



Reasonable Adjustments and Special Consideration Policy V 4 December 2025

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Document Control Details		
Document Name	Reasonable Adjustment and Special Consideration Policy	
Document Version Number	V 4 December 2025	
Document Status	Published internally and externally	
Document Owner	EPA Operations Manager	
Date Approved	December 2025	
Next Scheduled Review Date	December 2026	
Version History		
Version Number	Date Approved	Change/Reasons for Change/Comments
V 3 April 2025		<p>Amendments made to clarify that ad-hoc or preplanned holidays are not in scope for reasonable adjustment or special consideration requests.</p> <p>Clarification provided regarding special consideration that may be requested where a medical event, bereavement or jury service for example has prevented an apprentice submitting evidence within a timeframe specified in an assessment plan.</p>
V 4 December 2025		<p>Amended to reflect reasonable adjustment forms should be submitted via ACE360 by a training provider on behalf of an apprentice and the Society notified via email confirming submission.</p> <p>Removal of reference to special consideration that has prevented an apprentice submitting evidence within a timeframe specified in an assessment.</p> <p>Reference to IfATE removed and replaced by Skills England.</p>

Policy Statement

This policy is aimed at OR Society Training Providers, Employers and Apprentices where the Society is providing the End-point Assessment (EPA). It is also for use by internal staff to ensure they deal with all reasonable adjustment and special consideration requests consistently.

This policy outlines our arrangements for making Reasonable Adjustments and giving Special Considerations in relation to EPA. It outlines how apprentices qualify for arrangements, the Reasonable Adjustments we permit (not exhaustive), how to submit a request for approval in advance of an EPA assessment and in what circumstances Special Consideration can be granted to an apprentice.

It is important that all staff involved in the management, assessment, administration and quality assurance of EPA are fully aware of the contents of this policy and able to advise apprentices appropriately.

Our training providers have a duty to ensure the rights of apprentices to access EPA in a way most appropriate for their individual needs.

The Society is committed to providing an inclusive assessment experience for its Apprentices, regardless of any disabilities or special educational needs they may have and realises that, without reasonable adjustment, Apprentices may be prevented from demonstrating their true level of ability during an assessment activity. This policy is designed to ensure that we:

- provide an assessment delivery system that supports equality and fairness to Apprentices
- maintain the integrity and security of the assessment process

Training providers must ensure they have an inclusive assessment process in place that adheres to disability and equal opportunity legislation and other regulatory criteria whilst ensuring standards of assessment are maintained.

A training providers inclusive assessment process must allow apprentices to declare as early as possible any disabilities or difficulties they may have in accessing assessment. This would normally be as part of the enrolment process or during an initial diagnostic interview and reflected in for example an apprentice Inclusive Learning Plan or similar apprentice learning record.

It is the responsibility of the training provider to actively identify and to mitigate undeclared conditions for which the application of Reasonable Adjustments may be deemed appropriate.

All records, supporting evidence and details of decisions made by the training provider must be recorded and held on file for three years from the assessment date. Appropriate evidence to support a Reasonable Adjustment or Special Consideration, must be retained by a training provider for at least three years from the date of assessment.

To enable the Society to demonstrate legal and regulatory compliance in agreeing reasonable adjustments (and to inform appeal decisions) we may require and request

access¹ to evidence specific to the apprentice in support of an application which may be categorised as 'sensitive' under the provision of the GDPR.

The Society will handle all such data in strict accordance with the requirements of the GDPR.

All such information will be kept secure, used only for the purposes of the request by a limited number of staff, and deleted once that purpose has been met. The Society will not disclose this information to third parties unless legally required to do so.

Reason for the Policy

The policy recognises, but is not limited to, the protected characteristics identified in the Equality Act 2010. It also applies to those Apprentices who have a specific learning difficulty or disability that has been notified prior to the assessment.

The OR Society will, subject to approval, put into place reasonable adjustments to mitigate the impact of the identified disadvantage. In the case of EPA, the training provider must notify the Society at the point of registration via ACE360 the requirement of reasonable adjustment and provide evidence that this adjustment is required. Where this is not possible the Society must be notified at the time of booking an assessment.

