



**Reasonable Adjustment and Special  
Consideration Policy and Procedure  
RV2-0**



## Contents

Introduction .....	3
Definition of Reasonable Adjustment.....	3
Definition of Special Consideration.....	3
Policy Overview.....	4
Approved Centre Guidance and Responsibility .....	4
Process for Requesting Reasonable Adjustments.....	5
Process for Requesting Special Consideration.....	6
Process for sending correspondence with personal or sensitive data.....	6
How ECITB Will Deal With Requests .....	7
Appeals .....	7
Appendix 1 – Reasonable Adjustments Permissions Table.....	8
Review Arrangements .....	9
Contact us.....	9

## Introduction

This policy is aimed at ECITB Approved Centres and candidates who are delivering or are registered on an ECITB qualification. It is also for use by our staff to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner.

This Policy Outlines:

- ECITB's arrangements for making reasonable adjustments and giving special consideration in relation to our qualifications;
- how candidates qualify for reasonable adjustments and special consideration;
- the reasonable adjustments we permit and those where permission is required in advance before they are applied;
- the special consideration can be given to candidates.

## Definition of Reasonable Adjustment

A reasonable adjustment is any action that helps to reduce the effect of a disability that places the candidate at a substantial disadvantage in the assessment situation. It is made to an assessment for a qualification to enable a disabled candidate to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- changing usual assessment arrangements, for example allowing a candidate extra time to complete the assessment activity;
- adapting assessment materials, such as using oral methods rather than written;
- providing assistance during assessment, such as a reader;
- using assistive technology, such as screen reading or voice activated software;
- providing the mechanism to have different colour backgrounds to screens for onscreen assessments or copying to different coloured paper for paper-based assessments;
- providing and allowing different coloured transparencies with which to view assessment papers.

Reasonable adjustments are approved by ECITB and set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the assessment. The use of a reasonable adjustment is not taken into consideration during the assessment of a candidate's work.

## Definition of Special Consideration

Special consideration can be applied after an assessment has taken place if there was a reason the candidate may have been disadvantaged during the assessment.

For example, special consideration could apply to a candidate who had temporarily experienced:

- illness or injury;

- some other event outside of their control

and which has had, or is likely to have had, a material effect on that candidate's ability to take an assessment or demonstrate his or her level of attainment in an assessment.

If the application for special consideration is successful, the candidate's performance will be reviewed in the light of available evidence.

## Policy Overview

In order to comply with equalities law, ECITB must have in place clear arrangements to make reasonable adjustments in relation to its qualifications so that a candidate with any disability is able to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the qualification.

In addition ECITB is required to give special consideration to a candidate who has temporarily experienced illness, injury or some other event outside their control which may affect the outcome of an assessment.

Reasonable adjustments or special consideration may therefore be required where:

- candidates have a permanent disability or specific learning need;
- candidates have a temporary disability, medical condition or learning need;
- candidates are indisposed at the time of the assessment.

For further information on permitted reasonable adjustments, please see Appendix 1. Decisions relating to Special Consideration are made by senior staff of the ECITB Awarding Organisation based on individual circumstances and evidence.

The health and safety of all candidates is paramount and health and safety issues in the engineering construction industry mean that some qualifications cannot be attempted by candidates with certain disabilities e.g. blindness. Reasonable adjustments cannot be made in circumstances where to do so would jeopardise the safety of the candidate or others.

Where an assessment requires the candidate to demonstrate practical competence or where criteria have to be met fully, or in the case of qualifications that confer a Licence to Practise, it may not be possible to apply special consideration and in some circumstances, for example for on-demand assessments, it may be more appropriate to offer the candidate an opportunity to take the assessment at a later date.

The provision for reasonable adjustments and special consideration is made to ensure that candidates receive recognition of their achievement so long as the comparability, validity and reliability of the assessments can be assured and its application should not unfairly advantage or disadvantage any candidate or group of candidates. Such arrangements are not concessions to make assessment easier for candidates and should not give unfair advantage to the candidate and neither should its use cause the user of the certificate to be misled regarding a candidate's achievements. The candidate's result must reflect their achievement in the assessment and not necessarily his / her potential ability.

