



Auto-Assess Compliance Ltd
Trading as-

Auto-Assess Awards

Reasonable Adjustments

and

Special Considerations

Policy

Document issues Number	Effective date	Amendments	Reason for amendments
AAC044	27/07/2026	1- Updated Header 2- Included Auto Assess Awards	1.New logo/Branding 2. Removed Auto-Assess Compliance Ltd and replaced with Auto Assess Awards

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Purpose

This policy covers requirements to ensure that all Learners undertaking end point assessment delivered by Auto-Assess Awards have fair access to assessment, ensuring Equality of Opportunity, Diversity and considerations for Special Access and Particular Assessment Requirements for Learners.

The policy underpins Auto-Assess Awards commitment to Equality of Opportunity and Diversity and Auto-Assess Awards compliance with the Equality Act 2010.

The policy also links with Auto-Assess Awards Assessment Design Strategy, ensuring that fairness and accessibility is built into the assessments we design and develop.

Auto-Assess Awards will ensure that assessment enables valid, reliable and consistent judgements to be made about achievement against the knowledge, skills and behaviours within the apprenticeship standard and as specified in the relevant assessment plans.

Statement of Intent

- Aim to provide end point assessments which provide Learners (apprentices) with the opportunity to achieve their full potential by addressing issues that impair fair assessment.
- Consider equalities issues from the inception of the assessment development process adopting concepts of avoidance of bias such as stereotyping, equality, diversity, clarity, consistency and openness.
- Delivery and EPA operations processes will be designed to allow for as wide a range of reasonable adjustments as possible.
- Endeavour to ensure that the assessment processes are implemented in a way which is fair, non-discriminatory and do not confer undue advantage through the consistent and rigorous application of appropriate and proportionate reasonable adjustments and/or special considerations.
- Access arrangements ensure that Auto-Assess Awards comply with the Equality Act 2010.
- Access arrangements to allow Learners (apprentices) to show what they know and can do (KSBs), without changing the level of “demand” within the assessment. For example, through the use of readers, scribes or braille question papers. Access arrangements are agreed before an end point assessment. They allow the Learner with special educational needs, disabilities or temporary injuries to access the assessment.

How Auto-Assess Awards communicate the policy

Learners, their employers and, where used, training providers, are made aware of the existence of this policy and have access to it upon contracting with us or visiting www.autoawards.co.uk .

Information on how to request reasonable adjustments and special considerations will normally be provided six months prior to Gateway and will be made available on Auto-Assess Awards website www.autoawards.co.uk Independent Assessors (IAs) and other EPAO staff will be made aware of the policy; its intent, content and purpose.

What Learners expect from us:

- Auto-Assess Awards aim’s to ensure that end point assessment work is carried out fairly and in keeping with the assessment plan and Regulator requirements (Ofqual and Skills England)
- Auto-Assess Awards responds to the individual in a personal way ensuring requests for reasonable adjustments are done on a case-by-case basis
- The Independent Assessors deployed to conduct their assessment will be trained to apply reasonable adjustments, whilst continuing to meet the demands/requirements as specified in the assessment plan
- Access arrangements will be communicated to the Learner and put in place before a Learner begins any assessment.

PART 1 – REASONABLE ADJUSTMENTS

Reasonable adjustment is defined by Ofqual as: “an adjustment made to an assessment for a qualification so as to enable a disabled Apprentice to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.”

A reasonable adjustment is therefore any action that helps to reduce the effect of a disability or difficulty that places the apprentice at a disadvantage in an assessment scenario.

Reasonable adjustments must not:

- affect the assessment criteria,
- give the apprentice an unfair advantage,
- affect the integrity of what is being assessed,
- affect the validity or comparability of the qualification

Below are some examples of needs that may require adjustments to assessments. This list is not exhaustive, and it should be noted that some apprentices’ needs will fall within more than one of the categories set out below:

- Communication and interaction need
- Cognition and learning needs
- Sensory and physical needs
- Behavioural, emotional and social needs

An apprentice does not necessarily have to be disabled (as defined by the Disability Discrimination Act) to be entitled to reasonable adjustments to assessment. Equally, every person who is disabled will also not necessarily be entitled to or need an adjustment to assessment.