The objectives of the policy are to:

- To provide guidance on the management of reasonable adjustment
- To offer advice and guidance on how to apply for and implement reasonable adjustments
- To ensure all Apprentices who require reasonable adjustments have access to a supportive Assessment environment which promotes all Apprentices achieving their full potential.

Policy

The OR Society recognises, but is not limited to, two categories of need, which may lead to the provision of reasonable adjustments:

- Permanent or long-standing disability, illness, or special educational need, for example blindness, diabetes, dyslexia
- Temporary disability, illness or indisposition, for example, broken arm, acute pain

For requests based upon either permanent or long-standing disability, illness, or special educational needs the Apprentice, training provider or employer must advise the Society at the point of registration via ACE360 or at the latest, when booking the End Point Assessment.

For requests based on temporary disability, illness, or indisposition the Apprentice, training provider or employer should advise the Society of the request at the earliest opportunity.

For requests outside of the above, these should be discussed with the Society.

¹ Apprentice consent should be sought by the provider in order that the data be shared. However, where consent is not given, we reserve the right not to put in place reasonable adjustments.

The Society will pay heed to the Skills England reasonable adjustment matrix which can be found in the Knowledge Base section of ACE360 and by accessing the guidance published on the Skills England website [here](#).

The OR Society is not responsible for obtaining evidence to support a request for reasonable adjustments but will provide advice on its requirements and the consequent suitability of any evidence.

We reserve the right not to put in place reasonable adjustments if appropriate evidence is not provided by the Apprentice, Training Provider or Employer.

The OR Society will:

- Only implement a reasonable adjustment that maintains the reliability and integrity of an assessment; and
- Not implement any reasonable adjustment that invalidates the assessment requirements for the apprenticeship standard being addressed and Skills England guidance

In cases where reasonable adjustments are implemented in response to a specific Apprentice request under this policy, we will not normally consider further compensation for the identified disadvantage.

Any information supplied by the Apprentice in respect of a claim for reasonable adjustments will be treated as confidential and will only be supplied to staff on a need-to-know basis. Information on the reasonable adjustment may be shared only in relation to EPA activity.

If, at any time, the Society finds that a reasonable adjustment claim was fraudulent, it reserves the right to withdraw any award made as a result of assessments undertaken with reasonable adjustment.

Approval of reasonable adjustment will be communicated to the Independent End-Point Assessor and Apprentice with the application for reasonable adjustments.

A record of this approval must be kept demonstrating evidence of both the application and the approval.

Definitions

Reasonable Adjustments - to avoid as far as possible by reasonable means, the disadvantage which a disabled person experiences because of their disability.

Reasonable adjustment is defined using the following criteria:

- to take reasonable steps to avoid substantial disadvantage where a provision, criterion or practice puts disabled persons at a substantial disadvantage
- this duty relates to existing Apprentices and applicants

The Society is only required by law to do what is 'reasonable' in terms of giving access to assessment. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence, standards and health and safety, will also be taken into consideration when approving or putting an adjustment in place.

Reasonable adjustments must not affect the reliability and validity of the assessment outcomes, but may include:

- changing standard assessment arrangements (for example, allowing an apprentice extra time or supervised rest breaks to complete an assessment activity)
- adapting assessment materials (for example, providing materials in Braille)
- providing access to facilitators during assessment (for example, a sign language interpreter or reader)
- reorganisation of the assessment situation (for example, replacing remote professional discussion with a face-to-face professional discussion, in a convenient location for the apprentice).

Each of the above depends on the answer to the question 'what is reasonable' in terms of:

- maintenance of the integrity of what needs to be assessed
- individual circumstances
- fairness to others
- cost implications
- practicality
- effectiveness
- health and safety

Reasonable Adjustments are put in place or approved before an assessment activity takes place and will not be taken into consideration during or after the assessment of an apprentice's work. It is the responsibility of a training provider to ensure a Reasonable Adjustment is approved where necessary by the Society and those arrangements put in place prior to an assessment taking place.

It must be noted that reasonable adjustments cannot be requested in relation to ad-hoc or preplanned holidays.

