

Reasonable Adjustment and Special Consideration Policy

End Point Assessment Organisation

Reasonable Adjustments and Special Considerations Policy

Policy Review Date	22.3.22
Reviewed by	NH and KAS
Next Review Due	March 2023

Introduction

This document specifies the Reasonable Adjustments and Special Considerations Policy of the Institute of Workplace and Facilities Management (“IWFM”) End Point Assessment Organisation (EPAO). It is for use by EPA Customers and apprentices who are undertaking a IWFM End-Point Assessment (EPA). Our aim is to support all apprentices with any need or condition through end-point assessment whilst ensuring assessments are fair and appropriate. This policy will describe how we will maintain reliable and consistent judgements and provide a manageable approach to supporting apprentices. It is also for use by IWFM staff to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner.

This policy outlines:

- IWFM’s arrangements for making reasonable adjustments in relation to EPA
- how apprentices qualify for reasonable adjustments
- the reasonable adjustments IWFM will permit and those where permission is required in advance
- IWFM’s arrangements for granting special considerations in relation to the EPA
- how apprentices qualify for special consideration.
- what special considerations will be given to apprentices

It is based upon the good practice guide developed by the Federation of Awarding Bodies and the Joint Council for Qualifications and the regulatory requirements of the Regulatory Authorities.

Review arrangements

IWFM will review the policy annually and revise it as and when necessary, in response to customer feedback, changes in operational practice, actions from the External Quality Assurance (EQA) body or external agencies or changes in legislation. Other external agencies may include the Employer Trailblazer group and the Institute for Apprenticeships and Technical Education (IfATE).

To feedback any views please contact IWFM EPAO via the details provided at the end of this policy.

Appeals

To appeal against an IWFM decision to decline a request for a reasonable adjustment or special consideration refer to the IWFM EPAO Appeals and Complaints Policy.

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Policy overview

IWFM is committed to complying with all current and relevant legislation in relation to the development and delivery of its EPA and, which at the time of writing includes, but is not limited to, the Equality Act 2010. IWFM seeks to uphold human rights relating to race relations, disability discrimination and special educational needs of its apprentices and to provide reasonable adjustments and special considerations for all apprentices registered with IWFM for end-point assessment.

Assessment should be a fair test of an apprentice's knowledge and what they are able to do, however, for some apprentices the usual format of assessment may not be suitable. IWFM ensure that its assessments do not unnecessarily prohibit apprentices from taking the EPA.

The provision for reasonable adjustments is made to ensure that an apprentice receives recognition of their achievement maintaining the equity, validity and reliability of the assessments. Such arrangements are not concessions to make assessment easier, nor advantages to give an apprentice a head start. These adjustments will mirror the types of reasonable adjustments and additional support that the apprentice has received from their employer and/or training provider during their apprenticeship programme

IWFM recognise that reasonable adjustments or special considerations may be required where:

- an apprentice is indisposed at the time of the assessment, through circumstances outside their control
- an apprentice has an illness or injury/ some other event outside of their control, which has had, or is likely to have had, a material effect on that apprentice's ability to take an assessment
- an apprentice has a permanent disability or specific learning need/ condition
- an apprentice has a temporary disability, medical condition or learning need/ condition

Arrangements not covered by this policy

Internal/external and/or on-programme assessment is not covered in this policy but may be discussed with IWFM before assessment takes place. Please contact IWFM via the details provided at the end of this policy

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Process for requesting reasonable adjustments

If an employer/ training provider is making a request on behalf of an apprentice, they must complete a Request for Reasonable Adjustments form and supply relevant supporting information. (see Appendix 1)

For example:

- apprentice's name and ACE360 ID
- nature of, and rationale for, the request
- supporting information/evidence (e.g. medical evidence/ records/ referrals)

Requests are to be uploaded to ACE360 on the apprentice account and direct to IWFM by email to: epa@iwfm.org.uk

This process should begin as soon as the training provider is aware that the apprentice is likely to need to access reasonable adjustments for the end point assessment, ideally at registration to end-point assessment.

The training provider should highlight the reasonable adjustment either:

- When registering the apprentice on ACE360
- When completing the relevant gateway form (Gateway Declaration)

Requests for reasonable adjustments should be submitted no later than 20 days before EPA is due to take place, unless they are not made aware until after this date has passed.

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Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a known, pre-existing disability or difficulty that places the apprentice at a substantial disadvantage in the assessment situation. They are made to an assessment to enable the apprentice to demonstrate their knowledge, skills and understanding of the levels of attainment required by the specification.

