

Public

Xact Assessment: Reasonable Adjustment & Special Considerations Policy

1. Introduction

This policy is aimed at supporting apprentices to achieve their chosen apprenticeship end point assessment without compromising the assessment process. Reasonable adjustments are made to ensure that apprentices who have a disability are not disadvantaged in any way. Special considerations are made to ensure that apprentices are not disadvantaged by any exceptional circumstances that may arise prior to, or during the assessment.

The purpose of this policy is to provide support to apprentices who have a disability or a temporary condition or unplanned event which impacts on the assessment process.

The Reasonable Adjustment and Special Considerations procedure explains how this policy is implemented.

2. Definitions

Ofqual: The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. Ofqual is a non-ministerial department.

PMG: Performance Management Group consisting of Directors and an Independent Governance Advisor

Staff: Employee, agency worker, contractor, sole trader e.g. manager, supervisor, administrator, tutor, assessor, mentor, internal verifier, internal quality assurer, end point assessor etc.

Stakeholders: Apprentice, apprentice employer, training provider, customer, supplier, user and those with whom we associate

Xact: Xact Training Limited trading as Xact Assessment

3. Reasonable Adjustment

A reasonable adjustment is any supportive action that helps to reduce the barriers an apprentice may face because of their disability or physical or mental health condition and ensures that they are not substantially disadvantaged during training, assessment or in employment.

Apprentices must notify their needs to Xact prior to an assessment, to enable Xact to put in place all necessary reasonable adjustment arrangements beforehand.

Examples of reasonable adjustments are shown in Appendix A.

4. Special Considerations

A special consideration may be applied as a result of an unexpected event or temporary issue (such as illness, injury, or other event outside of their control) which may have had, or is reasonably likely to have had, an effect on the apprentice's ability to undertake an assessment or demonstrate their attainment level in an assessment.

Apprentices must apply to Xact for any special considerations as soon as circumstances are identified, examples of situations where special considerations may be applied are contained in Appendix B.

Special consideration applications will be rejected in following situation:

- a) No evidence supplied with application or during assessment, concerning condition that adversely affected assessment
- b) Part of assessment is missed due to personal arrangements e.g. holiday
- c) Appropriate preparations were not put in place to ensure assessment would not be affected e.g. building work, lack of proper facilities, etc.

5. Support Process

Process of providing support includes:

- a) Submitting a request for reasonable adjustment or special consideration
- b) Provision of supporting evidence
- c) Assessment of evidence
- d) Discuss and agree with apprentice concerned how they can be supported during assessment
- e) Agree an individual support programme
- f) Notify those relevant to process e.g. end point assessor
- g) Record programme of support on database
- h) Ensure any sensitive information relating to application is stored and processed in accordance with our Data Management Policy and Record Retention Policy

6. Confidentiality

Xact has a duty of care towards all apprentices. Therefore, if we consider that an apprentice's health, safety or wellbeing is being affected, we will discuss the matter with appropriate persons e.g. employer.

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All personal data will be processed in accordance with our Data Management Policy.

7. Conflicts of Interest

All members of staff involved in the Reasonable Adjustment and Special Considerations process must ensure they have no actual, perceived or potential conflicts of interest. See Conflict of Interest Policy and Procedure for details about reducing, identifying and declaring conflicts of interest.

8. Appeals

Apprentices may appeal against Reasonable Adjustment and Special Consideration outcomes using the Appeals Policy.

9. Monitoring and Reviewing

The application of this policy and its procedure will be monitored and reviewed by the Performance Management Group.

As part of this process, Xact will discuss with stakeholders the effectiveness of this policy and procedure and consider any recommendations for improvement.

10. Links with other Policies and Procedures

- Reasonable Adjustments and Special Considerations Procedure
- Equality, Diversity and Inclusion Policy
- EPA Fair Access Policy
- Customer Care Policy
- Complaints Policy

Appendix A: Examples of Reasonable Adjustments

Examples of Reasonable Adjustments include, but are not limited to:

- a) Additional time for completion of an assessment
- b) Adapting assessment materials e.g. different coloured paper for paper-based assessments
- c) Using assistive technology, such as screen reading or voice activated software
- d) Supporting use of specialist equipment
- e) Providing different coloured transparencies to view assessments
- f) Providing reader and/ or scribe for support in assessment
- g) Providing personnel for the support of additional needs
- h) Varying assessment activity format, wording or type
- i) Varying timing and/or location of assessment
- j) Impaired hearing – reserving a space at front of assessment room, supporting use of a hearing loop
- k) Impaired vision - reserving a space at front of assessment room, printing written materials in larger type, supporting use of assistive technology
- l) Physical impairments – wheelchair access, chair with back support

Appendix B: Examples of Special Considerations

Each request for special considerations will be unique to the individual circumstances however the below list offers some broad examples:

- a) Where an apprentice misses part or all of the assessment due to circumstances outside of their control e.g. unexpected fire alarm resulting in emergency evacuation of the building in which the assessment is taking place.
- b) Where an apprentice attends an assessment, but may be disadvantaged due to temporary illness, injury or other circumstances that occurred at, or near, the time of assessment e.g. personal illness, accident, bereavement, or serious disturbance during the assessment.
- c) Where alternative arrangements, agreed in advance of the assessment, were inadequate or inappropriate e.g. access arrangements agreed in advance of assessment due to apprentice having leg in a plaster cast as a result of a recent accident.