


# Fair Access and Reasonable Adjustments Policy and Procedures

<b>Responsibility:</b>	Liz Scott-Walter Responsible Officer	<b>Date doc. approved:</b>	V5.0 August 2025
<b>Print name sign off:</b>	Simon Little, Managing Director	<b>Last review date of doc:</b>	V1.0 Nov 2020 V2.0 June 2022 V3.0 August 2023 V4.0 August 2024
<b>Signature:</b>		<b>Next review date:</b>	August 2027

Document Control		
Version Number	Date	Changes
V5.0	20 August 2025	<ul style="list-style-type: none"> <li>▪ Amalgamated Fair Access and Special Considerations Policy 2024 to one policy</li> <li>▪ Updated name of Responsible Officer</li> <li>▪ Amended Ifate to DfE</li> </ul>

Please Note: This policy has been reviewed at a time when apprenticeship reform is in progress and organisations are transitioning from End-Point Assessment Organisations (EPAOs) to Assessment Organisations (AOs), and from end-point assessment to apprenticeship assessments. The terminology used within this policy is EPAO and End-Point Assessments (EPA), to be updated to AO etc. once that transition is complete.

## Conditions and Principles

Condition of Recognition for Ofqual	Condition G6 Reasonable Adjustment (Arrangements for Reasonable Adjustments) Condition G7 Special Consideration
Principals of Conditions	

### Section 1. Purpose

Best Practice Network EPAO recognises that in agreed and specified instances certain apprentices may require alternative arrangements for aspects of their assessments. Best Practice Network EPAO is committed to providing all learners and apprentices with equal opportunities, in accordance with the

Equality Act 2010, to have their achievements recognised.

This policy applies to all aspects of the assessment, delivery, including support materials, resources, as well as formal assessments, to ensure that no individual is disadvantaged during the assessment or learning process. This policy sets out and explains a range of mechanisms that we may offer for a learner or apprentice that require support in completing their learning journey.

Best Practice Network EPAO commitment is balanced with maintaining the fairness, validity, and reliability of assessments through the appropriate use of reasonable adjustments and special considerations.

The policy sets out our intention to deliver an EPA service that is fair, accessible and does not include any unnecessary barriers to entry.

## Section 2. Scope

This policy applies to any staff (including assessment, Centre, satellite Centres, sub-contract Centres, or contractual staff) who are involved in the design, delivery, management, and oversight of assessments. The information in this document can be used by employers, training providers, and apprentices for guidance, and we have tried to ensure that the information is accurate and current. Where conditions and situations arise that are not addressed in this document, please contact BPN-EPAO for guidance via [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)

This policy provides guidance to us and our partners by establishing a framework for the investigation and management of reasonable adjustments and special considerations. It is essential in circumstances that may result in detriment to an apprentice and/or pose a risk to the integrity of our standards, systems, and processes.

This policy applies to all instances where reasonable adjustments or special considerations need to be requested for an apprentice.

## Section 3. Responsibility

All staff and associate staff including partners are required to ensure that all apprentices and staff including associate staff involved in the design, delivery, management, assessment, or quality assurance of our EPA are fully familiar with the provisions of this policy. Including;

- Apprenticeship Training Providers (“Providers”) in relation to End-point assessment – including all staff, associates, freelance staff, and contractors
- Learners/Apprentices
- Sub Advisory and Governance Board
- Wider workforce – including consultants, qualification developers, assessment.

## Section 4. Communication

This policy is sent to employers and training providers upon selection and appointment of BPN as the end-point assessment service provider. It is also available on the BPN website <https://www.bestpracticenet.co.uk/Apprenticeship-Assessment>

This policy must be made available by employers to their apprentices upon registration, and at their gateway to end-point assessment.

During the EPA Planning Meeting, the Independent End Point Assessor will confirm the apprentice is aware of the contents and purpose of this policy.

## Section 5. Training

Although there are no specific training needs in relation to this policy, this policy is a mandatory read for EQA colleagues.