Reasonable adjustments must not affect the integrity of assessment, but may involve:

- changing usual assessment arrangements, for example allowing an apprentice extra time to complete the assessment activity or movement breaks
- adapting/ changing the assessment venue, if appropriate and request raised with sufficient notice
- adapting assessment materials, such as providing materials in Braille
- the availability of support personnel for additional needs
- providing assistance during assessment, such as a sign language interpreter or a reader
- allowing use of additional equipment for example fidgets or headphones
- re-organising the assessment room, making adaptations to support with ASD/ ADHD
- changing the assessment method, for example from a written assessment to a spoken assessment
- the format, wording or type of assessment activity
- using assistive technology, such as screen reading, or voice activated software
- providing the mechanism to have different colour backgrounds to screens for onscreen assessments or asking for permission for copying to different coloured paper for paper-based assessments
- providing and allowing different coloured transparencies with which to view assessment papers

Reasonable adjustments **MUST** be approved and set in place before the assessment activity takes place; they constitute an arrangement to give the apprentice access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of an apprentice's work.

IWFM and its EPA customers are only required by law to do what is 'reasonable' in terms of giving access. What is considered reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain standards, and health and safety, will also be taken into consideration.

Principles of making reasonable adjustments

These principles should be followed when making decisions about an apprentice's need for adjustment to assessment. The adjustment:

- should not invalidate the assessment requirements
- should not give the apprentice an unfair advantage
- should reflect the apprentice's normal way of working
- should be based on the individual need of the apprentice

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IWFM and the training provider have a responsibility to ensure that the process of assessment is robust and fair and allows the apprentice to show what they know, and can do, without compromising the assessment criteria.

When considering whether an adjustment to assessment is appropriate, IWFM and the training provider need to consider the following (where appropriate):

- Adjustments to assessment should not compensate the apprentice for lack of knowledge and skills. The apprentice must be able to cope with the content of the assessment and be able to work at the level required for the assessment.
- Any adjustment to assessment must not invalidate the assessment requirements of the apprenticeship standard or assessment plan requirements. Whilst IWFM will take all reasonable steps to ensure that an apprentice is not placed at a disadvantage, there is no duty to make any adjustment to a provision or criterion which is defined as a competence standard. All apprentices' performance must be assessed against set standards. These standards cannot be altered, but it may be possible to change the delivery or process of assessment so that each apprentice has an equal opportunity to demonstrate what they know, understand, and can do.
- Any adjustment to assessment must not give the apprentice an unfair advantage or disadvantage other apprentices. The assessment of an apprentice who had an adjustment must have the same credibility as that of any other apprentice and must give a realistic indication of what the apprentice knows/can do.
- Any adjustment to assessment must be based on the individual need of the apprentice. Decisions about adjustments to assessment should be taken after careful consideration of the assessment needs of each individual apprentice, the assessment requirements of the standard and the nature and extent of the support given as part of normal teaching practice. A training provider should not assume that the same adjustment will be required for all assessments. Different methods of assessment can make different demands on the apprentice. The apprentice should be consulted throughout the process.
- Any adjustment to assessment should reflect the apprentice's normal way of working providing this does not affect what is being assessed in any way. The apprentice should have experience of and practice in the use of the adjustment.
- Any adjustment to assessment must be supported by evidence which is sufficient, valid and reliable.

As it is a legal duty the EPAO may only reject applications for a reasonable adjustment in circumstances where:

- Any adjustment may create a serious loss of validity or independence within the assessment process.
- Any adjustment may constitute a serious safety hazard that cannot be reasonably permitted
- The adjustment places an unreasonable burden on the learner, the training provider and/or the EPAO

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EPAOs are required to keep a record of any reasonable adjustment applications, the decisions they have made regarding these applications, the reasons for making any changes and any appropriate evidence behind the decision. All reasonable adjustments must also be recorded on the apprentice's registration and records retained for EQA and audit purposes.

Process for requesting a special consideration

If an employer/ training provider is making a request on behalf of an apprentice, they must complete an Application for Special Consideration form and supply relevant supporting information. (see Appendix 2)

For example:

- apprentice's name and ACE360 ID
- nature of, and rationale for, the request
- supporting information/evidence

Requests are to be uploaded to ACE360 on the apprentice account and direct to IWFM by email to: epa@iwfm.org.uk

Requests for special consideration should be submitted as soon as possible after the assessment, where applicable, and not later than 5 working days after the assessment.

Requests for special consideration may only be accepted after the results of assessment have been released in the following circumstances:

- medical evidence comes to light about an apprentice's condition, which demonstrates that the apprentice has been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment
- for on-screen assessments, where results are immediately available
- an application has been overlooked by the training provider and the oversight is confirmed by them

If the application for special consideration is successful, the apprentice's performance will be reviewed in the light of available evidence. It should be noted that a successful application of special consideration will not necessarily change an apprentice's result

Definition of special considerations

Special consideration can be applied after an assessment if there was a reason the apprentice may have been disadvantaged during the assessment.

