



**Accelerate
People**

Reasonable Adjustments and Special Considerations Policy

Classification: Public

Version History		
Version	Date Amended	Changes Made
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7.1	Sept 2025	Annual review, minor content and wording changes

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1. Purpose

Accelerate People have a duty under the **Equality Act 2010** to make reasonable adjustments to ensure that learners with disabilities, learning difficulties, physical or mental health conditions can participate fairly and effectively during assessment. This policy will provide information and guidance on who may be entitled to a reasonable adjustment or special consideration as well as how these may be requested.

This policy should be read in-conjunction with Enquiries & Appeals policy, Adverse Effects policy, and Diversity & Inclusion policy.

2. Reasonable Adjustments

A reasonable adjustment is a change, adjustment or modification that helps to remove or reduce the impact of a disability, learning difficulty, physical or mental health condition which may otherwise disadvantage the learner in their assessment. Reasonable adjustments therefore enable the learner a full and equitable opportunity to undertake their assessments.

It is important that the adjustments provided are appropriate and reasonable for the learner and the nature and impacts of their condition. Reasonable adjustments must **not** affect the reliability, integrity or compliance of the assessment and must **not** give the learner an unfair advantage over other learners undertaking the same assessment.

Where appropriate, the reasonable adjustments applied during assessment should mirror the adjustments and additional support that the apprentice has received during their apprenticeship programme from their employer and/or training provider in the workplace and/or off-the-job training.

It is important that all organisations work closely together to ensure that reasonable adjustments are applied correctly at each stage of the apprenticeship. At assessment, Accelerate People will make the final decision on what reasonable adjustments are approved and applied.

Reasonable adjustments may involve changes or modifications to various aspects of the assessment, including but not limited to:

- The location and timing of the assessment.
- The format, wording or type of assessment activity.
- The structure or timings of an assessment.
- The availability of support personnel for additional needs.
- The availability of adaptive software or hardware, or specialist equipment.

All reasonable adjustments are considered on an individual basis.

In addition to the provision of reasonable adjustments, Accelerate People will also support the learner to ensure that:

- Learners are provided with the opportunity to demonstrate attainment against occupational competence.
- The end-point assessment (EPA) is reliable and will validate an individual's competence, skills, and abilities without compromise to the assessment.
- The EPA process is rigorous, comparable, and fair.
- The EPA activity is valid.
- Systems and time allow the use of commercially available mechanical, electronic or other aids to reflect the learner's normal ways of working and do not give the learner an unfair advantage.
- The EPA outcome can be assessed, moderated, and verified.

Accelerate People will review requests for reasonable adjustments in-line with this policy and communicate outcomes as soon as possible. We will apply any approved adjustments and maintain records of any applications for reasonable adjustments and decisions made which includes the evidence used to support the application and decision.

3. Reasonable Adjustment Requests

All applications for reasonable adjustments will be considered on an individual basis and the outcome of a request may vary according to the exact nature of the learner's needs and additional support required. Each case will **not** be taken as a precedent for other or future cases.

All reasonable efforts will be made to accommodate a request in-line with the guidance set out in this policy. Where there are exceptional circumstances, that cannot be funded through the agreed EPA cost, Accelerate People will work with the training provider to achieve the best outcome for the learner. Where significant additional costs are incurred by Accelerate People, we will work with training providers on a case-by-case basis.

Reasonable Requests

Accelerate People have a duty to ensure that all adjustments applied are reasonable and appropriate for the learner and to ensure that the assessment is upheld. As a result, the adjustments requested must:

- Be appropriate and proportional to the impact of the learner's condition, ensuring any disadvantage they may experience is mitigated.
- Mirror the learner's normal ways of working and any support they have received during their apprenticeship, in the workplace and/or off-the-job training from their employer and/or training provider.
- Be practical to apply within the bounds of the assessment plan, ensuring the reliability, integrity and compliance of the assessment are upheld

As a result, an adjustment will **not** be considered reasonable if it involves a risk to maintaining the reliability or validity of the assessment, if it is deemed to give the learner an advantage over other learners undertaking the same assessment or causes a serious safety hazard.

Accelerate People will only decline a request for reasonable adjustments when it is determined that the adjustment requested would not be a “reasonable” one.

Evidence Requirement

To ensure that a request for reasonable adjustments is reasonable, and to ensure that reasonable adjustment requests are auditable, and capable of being internally and externally quality assured, all reasonable adjustment requests must be supported by evidence.

The following evidence must be provided to support all requests.

- Evidence of the learner’s difficulty or disability, in order to demonstrate the learner’s need and the impacts of this.
- Evidence of any adjustments or additional support provided during the apprenticeship by the employer and/or training provider to demonstrate how this mirrors the adjustments requested for assessment.