## Section 6. Policy Overview

Under the Equality Act 2010, Assessment Organisations (AOs) and Centres are required to implement reasonable adjustments to ensure that disabled learners (as defined by the Act) are not disadvantaged compared to learners without disabilities.

The provision for access arrangements and reasonable adjustments are made to ensure that learners receive recognition of their achievement so long as the equity, validity, and reliability of the assessments can be assured. Such arrangements are not intended to simplify assessments for learners, nor to confer any undue advantage upon them.

There are two ways in which access to fair assessment can be achieved, these are through:

- Reasonable Adjustments – agreed during the learning journey and before any formal assessment activity takes place, meeting the needs of an individual without affecting the integrity of what is being assessed.
- Special Considerations – In response to an unexpected event during the assessment period

## Definition of Reasonable Adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner or apprentice at a substantial disadvantage in the assessment situation. They are made to an assessment to enable learners or apprentices with a or any disability to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification. Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the Learner access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of a Learner's work.

## Definition of Special Consideration

This policy is applied if there is a reason an apprentice may have been disadvantaged during their assessment for reasons beyond their control.

“A consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of the Learner's control, which has had, or is reasonably likely to have materially affected the learner or apprentice's ability to:

- (a) take an assessment; or
- (b) demonstrate his or her level of attainment in an assessment.”

Special consideration should not give the learners an unfair advantage. The result must reflect the achievement in the assessment and not necessarily their potential ability.

Where an assessment requires a competence, criterion, or standard to be met fully, or in the case of a standard that confers a License to Practice, it may not be possible to apply special consideration. It may be more appropriate to offer the learners an opportunity to retake the assessment at a later date or to extend the registration period so that the learners have more time to complete the assessment activity.

## Section 7. How to Apply for Reasonable Adjustments and Special Considerations

If the learners require arrangements for reasonable adjustments, they should provide BPN-EPAO with evidence of their learning needs or medical condition. This will be reviewed by a member of BPN-EPAO's team who will check that the reasonable adjustment is current and relevant to the learner.

Reasonable adjustments must be applied for by the training provider, with confirmation that this reflects the needs of the learner from the employer.

The assessment organisation is responsible for approving requests for reasonable adjustments. Apprentices should be fully involved in any decisions about adjustments / adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specified assessment criteria for a particular apprenticeship end-point assessment.

Reasonable Adjustments must be requested in ACE360. A completed Reasonable Adjustment Request form, signed by the Training Provider's SENCO must also be uploaded to the Shared Documents area of the apprentice's record on ACE360, along with any supporting documentation. The Reasonable Adjustment Request form is available in the Knowledge Base on ACE360, and is also available to download here *[need to request new form link from marketing]*

Applications must be supported with documentary evidence **at least one month before** end-point assessment activities commence.

A request for a Special Consideration should be made as soon as any issue arises, or within 10 working days of the last component completion. This request should be requested via this form **AO Request Form**. Once a request for a special consideration is received, BPN-EPAO will complete a review of the request and evidence provided. BPN-EPAO will aim to review your request within 10 working days of it being received. If this is not possible, it will be acknowledged in writing within 3 working days of receipt with notification provided of what action will be taken.

## Section 8. Authorising Reasonable Adjustments

BPN-EPAO will consider each request in line with our Reasonable Adjustments Policy and the **Reasonable-adjustment-matrix.pdf** provided by Skills England. The employer, training provider and apprentice will be informed in writing of our decision. If we require further information or clarification, we may do this by telephone or email.

Once a request for a reasonable adjustment is received, BPN-EPAO will complete a review of the request and evidence provided, following the Skills England Reasonable Adjustment Matrix. The admin team will aim to review your request within 10 working days of it being received. If this is not possible, it will be acknowledged in writing within 3 working days of receipt with notification provided of what action will be taken.

BPN-EPAO aims to conclude reasonable adjustment requests within 10 working days upon receipt of a fully completed request. The admin team will inform learners and employers if these timescales cannot be adhered to for any reason.