For example, special consideration could apply to an apprentice who had temporarily experienced:

- an illness or injury
- some other event outside of their control, which has had, or is likely to have had, a material effect on that apprentice's ability to take an assessment

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Special consideration should not give the apprentice an unfair advantage. The apprentice's result must reflect their achievement in the assessment and not necessarily their potential ability.

How IWFM will deal with requests

IWFM will acknowledge all requests within 2 working days of receipt. We will aim to provide a response within 10 working days, but in some cases it may take longer. If we are unable to respond in this time, we will provide you with an estimated response date.

IWFM EPAO will use the guidance and matrix developed by the Institute for Apprenticeships and Technical Education (IfATE) to structure our approach in applying appropriate and consistent judgements.

The matrix, based on the Higher Education Statistical Authority's (HESA) disability grouping framework, will help support IWFM in a valid, reliable and manageable approach to supporting apprentices. (see Appendix 3).

IWFM will keep a record of any reasonable adjustment and special consideration applications, the decisions made regarding these applications, the reasons for making any changes and any appropriate evidence behind the decision. All requests granted will also be recorded on the apprentice's registration on the ACE360 platform to allow for future review and audit purposes. Any records pertaining to the implementation of and/or rejection of reasonable adjustments records will be retained and be made available to our management and EQA Providers when requested. This will be kept for 6 years after completion, in accordance with ESFA policy.

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APPENDIX 1 – REQUEST FOR REASONABLE ADJUSTMENT FORM

Training Provider No: Click or tap here to enter text.

Training Provider: Click or tap here to enter text.

Apprentice No: Click or tap here to enter text.

Apprentice Name: Click or tap here to enter text.

Apprenticeship Standard: Click or tap here to enter text.

Reason for application (please select the appropriate box):

- | | | | |
|--|--------------------------|--|--------------------------|
| Learning difficulties e.g. dyslexia | <input type="checkbox"/> | Medical conditions e.g. diabetes, epilepsy | <input type="checkbox"/> |
| Physical disabilities e.g. wheelchair access | <input type="checkbox"/> | Visual impairments | <input type="checkbox"/> |
| Hearing impairments | <input type="checkbox"/> | Other | <input type="checkbox"/> |

Please provide additional information (if applicable):

Click or tap here to enter text.

Reasonable adjustments required (please be specific):

Click or tap here to enter text.

Evidence in support of application:

This may include the following:

- The training provider's assessment of the apprentice's needs
- History of provision within the training provider
- Medical certificate
- Psychological or other professional assessment report

Please provide evidence in support of the application (as above):

Click or tap here to enter text.

Please provide details of access facilitator required (where applicable):

Click or tap here to enter text.

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Declaration:

I confirm that:

- The information provided is accurate
- The training provider/ employer will be able to provide the arrangements requested
- The reasonable adjustments will be implemented in accordance with the guidance given by IWFM

Training Provider Authorisation:

Name: Click or tap here to enter text.

Signature: Click or tap here to enter text.

Position: Click or tap here to enter text.

Date: Click or tap here to enter text.

Please email the form to epa@iwfm.org.uk

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APPENDIX 2 – APPLICATION FOR SPECIAL CONSIDERATION

Customer No: Click or tap here to enter text.

Customer Name: Click or tap here to enter text.

Apprentice No: Click or tap here to enter text.

Apprentice Name: Click or tap here to enter text.

Apprenticeship Standard: Click or tap here to enter text.

Please summarise the circumstances which have resulted in the application for special consideration:

Click or tap here to enter text.

Please provide details of supporting evidence (*this may include a medical certificate, a doctor's letter or psychological report*):

Click or tap here to enter text.

Optional Information

In cases of partial absence, IWFM may require the following information. List four apprentices estimated to be of comparable standard:

Apprentice No: Click or tap here to enter text.
enter text.

Apprentice No: Click or tap here to

Apprentice No: Click or tap here to enter text.
enter text.

Apprentice No: Click or tap here to

Declaration: I confirm that the information provided is accurate.

Name: Click or tap here to enter text.

Signature: Click or tap here to enter text.

Position: Click or tap here to enter text.

Date: Click or tap here to enter text.

Please email the completed form to epa@iwfm.org.uk

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APPENDIX 3 – IFATE REASONABLE ADJUSTMENT MATRIX

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

Assessment method	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Reasonable adjustment						
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

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Assessment method	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Reasonable adjustment						
Assistive technology – voice recognition			2,4,6			
Assistive technology – screenreader			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			

Contact us

Any queries about the contents of the policy please contact:

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The Causeway

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