		
ISSUED BY: AO Director Caroline Walton	Awarding Organisation Policies and Procedures	**ISSUE DATE:** September 2026 **REVIEW DATE:** September 2027
	Reasonable Adjustments & Special Considerations Policy	**ISSUE:** V7

Scope and Purpose

Explosive Learning Solutions (ELS) is committed to providing customer and learner-focused policies that are transparent and free from bias. They are designed to ensure apprentices have equal opportunities to demonstrate their competence and ability through their learning experience with us, to its conclusion and the Apprenticeship Assessments.

Who is this policy for?

This policy is for apprentices, training providers, and employers who would like to inform ELS of any Reasonable Adjustments or Special Considerations required during Apprenticeship Assessment.

This policy is made accessible through ELS's ACE360 Apprenticeship Assessment Learner Management System (LMS). Training providers have 24-hour access to the ACE360 LMS and ELS policies. In addition, electronic versions of this policy are sent to apprentices, training providers and employers.

ELS staff are made aware of all policies through staff induction and onboarding.

Definitions

Reasonable Adjustment: A Reasonable Adjustment relates to an amendment or modification that may assist in reducing the effect of a disability or a physical or mental health condition, which may place the apprentice at a disadvantage

Special Consideration: Special Considerations can be a pre-assessment or post-assessment adjustment to cover a 'temporary' condition that may disadvantage, or may have disadvantaged, the Learner/Apprentice in an assessment situation. This includes for example, a temporary illness, injury, or some other event outside of their control.

Who can request a Reasonable Adjustment or Special Consideration?

Reasonable Adjustment

Employers and training providers must work with ELS to implement reasonable

adjustments to ensure any apprentice(s) with disabilities and/or health conditions are not disadvantaged during their training, assessment or when undertaking their role.

Where apprentices have a physical, mental, or sensory impairment, ELS will make every effort to comply with the United Kingdom Equality Act 2010. The Act legally protects people from discrimination and directs learning providers to make appropriate accommodations for less-able students/apprentices.

Special Consideration
The apprentice's employer or training provider must make a request for special consideration measures. If the training provider makes a request, then this will need to be acknowledged by the apprentice's employer. The apprentice must be fully involved in any decision regarding any Special Considerations made on their behalf.

Eligibility Criteria for Reasonable Adjustments and Special Considerations

Reasonable Adjustments
The employer and/or training provider must make ELS aware of any requirements so that apprentices with a disability are not disadvantaged during their Apprenticeship Assessment.

Evidence of the difficulty/disability must be submitted to support the application. This evidence should include any existing adjustments or additional support provided by the employer or training provider. ELS will retain this evidence for future audit purposes only.

To allow for a prompt outcome for any Reasonable Adjustments requests, ELS will require the following supporting evidence:

- Completion of the ELS Reasonable Adjustments Form.
- A letter from the apprentice's employer advising of the apprentice's disability.

If a disability is not visible, then the employer or training provider should provide a completed medical assessment from the apprentice's doctor. An assessment report carried out by the Training Provider identifying any recognised additional learning needs the apprentice may require.

ELS will use the Reasonable Adjustment Matrix (Annex A) to guide the decision-making process in considering an appropriate judgment based on the Higher Education Statistical Authority (HESA) disability framework.

Special Consideration
A Special Consideration will be reviewed if a 'temporary' situation occurred where the apprentice was placed at a disadvantage leading up to or during their assessment.
Eligibility for Special Consideration could be applied for on behalf of an apprentice who is ready to be assessed if:

- Their performance was affected by a situation outside of their control i.e.

illness, bereavement, an accident, or serious disturbance during an assessment.

- If alternative arrangements made for part or all the assessment were inappropriate or inadequate for the apprentice.
- Part or all the assessment is missed due to circumstances outside the control of either the apprentice or training provider.
- If Special Consideration has been applied to the part(s) of the apprentice assessment but not to other aspects of their assessment by the training provider.

Special Considerations will not be reviewed if the following occurs:

- Part or all the assessment has been missed due to absence or holiday.
- There has been disregard to ELS or training provider requirements through drug and alcohol misuse
- Misreading exam instructions

Disruption to the controlled assessment environment is minor and momentary and can be dealt with by the assessment invigilator.

