

# End-Point Assessment Reasonable Adjustments and Special Considerations Policy and Procedure

This policy aims to facilitate reasonable adjustments and special considerations which ensure a valid, reliable and manageable approach to supporting individuals with support needs during End-point Assessment. This policy will ensure clarity and consistency and support EPAs in applying appropriate and consistent judgements.

Included in this document are:

|         |   |
|---------|---|
| Page 2  | Reasonable adjustments  |
| Page 4  | Process for reasonable adjustments for apprentices undertaking End-point Assessment     |
| Page 4  | Appeals   |
| Page 5  | Procedures for applying reasonable adjustments  |
| Page 6  | Reasonable adjustments matrix   |
| Page 8  | Special considerations  |
| Page 8  | Procedures for special considerations for apprentices undertaking special consideration |
| Page 9  | Appeals   |
| Page 10 | Associated Policies   |

## Reasonable Adjustments

A reasonable adjustment relates to an adjustment that helps to reduce the effect of a disability or difficulty, which may place the apprentice at a disadvantage during the assessment process. It is important that reasonable adjustments do not affect the reliability or validity of assessment, and they should not give the apprentice an advantage over other apprentices undertaking the same assessment.

Employers/Training Providers should inform Innovate Awarding of any reasonable adjustments required to enable an apprentice to complete end-point assessment as soon as possible.

Applications must be requested from Innovate Awarding using the relevant application form, available on our epaPRO system. Supporting information or evidence should be submitted with the application form – a doctor's letter, medical certificate, a statement from the invigilator etc. This form needs to be submitted from an individual/or shared mailbox at the training provider. The form does not have to be submitted by the person named in the declaration. Any forms that do not have sufficient supporting evidence will be rejected.

### **In addition to this, Innovate Awarding will support apprentices by ensuring that:**

- The reasonable adjustments provide apprentices with the opportunity to demonstrate attainment
- The reasonable adjustments compensate for any disadvantage imposed by the disability but do not otherwise advantage apprentices
- Any person using the certificate to identify an individual's competence is not misled regarding the apprentice's attainments
- The assessment is rigorous and fair
- The assessment activity is valid
- The assessment result is reliable
- The assessment is practically able to operate within available resources,
- Facilities and time allow apprentices to use any commercially available mechanical, electronic or other aids in order to demonstrate achievement so long as they reflect the apprentice's normal ways of working and do not give the apprentice an unfair advantage

**Innovate Awarding may only reject applications in circumstances where:**

- Any adjustment may constitute a serious safety hazard that cannot be reasonably overcome

Training Providers/Employers are advised to seek clarification from Innovate Awarding in any case where they consider that they do not have the necessary expertise to judge whether a reasonable adjustment is required.

**Telephone:** 0117 314 2800

**Email:** [Compliance@Innovateawarding.org](mailto:Compliance@Innovateawarding.org)

## **Process for Reasonable Adjustments for apprentices undertaking End-point Assessment**

- Innovate Awarding acknowledge receipt of the request within 2 working days of the submission.
- Review the application and evidence submitted.
- Consult the End-point Assessment Reasonable Adjustments Policy and Procedure to confirm the type of adjustment required according to the disability or difficulty of the apprentice.
- If necessary, discuss with the employer/training provider/apprentice alternative arrangements in place in the workplace and off-the-job training that may be required for EPA.
- Confirm a decision regarding reasonable adjustments within **15 working days** of acknowledging the request. The reasonable adjustments will be recapped at the planning meeting.
- Liaise with the employer/training provider to arrange for any specialist equipment/conditions to be available for the End-point assessment.
- Ensure epaPRO is updated with the agreed adjustment.
- Ensure End-point Assessor/End-point Assessment Manager is informed of the adjustment granted.
- Ensure any required training is provided for the End-point Assessor to accommodate the request.
- Carry out assessment ensuring the reasonable adjustment is applied.

## **Appeals**

If an apprentice, for any reason, considers that they have been wrongly refused access to fair assessment and wishes to appeal, they should follow Innovate Awarding's Appeals policy and procedure.

If a Training Provider for any reason, considers that their apprentice(s) have been wrongly refused access to fair assessment and wish to appeal, they should follow Innovate Awarding's Appeals policy and procedure.

## **Procedures for applying reasonable adjustments**

This matrix supports the application of appropriate and consistent judgements and is based around the Higher Education Statistical Authority's (HESA) disability grouping framework. Each of these difficulties/disabilities have then been overlaid with the listed assessment methods to ensure the most suitable adjustments are applied for each situation and for each assessment method determined in the assessment plan without changing the demands of the assessment.

It is essential to use this matrix from an apprentice centred perspective on a case-by-case basis as each assessment will be subject to some variance within job role, employment context and apprentice support needs. The support need for a particular person will be unique to that individual and may not be listed as a need in the relevant category in the disability grouping framework. Therefore, there is some flexibility required when listing an adjustment against the disability as in order to support the specific need other adjustments may be required. Similarly, if an individual falls into a particular category, it does not mean that they require all adjustments suggested. It still needs to be a case-by-case request based on an individual's needs and assessments through training/employment.