## Approved Centre Guidance and Responsibility

Approved Centres are required to have their own Reasonable Adjustment and Special Consideration Reasonable Adjustment and Special Consideration Policy and Procedure RV2-0

procedure and it is important that Approved Centre staff involved in the management, assessment and quality assurance of ECITB qualifications are fully aware of the contents of both the Approved Centre and ECITB's Reasonable Adjustment and Special Consideration policy and procedure.

Approved Centres are responsible for ensuring candidates are aware of their entitlement to request Reasonable Adjustment under equalities law and are able to advise candidates appropriately.

Approved Centres should ascertain any disability prior to registration for the qualification and the most appropriate method of obtaining evidence when a candidate is first accepted onto a programme. Approved Centres should note that, unless otherwise stated in the qualification documentation, where a candidate is building a portfolio of evidence the candidate may present their evidence in any format as long as it enables them to demonstrate that they have met the specified assessment criteria, for example a candidate may present their evidence orally using audio or visual recording rather than in written formats, or oral questioning with an ECITB Approved Assessor or witness testimonies may replace written responses, Approved Centres should seek guidance from an ECITB EQA if required.

ECITB and Approved Centres are required by law to do what is 'reasonable' in terms of giving access to assessment and **must not charge any additional fee** in relation to the adjustment or aid.

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, should also be taken into consideration. The adjustments will vary widely from qualification to qualification. For example, the adjustments that could be made for a qualification in installing engineering construction plant and systems would be very different from those that might be appropriate for a management qualification.

Where evidence is produced in Braille or signed onto video, it is the centre's responsibility to ensure that a person, who is suitably qualified in Braille or sign language, is available to translate the material for the internal and external Quality Assurer if this is required.

ECITB approval is required for adjustments made to assessment as outlined in Appendix 1 but Approved Centres are not required to request approval for adjustments made to a candidates learning programme.

## Process for Requesting Reasonable Adjustments

Where Reasonable Adjustment decisions are permitted at the discretion of the Approved Centre, see Appendix 1, no application to ECITB is required, however the Approved Centre should ensure the details of any adjustment are retained with the candidate assessment records.

An Approved Centre making a request for Reasonable Adjustment to ECITB on behalf of a candidate should complete a Reasonable Adjustments Request Form (VQ011), attaching relevant supporting information that provides an understanding of the disability and its impact on the candidate (e.g. medical evidence, learning needs analysis or a statement from the candidate's assessor), the application should also state any specific adjustment required.

Requests for reasonable adjustments should be submitted to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) no later than **30 working days** from the date of assessment.

## Process for Requesting Special Consideration

Where assessment is offered on-demand, it is unlikely that ECITB Approved Centres will need to request special consideration for their candidates as assessment could be carried out at alternative appropriate time. However, should a candidate be potentially disadvantaged through missing or be adversely affected during an assessment, it may be appropriate for special consideration to be considered.

In such cases, the Approved Centre, on behalf of its candidates, it should complete a Special Consideration Request Form (VQ012), providing relevant supporting information that provides an understanding of the circumstances and its impact on the candidate,, for example medical evidence, invigilator report.

Requests for Special Consideration should be submitted to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) as soon as possible but no more than **5 working days** after the assessment.

## Process for sending correspondence with personal or sensitive data

Before sending any information or data to ECITB that contains staff (including contractors) and/or candidate personal details that could be attributed to an individual and/or information that includes sensitive data about an individual, we require you to request a ShareFile link from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

The ECITB Awarding Organisation will respond by sending an email from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) containing the wording '[Click here](#) to upload files'. This enables you to upload your files to our secure ShareFile system.

No personal or sensitive data should be sent via email as this method of transferring data is less secure than ShareFile

Should you be sending such data by post, please mark the correspondence 'Confidential – For the Attention of the Awarding Organisation'.