Reasonable adjustments must not affect the reliability or validity of the assessment outcomes but may involve:

- Changing the usual assessment arrangements
- Allowing an apprentice extra time to complete an assessment activity
- Adapting assessment materials; by providing large print or providing materials in Braille
- Providing assistance during an assessment; by providing a signer, interpreter or a reader
- Changing the assessment method; from a written assessment to a spoken assessment
- Using assisted technology such as screen reading, or a voice activated software.
- Allowing supervised rest breaks

The types of adjustments are guided by the Institute for Apprenticeships and Technical Education reasonable adjustment matrix¹. Further end-point assessment related examples are provided in the appendix.

Applying for Reasonable Adjustments

It is the responsibility of the employer and provider to notify Auto-Assess Awards of any reasonable adjustments that need to be made to ensure fair access for an apprentice.

Reasonable adjustments must be notified **in advance of** end-point assessment.

- In advance of, is considered to be no less than 3 months before the apprentice gateway to end-point assessment.

Reasonable adjustments should mirror the types of reasonable adjustments and additional support that the learner / apprentice has received from their employer and/or training provider during their apprenticeship programme.

The application must provide the following information, Auto-Assess Awards will provide a template for applications that can be used by applicants:

- Name of the apprentice:
- Unique Learner Number (ULN) of apprentice:
- Name of the Employer:
- Name of the Training Provider:
- Contact Details
- Title and Level of the Apprenticeship:
- Planned date of end-point assessment (if known):
- End-point Assessment Component (e.g. competency test)
- Disability or Learning Difficulty
- Details of adjustments received on programme
- Reasonable Adjustment requested
 - for example: wheelchair access/adapted equipment, printed materials in accessible format, specialist software, reader, scribe, coloured overlays, extra time, rest breaks
- Supporting evidence
 - copy of diagnosis, expert supplying the diagnosis and date
- Declaration and signatures

Applications can be made via the ‘contact us’ section of the website, via the EPA IT management system, or via a dedicated email: admin@autoawards.co.uk

Due to the sensitive nature of requests, applicants may wish to contact us initially via one of these methods to them agree the most appropriate method of information/data sharing.

When applications for reasonable adjustments are made Auto-Assess Awards will consider:

- What arrangements are suitable for the types of assessment within the assessment plan (e.g. professional discussion, practical assessment, knowledge test)
- The Learner’s normal way of working (e.g., is support usually given in the workplace or during off-the-job training)
- How specific access arrangements or adjustments would work in an end point assessment setting and when applying them, they do not change the level of demand of the EPA
- Whether medical or other evidence is required to authenticate the request
- Any assistance from the employer that may be required to put the arrangements in place, particularly where the employers’ site is used to conduct the EPA
- Whether the Learner has been consulted by the employer or training provider before they submit the request
- Whether there are any additional Health and Safety implications or risks in putting in place the access requirements/reasonable adjustment. Where this might be the case, Auto-Assess Awards will carry out and document a risk assessment by a competent and qualified person.

All applications will be considered on the information received, and the application decision and associated reasonable adjustments will be written on the reasonable adjustment decision report. Where an application is rejected, or partially accepted, Auto-Assess Awards will provide a written justification behind the decision. Applicants have the right to appeal an application decision as detailed within Auto-Assess Awards appeals policy.

Reasonable adjustments must be approved, and set in place prior to the assessment taking place, and no later than the gateway to end-point assessment. Auto-Assess Awards will contact the apprentice no less than 24 hours in advance of the assessment to reconfirm the reasonable adjustments that are being put in place. The assessor will also ensure that the reasonable adjustments are in place in accordance with what has been agreed prior to commencing the assessment.

The work produced by the apprentice with reasonable adjustments will be assessed in the same way as all other apprentices.