It is important to note that a learner does **not** have to have a diagnosed medical condition for a reasonable adjustment request to be necessary. However, evidence of their need and the impacts of this must still be supplied alongside the reasonable adjustment request to demonstrate that the need has a substantial and long-term impairment on the learner’s ability to undertake the assessment under regular conditions.

Accelerate People will make all reasonable effort to consider any and all available evidence on an individual basis.

4. Reasonable Adjustment Matrix

The Reasonable Adjustment Matrix (which can be found in Appendix 1 of this policy) is developed by The Institute for Apprenticeships and Technical Education (IfATE), now Skills England, and is based around the Higher Education Statistical Authority’s (HESA) disability grouping framework.

This matrix provides indications of what adjustments may be suitable for specific assessment methods depending on the nature of the learner’s disability.

These are recommendations only and Accelerate People will consider all reasonable adjustment requests on a case-by-case basis, considering the evidence submitted and the specific requirements of the apprenticeship standard.

5. Upholding the EPA

Reasonable adjustments should support the learner in showcasing their occupational competence. However, assessment organisations must balance this with upholding the validity, reliability of the assessment methods, the assessment plan and occupational requirements and competencies.

The outcomes of the assessment must therefore:

- Meet the requirements of the occupational standard and assessment plan, regardless of the process or methods used.
- Be as rigorously assessed as outcomes generated by other learners.
- Not provide an unfair advantage to the learner or attempt to make the assessment easier when compared to other learners undertaking the same assessment without reasonable adjustments.
- Be able to be moderated, sampled and verified.

The process of considering reasonable adjustments must be rigorous and fair. Where any concerns are raised against these requirements, further discussion may be required.

6. Requesting a Reasonable Adjustment

In order to request a reasonable adjustment, please complete the Reasonable Adjustment Form which can be found on our website, or via the Knowledge Base on ACE360 or AP Gateway. This form should be completed by the training provider, with input from the employer. The form must be signed the training provider (with agreement and consent from the learner and their employer).

The completed form and supporting evidence should be uploaded to ACE360 or AP Gateway and reasonable adjustments requested via the learner record. For learners registered on ACE360, a follow up email should be sent to the Compliance team, compliance@accelerate-people.co.uk.

Requests for reasonable adjustments must be made as soon as the employer and training provider are aware of the required adjustments, to prevent any delays to the Gateway and/or assessment process. A gateway submission for a learner with an ongoing reasonable adjustment request will not be processed until the request has been approved or denied.

We are unable to accept reasonable adjustment requests on the day of an assessment, or for an ongoing assessment method.

A reasonable adjustment request is **not** required for a resit or retake of an assessment as the previously approved adjustments will apply.

The outcome of a reasonable adjustment request will be communicated to the training provider within **10 working days** of the request.

7. Special Considerations

A special consideration is an adjustment that compensates learners whose ability to undertake their assessment or demonstrate their occupational competence was impacted by extenuating circumstances outside their control during the assessment.

Special considerations can be requested by the training provider (on behalf of the learner), the employer or a member of the Accelerate People assessment team.

Disability or existing conditions may not be used as the grounds for a special consideration as this would instead be managed through the reasonable adjustment procedure.

A special consideration application, may, if successful, result in appropriate remedial action being implemented. These will always be considered on a case-by-case basis and will ensure the apprentice has a fair and equitable opportunity to undertake the assessment and demonstrate their occupational competence.

8. Special Consideration Requests

All applications for special considerations will be considered on an individual basis and the outcome of a request may vary according to the exact nature of the learner's circumstances and the accommodations required. Each case will **not** be taken as a precedent for other or future cases.

All reasonable efforts will be made to accommodate a request in-line with the guidance set out in this policy.

Reasonable Requests

The following examples reflect cases where a special consideration may be applicable. Please note this list is not exhaustive:

- Illness or injury affecting the learner.
- Recent bereavement of a close family member.
- Terminal illness of a parent or dependent.
- Serious domestic crisis resulting in significant time away from the workplace.
- Flare up of congenital illness (for example asthma, diabetes, epilepsy).
- Physical assault trauma.
- Serious workplace disruption resulting in inability to undertake the assessment.

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

- Part of the assessment was missed due to personal arrangements, including unauthorised absence and holidays.

- No evidence was supported by the employer/training provider indicating that a learner was affected by illness, injury, bereavement, or other indisposition at the time of the assessment.
- Difficulties experienced during the assessment that have not led to significant time out of the workplace or can reasonably be considered to have affected the outcome of an assessment.
- The circumstances were known or expected at the start of the assessment, or the learner could reasonably be expected to plan around.

It should be noted that in order for a circumstance to be reasonably considered to have impacted the learner's ability to undertake their assessment or demonstrate their occupational competence, it must've directly impacted the learner for more than two full working days.

Evidence Requirement

A request for special considerations must be reasonable, and we must ensure that special consideration requests are auditable, and capable of being internally and externally quality assured.