## How ECITB Will Deal With Requests

We will endeavour to acknowledge receipt of the notification of any request:

- no later than **5 working days** from receipt for correspondence sent via email to: [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk);
- no later than **15 working days** from receipt for all other correspondence and correspondence sent via post. Note: Please mark all correspondence 'Confidential – For the Attention of the Awarding Organisation'.

The request will then be evaluated by a member of the Awarding Organisation external quality assurance team, AO management team or other appropriate person, the decision making process will include:

- ensuring ECITB staff making the decision have an understanding of the disability or circumstances;
- consideration of the impact of the disability, its symptoms or the circumstances on the candidates ability to demonstrate attainment;
- an evaluation of any adjustment and whether this is reasonable, practicable and/or effective and does not unfairly advantage or disadvantage any candidate or group of candidates;

ECITB may enter into additional dialogue with the Approved Centre if required.

We aim make a decision within **15 working days** and will communicate this in writing to the ECITB Approved Centre Coordinator. Some requests for reasonable adjustments 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 you wish to appeal against our decisions relating to requests for reasonable adjustments or special consideration arrangements, please refer to our Appeals Policy.

## Appendix 1 – Reasonable Adjustments Permissions Table

This table outlines some of the decisions on reasonable adjustments that can be made. Approved Centres have a duty to seek advice from ECITB Awarding Organisation in any case where they are in doubt if an adjustment is needed or how it should be applied. Approved Centres should be aware of their responsibilities if they set any tests under examination conditions.

Key:

- Centre – Reasonable adjustment permitted at the discretion of the Approved Centre
- EQA – ECITB External Quality Assurer approval
- ECITB – ECITB Awarding Organisation Management approval

Reasonable Adjustment	Assessments NOT taken under examination conditions	Assessments taken under examination conditions
Adjustment to learning programme	Centre	Centre
Extra time up to 25%	EQA	EQA
Extra time in excess of 25%	ECITB	ECITB
Supervised rest breaks	Centre	ECITB
Change in the organisation of assessment room	Centre	Centre
Separate accommodation within the centre	Centre	ECITB
Taking the assessment at an alternative venue	EQA	ECITB
Use of coloured overlays, low vision aids, tinted spectacles, CCTV and OCR scanners	EQA	ECITB
Use of assistive software	ECITB	ECITB
Use of bilingual and bilingual translation dictionaries	Centre	Centre
Assessment material in enlarged format	Centre	Centre
Assessment material in Braille	ECITB	ECITB
Language modified assessment material	EQA	ECITB
Assessment material in BSL (British Sign Language)	ECITB	ECITB
Assessment material on coloured paper	Centre	Centre
Assessment material in audio format	EQA	EQA
Use of ICT	EQA	EQA
Oral responses using audio recording instead of written response	EQA	ECITB
Responses using electronic devices	EQA	EQA
Responses in BSL (British Sign Language)	ECITB	ECITB
Responses in Braille	ECITB	ECITB
Reader	EQA	EQA
Scribe	ECITB	ECITB
BSL/English interpreter	EQA	ECITB
Prompter	ECITB	ECITB
Practical assistant	ECITB	ECITB
Transcriber	ECITB	ECITB
Other	ECITB	ECITB





## **Review Arrangements**

We will review this policy and its associated procedures as part of our continuous improvement arrangements and revise it, as and when necessary, in response to customer, candidate or regulatory feedback (e.g. to align with any enquiries, processes established or revised by the regulators) and in response to any trends that may emerge in the subject matter of enquiries received.

## **Contact us**

If you have any queries about any aspect of this process, please contact:

The Awarding Organisation  
Engineering Construction Industry Training Board  
Office Suite KD3, First Floor, KD Tower,  
Cotterells, Hemel Hempstead, Hertfordshire, HP1 1FW  
Telephone: 01923 260 000  
Email: [Qualifications@ecitb.org.uk](mailto:Qualifications@ecitb.org.uk)  
Website: [www.ecitb.org.uk](http://www.ecitb.org.uk)