PART 2 – SPECIAL CONSIDERATIONS

A special consideration is defined by Ofqual as a consideration to be given to an Apprentice who has temporarily experienced an illness or injury, or some other event outside of the Apprentice’s control, which has had, or is reasonably likely to have materially affected the Apprentice’s ability to:

- take an assessment
- demonstrate their level of attainment in an assessment.

Each and every request for special consideration will be unique to the apprentice or assessment, and will depend on the circumstances at the time of the assessment and will reflect the difficulty faced by the apprentice. For example, special considerations may be considered if performance in an assessment is affected, or part of an assessment is missed, due to circumstances beyond the control of the apprentice. For example:

- personal illness, accident, bereavement
- serious disturbance during the assessment
- public transport failure meaning that the apprentice is late or unable to attend

If the circumstances beyond the apprentice’s control are the result of the staffing or equipment associated with the end-point assessment organisation, such as equipment failure on the day of, or during, an observation, or assessor’s illness preventing attendance, or the wrong assessment being used, a request for special consideration is not required, and the assessment will be re-arranged.

In such circumstances the apprentice has the right to complain under the Complaints policy, and Auto-Assess Awards will undertake an investigation following Auto-Assess Awards maladministration policy.

Requests for special consideration will not be permissible under the following circumstances:

- if the request is solely on the grounds of disability or learning difficulty. In these circumstances, the request must have been made and agreed in advance of the assessment through the Reasonable Adjustment Policy
- if the assessment is missed due to pre-planned arrangements such as holiday, and hospital appointments
- if the apprentice does not provide supporting evidence, such as a medical certificate, where consideration is requested for a medical condition.
- Minor disturbances during the assessment, such as a phone ringing, or an apprentice leaving the room to use the toilet

Auto-Assess Awards will ensure that any special arrangements claimed:

- Do not confer an unfair advantage over other apprentices
- Do not mislead users about level and extent of attainment
- Do not compromise the integrity or credibility of the assessment, for the apprentice concerned or for other apprentices.
- Are clearly tracked for audit purposes, with all supporting documentation where appropriate.

Applying for Special Considerations

Apprentices and/or their employer or training provider must inform the Lead IQA or Head of Quality within 48 hours of becoming aware of the adverse circumstances occurring, and the associated request for special consideration. They may also contact their assessor for details of how to apply for special considerations, who will direct them to this policy. We have a dedicated email for the submission of special considerations requests: admin@autoawards.co.uk but we will also accept applications via the 'contact us' section of the website, or via the EPA IT management system.

The notification and request must provide the following information, Auto-Assess Awards will provide a template for applications that can be used by applicants:

Apprentice details

- Name of the apprentice:
- Unique Learner Number (ULN) of apprentice:
- Name of the Employer:
- Name of the Training Provider:
- Contact Details
- Title and Level of the Apprenticeship:

Details of the special consideration request

- Assessment Activity subject to the request for special consideration (e.g. interview, exam, observation)
- Date of the assessment
- Time of the assessment
- What is the reason for the request?
 - Apprentice unable to attend
 - Apprentice late arrival
 - Disruption during the assessment
 - Other Please provide details
- Declaration and Signatures

Auto-Assess Awards will consider each case on its merits and inform the apprentice, employer and provider of the decision within 5 working days. This will include reviewing:

- evidence from the day of the assessment and assessor reports where the special consideration request reflects an incident during the assessment.
- evidence submitted by the apprentice supporting their request for special consideration.

If the application is accepted, a range of options may be available, which will depend on the circumstances, for example:

- Re-scheduling of the assessment
 - the rescheduling of the assessment in such circumstances is not considered a re-sit or re-take.
 - re-assessment will be carried out no later than 2 weeks after the application for special consideration, depending on the apprentice's circumstances.
- Adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the apprentice.

It should be noted that a successful application of Special Consideration will not necessarily change an apprentice's results.

If an application is rejected, the apprentice has the right to appeal through the Appeals Policy.

Retention of records of evidence of need:

Auto-Assess Awards will keep evidence on file of access arrangements, reasonable adjustments applied and any special consideration implemented following an incident or issue arising at an EPA. Evidence will be made available to Regulators upon request.