Whether or not Reasonable Adjustments or Special Considerations have been applied ELS will ensure that either learner or group of apprentices are not unfairly advantaged or disadvantaged.

Procedure

Reasonable Adjustments

The employer and training provider must inform ELS as soon as is practicably possible when a Reasonable Adjustment is needed for their apprentice.
ELS would require this information as soon as the apprentice has made the employer and training provider aware.

The ELS AO Reasonable Adjustments application form can be found either on the ELS website at www.elsbusinesstraining.co.uk or with the training provider, who will be sent copies of all ELS policies and forms before Apprenticeship Assessment commences.
The form can be completed and submitted either by the employer or by the training provider to the following email address, together with any supporting evidence:
assessments@explosivelearningsolutions.com

Alternatively, applications for Reasonable Adjustment and Special Consideration can be posted to the address below:

The Apprenticeship Assessment Team
Explosive Learning Solutions
4 The Terraces
Harwell Science and Innovation Campus Didcot
Oxfordshire OX11 0SG

Acknowledgment of all Reasonable Adjustment requests will be made within **three working days**. The form must be submitted at least **21 working days** before the scheduled assessment is due to commence.

ELS will inform the employer and/or training provider of the adjustments in place for the apprentice at least **ten working days** before the assessment is due to take place.

By using our Reasonable Adjustment Matrix **(Annex A)**, ELS will apply appropriate and consistent judgments, based on the Higher Education Statistical Authority (HESA) disability framework.

ELS will work collaboratively with the apprentice, employers, and training providers to determine the appropriate reasonable adjustment. In some circumstances, there may be additional costs associated with providing reasonable adjustments during the end-point assessment process. These costs will be agreed upon between the employer, training provider, and apprentice in advance, to ensure that they are justified, appropriate, and proportionate.

In addition, ELS will ensure the apprentice is supported properly through:

- Providing the apprentice with the opportunity to demonstrate attainment against their occupational competence.
- Fair assessment of learner competence
- Fair and robust assessment process and valid assessment activity
- Effective operation of assessment with the available resources, following the application of any reasonable adjustments
- Facilities and time available, enabling apprentices to use any mechanical, electronic, or other aids to demonstrate achievement. Methodology and tools available should reflect the apprentice's normal way of working without giving them an unfair advantage.

Apprentices must be involved in any decisions made about their adjustments and/or adaptations. This will ensure the apprentice's needs are met.

ELS recognises that each assessment will be subject to some variance due to the apprentice's job role, employment, and support needs during their apprenticeship programme, so there will be flexibility in the Reasonable Adjustments implemented.

The outcome produced by the apprentice must always:

- meet the requirements of the occupational standard regardless of the process or methods used.
- be rigorously assessed to ensure outcomes are like those generated by other apprentices
- display occupational competence in line with the criteria specified in the standard assessment plan for each assessment component
- be able to be assessed, moderated or verified.

ELS recognises that it has a legal duty to ensure Reasonable Adjustments are in place for apprentices with disability/difficulty; however, ELS does have a right to

reject Reasonable Adjustment applications in circumstances where:

- Any adjustments may create a serious loss of validity or independence within the assessment process.

Any adjustment may constitute a serious safety hazard that cannot be reasonably resolved.

If an application for Reasonable Adjustment is rejected, ELS will notify the Employer/Training Provider in writing within **two working days** explaining the reasons why the application was rejected.

- ELS will retain a record of any Reasonable Adjustment application, including decisions made regarding the application, reasons for making changes, and the appropriate evidence behind the final decision.

Special Considerations

If a Special Consideration is raised **ten working days** or less before the Apprentice's scheduled assessment, then ELS advises deferring the assessment to a later date. Request for Special Consideration must be made based on the eligibility criteria as stated above in the Eligibility section.

To ensure apprentices who have suffered an injury, illness, or another event outside their control are not unfairly advantaged or disadvantaged, we would consider the following outcomes dependent on the given situation:

- An adjustment to the apprentice's mark
- Awarding additional marks
- Providing assistance to help the apprentice write in a written exam
- Allowing an alternative assessment opportunity for the apprentice.
- Carrying over the fee for an assessment the apprentice was unable to take to a later assessment opportunity

These options are not limited and will be considered on a case by case based following a successful Special Consideration application.

