

## Reasonable Adjustments Policy

### Introduction

1. Reasonable adjustments are adjustments made to an assessment for a qualification or apprenticeship End-point Assessment to enable learners/apprentices with particular requirements to access assessment and to demonstrate their knowledge, skills and understanding to the levels of attainment required by the specification for that qualification or End-point Assessment.
2. FDQ will take all reasonable steps to ensure that none of its assessment products contain language or stimulus materials which could lead a group of learners/apprentices who share a common attribute or circumstance, to experience because of that attribute or circumstance, an unreasonable disadvantage in the level of attainment that they are able to demonstrate in the assessment.
3. Access arrangements described here can be granted for the following particular requirements:
  - a) Learners/Apprentices with permanent or long-term disabilities, medical conditions or illness or learning difficulties (such as sight impairment, hearing impairment, dyslexia, diabetes), mental health conditions.
  - b) If learners/apprentices have temporary medical conditions or injuries (such as a broken arm, or acute pain) a request for Special Consideration should be made. Details are set out in FDQ's Special Considerations Policy.
4. To comply with Equalities Law, FDQ recognises the need to provide a range of flexible and responsive assessment strategies for learners/apprentices with particular requirements.
5. In doing so FDQ aims to remove any barriers, which place some learners/apprentices with particular requirements at a disadvantage without giving them an unfair advantage over other learners/apprentices.
6. It is important that this removal of barriers does not affect the validity or reliability of the assessment process. Arrangements agreed depend upon each specific

qualification/apprenticeship End-point Assessment and the methods of assessment specified for them.

7. FDQ will not allow a reasonable adjustment if it affects the direct attributes that are the focus of the assessment or challenges the integrity of the qualification/apprenticeship End-point Assessment.
8. FDQ requires supporting evidence for all requests for reasonable adjustments. Depending on the reason for the request, evidence may include medical records or letters from a doctor or healthcare professional.
9. Forms and evidence sent to FDQ must be password protected. The password should be sent to FDQ in a separate email for security of data.
10. In making a reasonable adjustment for learners/apprentices the following principles must be taken into account:
  - a) The learner/apprentice must complete, sign and date a personal data consent form and this must be retained by the person making the application on behalf of the learner/apprentice (such as SENCO) and be available to FDQ on request.
  - b) The learner/apprentice must not be given an unfair advantage, e.g. invalidating assessment requirements
  - c) Any arrangements made will be determined according to the individual learner's/apprentice's particular requirements
  - d) Any arrangements which have been made must not in any way mislead users of the qualification certificate / End-point Assessment results record about what the learner/apprentice has achieved
  - e) Any reasonable adjustments made must not compromise the assessment's integrity and must maintain the relevance, validity, reliability and comparability of assessment
  - f) The learner's/apprentice's normal ways of working must be taken into account.

### Requests for reasonable adjustments for qualifications

11. The learner must be registered for the qualification before the reasonable adjustment is requested.
12. Requests for reasonable adjustments must be agreed before the assessment. For FDQ qualifications requests should be made at least 15 days before any qualification assessments, and in accordance with any additional specific requirements in the qualification handbook.
13. FDQ recognises there are some circumstances (such as sudden onset of a long term illness) which will require requests for reasonable adjustments to be made in a shorter period of time.

### Reasonable adjustments that can be made by centres for qualifications

14. Centres must have policies and procedures in place for identifying and allowing relevant reasonable adjustments. This is confirmed at time of centre approval. The on-going effectiveness of the centre's procedures is monitored by FDQ's external quality assurance arrangements.
15. FDQ permits centres to make reasonable adjustments for learners for the following activities, without the need for application to or permission from FDQ:
  - a) questioning of learners for assessments other than externally set and marked tests
    - i. Use of oral tests with the answers recorded by the assessor
    - ii. Use of tape recorder/Dictaphone/typescript and additional time (which would normally be an additional 15 minutes in every hour)
    - iii. Reading of questions if other means cannot be used (e.g. a reader for the apprentice/learner)
    - iv. Adapting the visual presentation of questions, e.g. enlarging the print or using coloured paper and bold fonts