Submitting a Reasonable Adjustment Application

Where an apprentice requires arrangements for Reasonable Adjustments, they must provide the training provider with evidence of their learning needs or medical condition in order to qualify. The training provider must ensure that a suitably qualified member of staff checks that the evidence is current and relevant to the apprentice.

Examples of evidence which confirm a disability or special educational need could be, but are not limited to:

- Disability statement
- SEN report
- Doctor's, hospital consultant or Occupational Health Service letter
- Psychological report
- Care plan
- Diagnostic report
- Education Health Care (EHC) plan
- Assessment report by a specialist assessor confirming a learning difficulty including standardised test scores

All supporting evidence and details of decisions made must be recorded, held on file, and made available upon request to the Society as part of its approval and review processes.

The training provider making the request to the Society on behalf of its apprentice, should complete the Reasonable Adjustment form which can be accessed via the Knowledge Base Section on ACE360. The completed form must be submitted to us the via ACE360 and an email submitted to epao@theorsociety.com confirming that a request has been uploaded. Please use Reasonable Adjustment in the subject line of the email.

Each request must indicate the nature of the apprentice's disability/learning need, adjustment required, form of evidence provided to provider, and must be signed by the staff member at the training provider who is accountable for confirming the adjustment needs to take place and has reviewed the apprentices evidence.

Requests for reasonable adjustments must be submitted no later than 30 working days before the assessment.

We will assess each request on a case-by-case basis in accordance with Skills England EPA Reasonable Adjustment guidance.

Special Consideration

Special considerations may be applied after an assessment if there is a reason the apprentice may have been disadvantaged during an assessment. Reasons for special consideration could be temporary illness, temporary injury, indisposition or other adverse circumstances outside of their control such as a fire alarm during the assessment.

Special consideration cannot be requested in relation to personal arrangements such as ad-hoc or preplanned holidays.

Special Consideration can be applied for before or after an assessment depending on the circumstance for the individual apprentice and cannot be applied to a cohort of apprentices.

Special consideration may result in a post-assessment adjustment to the mark of the apprentice. The size of the adjustment (up to a maximum of 5%) will depend on the circumstances during the assessment and will reflect the difficulty faced by the apprentice or the reason for the request.

Where special considerations have been applied, the work produced by the apprentice will be marked to the same standard as the work of other assessed apprentices.

Where an assessment requires a competence, criterion or standard to be fully met, or in the case of standard(s) that confer a Licence to Practise, it may not be possible to apply special considerations. It may be more appropriate to offer the apprentice an opportunity to retake the assessment at a later date, or to extend an assessment period so that the apprentice has more time to complete the assessment activity.

Requests for special consideration should be submitted as soon as possible but no more than 5 working days after the assessment.

Requests for special consideration may only be accepted after the results of assessment have been released in the following circumstances:

- application has been overlooked by an Employer/training provider and the oversight can be evidenced by the organisation
- medical evidence comes to light about an apprentice's condition, which evidences an apprentice must have been affected at the time of the assessment, although the problem revealed itself only after the assessment

Submitting a Request for Special Consideration

To request a special consideration, you should email epao@theorsociety.com

- The apprentice's name(s) and ULN(s)
- The standard and method of assessment
- Your organisation details
- Clear detail of what special consideration you are requesting and why

Please include Special Consideration in the subject line of the email.

Responding to reasonable adjustment and special consideration applications

All applications will be acknowledged via email within two working days of receipt. The request will then be evaluated by a member of the Society EPAO Team or other appropriate person, with the aim of a decision being given within 5 working days. Some requests may take longer to evaluate, particularly if we need to call on specialist advice.

If we are unable to respond in this timeframe, we will provide you with an estimated response date.

Appeals

If a training provider wishes to appeal against a decision taken by the Society regarding reasonable adjustments or special consideration, it can do so using the process set out in our published Enquiries about Results and Appeals Policy.

Policy Review

Ofqual may require the OR Society to change this policy at any time to ensure compliance with its requirements.

This policy is reviewed as part of the OR Society's continuous improvement monitoring through its annual self-assessment arrangements. It may be reviewed earlier should any feedback or concern be brought to the attention of the OR Society to ensure it remains fit for purpose and the process and its outcomes are deliverable.