

Special Considerations Policy

End Point Assessment Organisation

Special Considerations Policy

End Point Assessment Organisation

Introduction

This document specifies the 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). It is also for use by IWFM staff to ensure they deal with all special consideration requests in a consistent manner.

This policy outlines:

- the IWFM’s arrangements for granting special considerations in relation to the EPA’s it delivers.
- how apprentices qualify for special considerations.
- 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 EPAs 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 (IfA).

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

Appeals

To appeal against an IWFM decision to decline a request for special consideration refer to the IWFM Appeals Policy.

Policy overview

IWFM is committed to complying with all current and relevant legislation in relation to the development and delivery of its EPAs 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 special considerations for all apprentices registered on the IWFM qualifications.

Assessment should be a fair test of an apprentice’s knowledge and what he or she is able to do, however, for some apprentices the usual format of assessment may not be suitable. IWFM ensure that its assessments do not prohibit apprentices from taking the EPAs.

IWFM recognise that special considerations may be required where an apprentice is indisposed at the time of the assessment, through circumstances outside their control.

Special Considerations Policy

End Point Assessment Organisation

IWFM recognise that special considerations may be required where an apprentice is indisposed at the time of the assessment.

The provision for special consideration is made to ensure that apprentices receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessment easier for apprentices, nor advantages to give apprentices a head start.

There are two ways in which 'access to fair assessment' can be maintained through:

- reasonable adjustments (see the IWFM Reasonable Adjustments policy),
- and special considerations.

Process for special consideration

If an EPA Customer is making a request on behalf of an apprentice, it must complete an Application for Special Consideration form and supply relevant supporting information. For example:

- apprentice's name and IWFM membership (if applicable)
- nature of, and rationale for, the request
- supporting information/evidence

Apprentices can, in exceptional circumstances, make requests directly to IWFM by email to: epa@iwfm.org.uk

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

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 a apprentice's condition, which demonstrates that the apprentice must have 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.

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.

Special Considerations Policy Awarding Organisation

How IWFM will deal with requests

IWFM will aim to respond to all requests within two working days following receipt. If IWFM is unable to respond within the time frame, we will provide an estimated response date.

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

and which has had, or is likely to have had, a material effect on that apprentice's ability to take an assessment or demonstrate his or her level of attainment in an assessment.

Special consideration should not give the apprentice an unfair advantage; neither should it cause the user of the certificate to be misled regarding a apprentice's achievements. The apprentice's result must reflect his or her achievement in the assessment and not necessarily his or her potential ability.

What special considerations will be applied to apprentices

The type of special considerations that may be applied to an apprentice's EPA are limited. This policy will be applied to apprentices who are close to the end of their apprenticeship and, due to circumstances out of their control, cannot undertake their final assessment.

Special Considerations Policy Awarding Organisation

APPENDIX – 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 enter text.

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

Apprentice No: Click or tap here to enter text.

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

Contact us

Any queries about the contents of the policy please contact:

Head of Professional Development

IWFM

1st Floor South

Charringtons House

The Causeway

Bishop's Stortford

Hertfordshire CM23 2ER

epa@iwfm.org.uk