- v. Modification of the language used (not including technical terms) for learners/apprentices where vocabulary and understanding has been limited by severe hearing impairment
- b) Internal independent assessment
- i. Use of a reader and/or scribe. A scribe is someone to whom learners/apprentices dictate their answers during an assessment. The scribe may also read the questions aloud to a learner, if necessary. The reader and/or scribe should have little or no knowledge of the subject being assessed and scribes must record the learner's answers exactly as dictated. The assessment documentation must state that a reader and/or scribe have been used. Extra time would also normally be granted when a scribe is used and learners must be accommodated in a separate room with an invigilator also present
  - ii. Examinations may be completed orally, for example using a tape recorder or Dictaphone - the assessment documentation must state the method that has been used and be signed by the invigilator. Again, learners must be accommodated in a separate room.
16. The centre must maintain a record of the reasons for granting reasonable adjustments, including any medical evidence that has been taken into account, which must be retained for monitoring at external quality assurance visits.
17. There may be some types of qualifications for which FDQ may not accept requests for reasonable adjustments.

### Reasonable adjustments requiring FDQ permission for qualifications

18. Reasonable adjustments for externally set and marked tests and any variation to assessment/examination arrangements, other than those permitted above, must be agreed by FDQ prior to the assessment/examination taking place.

Centres should make a request using the Request for Reasonable Adjustment/Special Consideration application form on the FDQ website and return it to FDQ at least 15 working days prior to the date of the assessment/examination for which the variation is

requested. The Request for Reasonable Adjustment application form should be emailed to [quality@fdq.org.uk](mailto:quality@fdq.org.uk)

19. If the reasonable adjustment request form is completed fully and all evidence is included with the submission, FDQ will provide a decision within 10 working days of the request.

FDQ will review the application and supporting evidence, and if further information is required, the training provider will be contacted.

### Appeals against special consideration decisions for qualifications

20. In the event that centres are dissatisfied with a decision concerning special consideration, they should refer to FDQ's enquiry procedure in the first instance. If, having exhausted these procedures the centre remains dissatisfied with the outcome it has recourse to FDQ's appeals procedure.
21. Centres must record and retain the relevant evidence supporting applications for special consideration, including relevant medical evidence, for monitoring during external quality assurance activity.

### Requests for reasonable adjustments for FDQ End-point Assessments

22. Request for reasonable adjustment must be discussed and agreed with the Employer and apprentice prior to making application.
23. Reasonable adjustments for all End-point Assessments must be agreed by FDQ prior to the assessment taking place.
24. Requests should be made at the gateway registration stage, or as far in advance of the gateway as possible, to allow consideration and any arrangements for reasonable adjustments to be made before the End-point Assessment period begins. The apprentice's training provider should make a request to FDQ using the Request for Reasonable Adjustment/Special Consideration application form available on the FDQ website and, when completed, the form should be emailed to [quality@fdq.org.uk](mailto:quality@fdq.org.uk)

25. If the reasonable adjustment request form is completed fully and all evidence is included with the submission, FDQ will provide a decision within 10 working days of the request.

FDQ will review the application and supporting evidence, and if further information is required, the training provider will be contacted.

26. FDQ will comply with guidance from the Standard setting body and regulator when considering requests for reasonable adjustments. In some cases, this guidance may not permit adjustments for some specified End-point Assessments.

27. FDQ will respond to all applications for adjustments to apprenticeship End-point Assessment, in writing, prior to the assessment. If the reasonable adjustment is not granted, FDQ will set out its reasons for this decision.

28. The Training Provider must record and retain the relevant evidence supporting the application, including relevant medical evidence, for monitoring during external quality assurance activity.

29. In the event that the Training Provider is dissatisfied with a decision concerning reasonable adjustments, they should refer to FDQ's Enquiries, Appeals and Complaints policies.

### Monitoring requests for reasonable adjustments

30. FDQ will ensure that:

- a) Records of requests for reasonable adjustments, along with details of any actions taken, are maintained, and reviewed on a regular basis by the relevant Standards & Quality Group/s at FDQ
- b) Records are used to identify broader issues or themes that may emerge over time and to recommend appropriate corrective actions that might need to be taken
- c) Reports are made to the FDQ Governance Committee on a regular basis and as part of the self-evaluation procedure
- d) Guidance from the Regulators is reviewed, and the policy is updated to comply with best practice

- e) Information from monitoring activities will be made available to the Regulators on request.