As a result, all special consideration requests must be supported by third-party evidence that demonstrates and supports the circumstances requiring the special consideration and the level of disruption and impact on the learner's ability to undertake EPA or demonstrate their occupational competence. This must include evidence from the learner's employer.

9. Requesting a Special Consideration

In order to request a special consideration, please complete the Special Consideration Form which can be found on our website, or via the Knowledge Base on ACE360 or AP Gateway. The form must be signed the training provider (with agreement and consent from the learner and their employer).

The completed form and supporting evidence should be uploaded to ACE360 or AP Gateway. For learners registered on ACE360, a follow up email should be sent to the Compliance team, compliance@accelerate-people.co.uk.

Requests for special considerations must be made as soon as the circumstances requiring the special consideration are identified and have occurred.

Requests for special considerations will **not** be accepted after the grading has been issued. Any requests outside of this timeframe may only be considered if they have completed an assessment where the results are available immediately.

In addition, requests for special considerations will **not** be considered after an assessment submission deadline has passed. The only exception to this is if it is not possible to have reasonably expected the request to be submitted any sooner due to the nature of the extenuating circumstances.

The outcome of a special consideration request will be communicated to the training provider within **five working days** of the request.

10. Review and Outcomes

The possible outcomes for a reasonable adjustment or special consideration request are:

- **Approved**
- **Not Approved**

A request might not be approved or denied immediately, and we may seek additional information or evidence before making a final decision.

Where we have declined applications for reasonable adjustments or special considerations, in cases where you do not agree with the decision, the employer / training provider may submit an enquiry within 10 working days of the decision being issued.

Please refer to the Enquiries & Appeals policy for more information.

11. Disclosure and Confidentiality

Information about the disability is deemed 'sensitive personal data' and therefore Accelerate People, employers and training providers are required to process the information 'fairly and lawfully.'

Information will only be made available to those on a 'need to know' basis. This will include administrative staff, the independent assessor and any person required to assist during the assessment such as a scribe or sign language interpreter.

The Department for Education (DfE) and Ofqual may carry out periodic audits and may wish to see this information to ensure fairness and comparability is being applied. This information will be provided and disclosed on a request only basis.

12. Record Keeping

We will record and evaluate all requests, outcomes, and feedback. This information will ensure consistency over time and will be available to DfE, Skills England and Ofqual on request.

The Equality Act 2010 and GDPR requires that the information held is accurate, relevant, and up-to-date and should not be deemed 'excessive'. Information will be kept secure. We are required to keep information for six years after which it will be destroyed.

13. Monitoring and Review

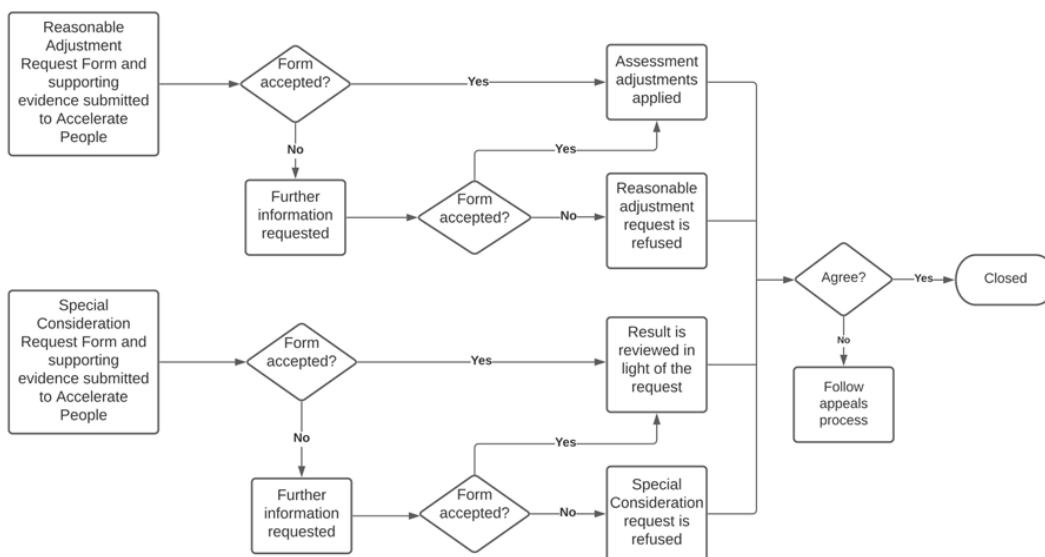
This policy will be reviewed on at least an annual basis and, where appropriate, updated in response to input from consumers, results from internal and external monitoring arrangements, amendments in internal procedures, Skills England, Department for Education (DfE), and Ofqual actions or where developments in legislation occur.

14. Appendices

Appendix 1: Reasonable Adjustment Matrix

[View the Reasonable Adjustment Matrix](#)

Appendix 2: Flowchart of process





Accelerate People