The outcome produced by the apprentice must at all times:

- Meet the requirements of the specifications regardless of the process or method use
- Be as rigorous as assessment methods used with other apprentices
- Be assessable
- Be able to be moderated or verified

## 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 as 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

|  | 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 method of assessment    |               | 6                     | 3,4,5,6       | 3,4,5,6     | 3,4,5,6      | 3,4,5,6                 |

|   |  |  |         |         |         |         |
|---|--|--|---------|---------|---------|---------|
| <b>Pre-recorded evidence / delivered by video link</b>              |  |  |         | 2,3,4,5 | 2,3,4,5 |         |
| <b>Permission to write notes</b>                                    |  |  |         |         |         | 2,4,5   |
| <b>Permission to bring notes</b>                                    |  |  |         | 2,4,5   |         | 2,4,5   |
| <b>Info presented in required format – size, font style, colour</b> |  |  | 2,8     |         |         |         |
| <b>Individual testing</b>   |  |  | 3,4,5   |         |         |         |
| <b>Paper-based option</b>   |  |  | 2,4     |         |         |         |
| <b>Supervised assessment taken at home</b>                          |  |  | 3,4,5,6 |         |         |         |
| <b>Written questions to back up verbal</b>                          |  |  |         |         | 2,4,5,6 | 2,4,5,6 |
| <b>Rewording of questions - clarification if needed</b>             |  |  |         |         | 2,3,7   | 2,3,7   |
| <b>Time allowance for processing verbal questions</b>               |  |  |         |         | 2,4,5,7 | 2,4,5,7 |
| <b>Information presented in small chunks</b>                        |  |  |         |         | 2,4,7   | 2,4,7   |

## Special Consideration

Special consideration is an allowance that takes place following assessment to accommodate temporary illness, injury or other indisposition that occurred at the time of the assessment. The adjustment made must be relatively small to ensure that the integrity of the assessment is maintained. Special considerations should be formally applied for – application forms are available on our epaPRO system.

### **Procedures for special considerations for apprentices undertaking End-point Assessment**

**Special consideration may be applied for an apprentice who is fully prepared and present for a scheduled assessment as follows:**

- Performance in the assessment is affected by circumstance beyond the control of the apprentice – for example, illness, injury, bereavement, serious disturbance during the assessment
- Reasonable adjustments agreed in advance of the assessment were inadequate or inappropriate
- Part of an assessment has been missed due to circumstances beyond the control of the apprentice

**Special consideration will not be applied in the following circumstances:**

- Part of the assessment was missed due to unauthorised absence
- No evidence was supported by the employer/training provider indicating that an apprentice was affected by illness, injury, bereavement or other indisposition at the time of the assessment
- Difficulties experienced during the assessment – for example lack of facilities

**The following examples reflect where special consideration may be applied. Please note this list is not exhaustive:**

- Incapacitating illness of the apprentice
- Serious injury affecting the apprentice
- Terminal illness of the apprentice
- Recent bereavement of a close family member or friend
- Terminal illness of a parent
- Serious domestic crisis
- Serious car accident
- Flare up of congenital illness (for example asthma, diabetes, epilepsy)
- Physical assault trauma

In exceptional circumstances where an apprentice may not be able to complete all assessment requirements, the employer/training provider (on behalf of the apprentice) may submit a request to Innovate Awarding to make an aegrotat award. This is an award based on the performance of the learner in other related



examinations and is also based on an estimate of the apprentice's likely performance. The following considerations apply:

- Each case will be treated on an individual basis and will not be taken as a precedent for other situations.
- The evidence required for the consideration of an aegrotat award includes the following;
  - A statement from the employer/training provider supporting the application
  - Medical documentation identifying the period of illness, injury or indisposition
  - Internal verification and assessment records showing apprentice progression
  - External verification records showing apprentice progress, if available
- Innovate Awarding reserves the right to interview the apprentice.
- The final decision to award an aegrotat will be made by Innovate Awarding's Head of Regulations and Standards, Technical Assessment Manager and Director of Compliance.

Applications must be requested from Innovate Awarding using the relevant application form, available on our epaPRO system. Supporting information or evidence should be submitted with the application form – a doctor's letter, medical certificate, a statement from the invigilator etc. This form needs to be submitted from an individual/or shared mailbox at the training provider. The form does not have to be submitted by the person named in the declaration. Any forms that do not have sufficient supporting evidence will be rejected.

A decision regarding the Special Consideration request will be communicated within **10 working days** of acknowledging the request.

### **Appeals**

If an apprentice, for any reason, considers that they have been wrongly refused access to fair assessment and wishes to appeal, they should follow the Innovate Awarding Appeals policy and procedure.

If an employer/training provider, for any reason, considers that an apprentice has been wrongly refused access to fair assessment and wish to appeal, they should follow the Innovate Awarding Appeals policy and procedure.

If you have any questions at all on either reasonable adjustments or special considerations, this policy or our procedures, please contact Innovate Awarding:

**Email:** [Compliance@innovateawarding.org](mailto:Compliance@innovateawarding.org)

**Associated Policies/Forms**

- Appeals Policy
- Application for Reasonable Adjustments for Apprentices/Learners with Particular Requirements
- Application for Special Considerations for Apprentices/Learners
- Reasonable Adjustment Process for Providers - EPA