## Section 9. Disclosure and Confidentiality

Information about an apprentice's disability is deemed 'sensitive personal data' and therefore BPN, the employer and / or the training provider, if appropriate, are required by law (under General Data Protection Regulation) to process the information 'fairly and lawfully'. BPN will keep in confidence all correspondence and documentation received in accordance with General Data Protection Regulation.

An apprentice's information will only be made available to those on a 'need to know' basis based on the Equality Act 2010. This will include BPN administrative staff, the assessor and / or the invigilator, as well as people who may be required to assist the apprentice during the assessment or the assessment such as a reader, scribe, or sign language interpreter.

BPN-EPAO may be required to provide regular reports to the Institute for Apprenticeships regarding the total number of requests for extra time due to disability and the breakdown of requests. This report will not contain an apprentice's name or any detailed information about the learner or the apprentice. BPN-EPAO will not pass on in written form any sensitive information without the apprentice's written consent, unless required to do so, e.g. to our regulators and/or the Police or other relevant and/or statutory bodies.

## Section 10. BPN Record Keeping and Reporting

BPN will record and evaluate all requests, outcomes, and feedback. This information will ensure consistency over time and will be available to the regulatory authorities on request.

The Equality Act requires that the information held be accurate, relevant, and up-to-date and should not be deemed 'excessive'. Information will be kept secure (either in a locked filing cabinet or for electronic information in a restricted folder). We will destroy an apprentice's information five years after the last assessment or assessment date.

If partners or learners remain dissatisfied following the outcome of the request that you have submitted, you may submit a complaint or appeal in line with the BPN-EPAO Appeals or Complaints Policy.

## Section 11. Other Guidance

[Access Arrangements, Reasonable Adjustments and Special Considerations - JCQ](#)

## Section 16. Contact Information

If you have any queries relating to enquiries and appeals, please contact BPN-EPAO

Quality and Compliance team in writing:

By Email: [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)

By Post: Best Practice Network EPAO

Newminster House, 27-29 Baldwin St Bristol, BS1 1LT

**Tel:** 0117 920 9200

**Email:** [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)



Best  
Practice  
Network  
Assessments

Proudly part of



Supporting  
Education  
Group

## 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 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

Assessment method Reasonable adjustment	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		2,3,4,5,7	2,3,4,5,7
Scribe			2,6,8			
Reader			2,8			
Personal support worker in attendance	2,5,6,8	2,5,8	2,5,6,8		2,5,6,8	2,5,8
Timed rest breaks	4,6	4,6	4,6		4,6	4,6
Voice explanation	2,8					
BSL interpreter + extra time	7	7	7		7	7

**Tel:** 0117 920 9200

**Email:** [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)



Assessment method Reasonable adjustment	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Assistive technology – voice recognition			2,4,6			
Assistive technology - screen reader			8			
Assistive technology – text to speech			2,4			
Flexibility with location	4	4	4	4	4	4
Flexibility of time of assessment		6	3,4,5,6	3,4,5,6	3,4,5,6	3,4,5,6
Pre-recorded evidence / delivered by video link				2,3,4,5	2,3,4,5	
Permission to write notes						2,4,5
Permission to bring notes				2,4,5		2,4,5
Info presented in required format – size, font style, colour			2,8			
Individual testing			3,4,5			

Tel: 0117 920 9200

Email: [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)



Assessment method	Observation	Practical Skills Test	Test	Project	Presentation	Professional Discussion
Reasonable adjustment						
Paper-based option			2,4			
Supervised assessment taken at home			3,4,5,6			
Written questions to back up verbal					2,4,5,6	2,4,5,6
Rewording of questions / clarification if needed					2,3,7	2,3,7
Time allowance for processing verbal questions					2,4,5,7	2,4,5,7
Information presented in small chunks					2,4,7	2,4,7

**Tel:** 0117 920 9200

**Email:** [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)

