

## Policies & Procedures

**Owner:** Quality Manager

**Function:** Apprenticeships

### **Title: EPA Reasonable Adjustments and Special Considerations Policy**

#### Recent history

Rev No.	Nature of change	Author	Approved By	Date
0	First Issue	A Bowness	D Harrison	20/03/2019
1	Updates to policy	J Palmer	Z Whittington	16/03/2021
2	Update to policy	Z Whittington	T Austin	23/11/2021
3	Addition of split appeals and complaints	S Vickers	Z Whittington	13/06/2023
4	Update to policy	S Vickers	Z Whittington	25/04/2024
5	Updated to new branding	A Wallbank	M Kinsella	10/10/2024
6	Reference to IfATE removed	S Vickers	Z Whittington	24/09/2025
7	epaPRO re-branded to Proficient	S Vickers	Z Whittington	10/3/26

#### Summary

**Key Activities and Interfaces**

Compliance with Ofqual General Conditions of Recognitions – condition G6 & G7

**Associated Processes and Forms**

EPA Complaints policy

EPA Appeals policy

EPA Malpractice and Maladministration Policy

APP-001-17 Reasonable adjustments and special considerations form

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## 1.0 - Policy Purpose

NSAN is committed to complying with all current and relevant legislation including the Equality Act 2010 and recognises that reasonable adjustments or special considerations may be required during or after assessment where someone has:

- a permanent disability or specific learning needs
- a temporary disability, medical condition or learning needs
- an episode of being unwell, or otherwise indisposed at the time of the assessment.

There are 2 ways in which access to fair assessment can be maintained:

- through reasonable adjustments
- through special considerations.

Provision for reasonable adjustments or special considerations are made to reduce the impact of a disability or difficulty which may place a learner at a disadvantage during their assessment or work. It must not affect the integrity of the assessment or give the learner an advantage over their peers.

All requests are considered using guidance from the Joint Council for Qualifications (JCQ).

This policy sets out the requirements for applying for reasonable adjustments or special consideration.

NSAN will aim to review the request for reasonable adjustments and special considerations and provide a decision within 10 days of submission.

## 2.0 – Definition of reasonable adjustments and special considerations

Reasonable Adjustment(s)	Special Considerations
<p>Agreed <b>before</b> the assessment takes place, to help reduce the effect of a disability or a physical or mental health condition, within the meaning of the Equality Act, which may place the apprentice at a disadvantage compared to others. The request can be made for adjustments to any or all of the assessment types that the apprentice is to take in their EPA.</p> <p>Reasonable adjustments may be applied for apprentices who have a physical or mental impairment which, in accordance with the Equality Act, has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.</p>	<p>Agreed <b>before or after</b> assessment takes place, to make special allowances for candidates who cannot perform to the best of their ability due to adverse circumstances occurring immediately before or during an assessment when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to demonstrate their normal level of attainment in an assessment.</p> <p>Examples of adverse circumstances may include:</p> <ul style="list-style-type: none"> <li>▪ Illness or injury</li> <li>▪ Bereavement</li> <li>▪ Circumstances affecting the conditions under which an exam is taken</li> </ul>

### **3.0 – Applying for reasonable adjustments for apprentices taking EPA**

Requests for reasonable adjustment(s) must be submitted on registration of the apprentice for EPA and be supported by valid evidence, using the relevant tab on the apprentice's profile on Proficient.

There is a further opportunity to request reasonable adjustments on submission of Gateway; however, if there is insufficient time to make an adjustment, any booked assessment(s) may need to be delayed.

### **4.0 – Applying for special considerations for apprentices taking EPA**

Requests for special consideration must be made using the reasonable adjustments tab on the apprentice's profile on Proficient, making it clear that the request is for special consideration. The request must include evidence, such as statements or medical reports. The request should be submitted as soon as the circumstances are known if they occur before an assessment. If the assessment has already taken place, then the form must be submitted and notification made to NSAN within 24 hours of the assessment.

### **5.0 – Outcome of an application for reasonable adjustments or special considerations**

If approved, the adjustment(s) applied will be suitable for the assessment type and may include (not limited to):

- Additional time
- Changes to the assessment room
- Use of technology aids
- Modifications to assessment materials
- Personal support worker in attendance
- Use of access facilitators, such as a reader or scribe
- Post-assessment amendment to marking

An adjustment will not be approved/applied if:

- It is submitted with insufficient notice for the adjustment(s) to be made
- It results in unreasonable costs to NSAN
- It affects the integrity of the assessment
- It is not supported by valid evidence
- It does not meet the requirements of the definition of reasonable adjustment or special consideration
- The adjustment is not considered to be reasonable

### **6.0 - Appeals**

If you are dissatisfied with the outcome of a decision relating to reasonable adjustments or special considerations, have evidence that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, or that NSAN has not delivered the EPA in accordance with the relevant assessment plan, you have the right to appeal. Refer to NSAN's EPA Appeals policy.

## **7.0 - Complaints**

If you are dissatisfied with the service you have received at any stage of the EPA, have evidence that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, or that NSAN has not delivered the EPA in accordance with the relevant assessment plan, you also have the right to complain. Please refer to NSAN's EPA Complaints policy.

You also have the right to contact Ofqual, as the regulator for EPA; however, Ofqual would require evidence that all stages of NSAN's internal processes have been exhausted.