Information about an apprentice's disability is deemed 'sensitive personal data' and therefore Auto-Assess Awards, the employer and / or the training provider, if appropriate, are required by law (under the Data Protection Act) to process the information 'fairly and lawfully'.

Auto-Assess Awards will keep in confidence all correspondence and documentation received in accordance with the Data Protection Act.

Monitoring of the policy:

The Head of Quality will monitor reasonable adjustments and special considerations requests and decisions. The Equality Impact Assessment also informs the monitoring of this policy.

They will undertake results analysis to provide assurance that advantage has not been conferred, that the independent assessor has correctly applied the agreed adjustment and that the integrity of the assessment has been maintained. They will report outcomes to the Managing Director. They will ensure records are kept for quality assurance purposes.

Review of the Policy

This policy and procedure will be reviewed, and updated as required but not less than annually, by the Head of Quality and the EPA subcommittee. The policy will be reviewed in line with Auto-Assess Awards annual policy review cycle. However, it may be reviewed more frequently, for example, in response to feedback from a Learner, their employer, training provider or Auto-Assess Awards Independent Assessors and other EPAO staff. Next Review April 2027

Appendix – Examples of Adjustments for Different types of End-point Assessment

Different types of assessment make different demands on apprentices and will influence whether reasonable adjustments will be needed and the kind of reasonable adjustment which may be put in place.

The adjustments that are appropriate for a particular assessment will depend upon:

- The specific assessment requirements
- The type of assessment
- The particular needs and circumstances of the individual apprentice/apprentice.

For the delivery of end-point assessment services the types of assessment will depend on the requirements of the apprenticeship end-point assessment plan, and may include:

- Portfolio assessment
- Knowledge tests/exams (multiple choice and/or short answer)
- Interviews and/or professional discussions
- Observations/Practical Tests
- Projects

Portfolios

Auto-Assess Awards cannot mandate the structure or content of the apprentice portfolio, beyond the requirements detailed in the assessment plan. This is because it forms part of apprenticeship training, which Auto-Assess Awards is not allowed to be involved in/influence. However, Auto-Assess Awards will produce guidance on portfolio development. In the guidance references will be made to fair access and reasonable adjustments, for example,

- The use of photos and/or videos to complement portfolio development where an apprentice may struggle with job write ups. Taking account of:
 - GDPR if recordings are being made on customer premises
 - Health and safety, whereby the holding of a record may impact the ability to carry out the job safely
- The use of a manager, colleague and customer testimonies

Irrespective of the method of presentation, all portfolios must still meet the requirements of the apprenticeship assessment plan.

Tests and Observations

It is critical that reasonable adjustments do not have an adverse effect on the apprentice’s ability to do their job. For example, an element of an observation/competency test may not be able to be adjusted because it is fundamental to health and safety and the role and apprentice must perform.

For that reason, any reasonable adjustments will be carefully planned with an employer in advance of assessment. Examples could include:

- Extra time
- A change to the apprentice/assessor ratio
- Alternative assessment location

Professional Discussions and Interviews

Subject to the requirements of the assessment plan, apprentices will be permitted to use visual aid to support their presentations and discussions, whether that be presentation slides, videos, photos, reports.

Apprentices will be provided with guidance on the interview/professional discussion and Auto-Assess Awards request that employers and providers allow the apprentice an opportunity to have a practice an interview/professional discussion prior to their gateway to end-point assessment.

Auto-Assess Awards will encourage the following:

- Adoption of a flexible approach in the method of questioning, and permitting follow up questions for clarification.
- Allow the apprentice to present and answer questions in a way that reflects an apprentice’s normal way of working.
- Allow apprentices to present their answers or evidence in any format as long as it enables them to demonstrate that they have met the assessment criteria.

Examinations (Knowledge tests)

The assessment plans often provide a variety of delivery options, which therefore support the reasonable adjustments in delivery, for example the option for on-line or paper-based assessments.

To ensure fair access other adjustments could include:

- Extra time
- Scribes
- Alternative locations/times
- Alternative presentation formats (font size, colour etc)