure.

Date (most recent first)	Revision(s)	Reason for revision(s)	New Version Number	Approved by (Initial)
03/10/2023	<p>Link to UK Equality Act 2010 inserted into Item 1.</p> <p>Requirement for reasonable adjustments required to be made at registration for all learners inserted into Item 1.</p> <p>Item 2.2 added – requirement to confirm familiarity with UK Equality Act – requirement currently described in AA_OP_01.</p> <p>Item 2.3 added - review of changes in UK equality law and AA performance in reasonable adjustments performance added – requirement currently described in AA_OP_07.</p> <p>Item 2.4 Learner Registration for qualifications other than EPAs added.</p>	<p>Link to greater detail is useful for readers.</p> <p>To clarify for learners other than EPA candidates.</p> <p>To address requirement as described in Ofqual condition G6 in this document.</p> <p>To address requirement as described in Ofqual condition G6 in this document.</p> <p>To allow for learner registration on AA qualifications other than EPA.</p>	2023/01	G.M.
28/12/2022	Reviewed: no revisions made		2022/01	G.M.
31/12/2021	Item 2.19 Title of Policy and Procedure AA_OP_03 updated.	Revised policy title is now: Advance Assessments Appeals Policy and Procedure AA_OP_03	2021/05	G.M.

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	Item 2.20 Title of Policy and Procedure AA_OP_07 updated.	Revised policy title is now: Qualification and Assessment Review, Improvement and Standardisation Policy and Procedure AA_OP_03		
22/12/2021	Item 2.13 expanded to include: or other independently supplied evidence demonstrating that the learner must have been affected by the situations beyond their control at the time of the assessment. Term 'apprentice' replaced by 'learner' except for instances that directly apply to End Point Assessment.	To account for situations where a learner is disadvantaged from employer or training provider actions beyond their control Closer alignment with Ofqual terminology	2021/04	G.M.
07/08/2021	Details of reasonable adjustments guidance for IfATE included in procedure section 2.3. Details of the IfATE reasonable adjustments matrix included in procedure section 2.4.	More guidance for procedure users.	2021/03	G.M.
01/07/2021	Name of policy and procedure changed to Qualification and Assessment Review, Improvement and Standardisation Policy and Procedure from Practice Review, Improvement and Standardisation Policy and Procedure	To clearly differentiate between this procedure and the General Practice Review meetings described in policy and procedure AA_OP_20.	2021/02	G.M.
24/05/2021	Reference to the Ofqual General Conditions of Recognition added. More detail about the Equality Act added. Examples of types reasonable adjustment added. Factors to consider when considering requests for reasonable adjustments added. Facility, as a special consideration and where appropriate, to re-schedule assessments at no additional fee added.	Indication of compliance. Clarity. Ofqual requirement. Clarity. Simplification/clarity.	2021/01	G.M.

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	Examples of types of special consideration added. Request to contact Assessment Manager for advice on how to submit forms added. More detail on the purpose of maintaining records of reasonable adjustments and special considerations added.	Ofqual requirement. Allows the Assessment Manager to provide a method tailored to the needs of the learner, in terms of security and disclosure. Clarity.		
06/06/2019	1) References to the UK Quality Code for Higher Education in section 1.0 Policy changed.	1) Compliance with the revised UK Quality Code for Higher Education (May 2018).	2019/01	G.M.