For Special Consideration requests, acknowledgment of the application will be within **three working days**.

The AO Director or Assessment Delivery Manager will review the application based on the information and evidence provided. Each application is treated on an individual basis, and a decision will be communicated within **ten working days**.

If an application for Special Considerations is accepted, ELS will notify the employer/training provider of the decision in writing within **ten working days**.

Our response will provide details of the type of Special Consideration and where it will be applied in the assessment process. If an application for Special Consideration is rejected ELS will notify the employer/training provider in writing within **ten working days** explaining reasons why the application was rejected.

ELS will retain a record of any Special Consideration application, including decisions made regarding the application, reasons for making changes, and the appropriate

evidence behind the final decision.

Should a Special Consideration or Reasonable Adjustment request be substantially complex, then ELS will seek further guidance from experts. This may result in a slightly extended response time to the initial request. ELS will ensure each decision is communicated to all stakeholders and appropriate parties.

Continuous Improvement

ELS will record all applications for Reasonable Adjustments and Special Considerations with information relevant to the application. This will include details of the problem identified, title and level of apprenticeship, date of Apprenticeship Assessment, and supporting evidence. We will also record the outcome of all applications, with reasons for accepting/rejecting the application.

This log is reviewed monthly by the AO Director and the Quality Assurance Manager and will be used towards continuous improvement.
The AO Director reports on the log at monthly manager's meetings, and any issues are also reported to the ELS Board of Governors.

Any feedback we receive relating to this policy or the processes within this policy will be recorded, acknowledged and used towards continuous improvement.

ELS will continue to monitor the Equality Act 2010 for any potential changes. This will allow ELS to make sure this policy and processes within this policy, remain in line with any governmental changes.

Appeals

If a training provider and/or apprentice disagree with a decision relating to Reasonable adjustment or Special Consideration they have a right to appeal through ELS Appeals Policy.

Review and Version Control

ELS is committed to ensuring all policy documentation is subject to document control and reviewed annually.

RELATED DOCUMENTS: -	**APPROVED BY: -** Caroline Walton, AO Director

Annex A
Reasonable Adjustment Matrix

1. No known disability
2. Cognitive processing difficulties, such as dyslexia, dyspraxia; a reduction in executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, non-verbal memory
3. Social or communication need, such as an autism spectrum condition
4. Long standing illness such as cancer, epilepsy, Crohn's, IBS, Chronic Fatigue
5. Has a mental health condition
6. A physical condition that requires crutches or a wheelchair, arthritis, paraplegia, quadriplegia, cerebral palsy
7. Hearing need
8. Visual need
9. English is the 2nd Language

The table is based on the Reasonable Adjustment Matrix published by Skills England. All reasonable adjustment requests will be considered on an individual basis and approved only where they do not affect the validity, reliability or integrity of the assessment.

The adjustments listed within this matrix are examples of support that may be appropriate. The presence of a condition or disability does not automatically entitle an apprentice to a specific adjustment. All requests will be reviewed individually, supported by appropriate evidence where required.

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	2,3,4,5,6,7,8,9	2,3,4,5,9	2,3,4,5,7,9	2,3,5,6,7,9
Scribe			2,6,8			
Reader			2,8			
Personal support worker in attendance	2,5,6,8	2,5,6,8	2,5,8	2,5,8	2,5,6,8	2,5,8
Timed rest breaks	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8
Bathroom breaks	4,6	4,6	4,6	4,6	4,6	4,6
Voice explanation	2,8	2,8				
BSL interpreter + extra time	7	7	7	7	7	7
Assistive technology – voice recognition			2,4,6			
Assistive technology – screenreader			8			
Assistive technology – text to speech			2,4			
Flexibility with location				3,4,5,6	3,4,5,6	3,4,5,6
Flexibility of time for assessment	4	4	4,9	4,9	4,9	4,9
Flexibility within the method 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			9	9	9	2,4,5,9
Permission to bring notes			9	2,4,5,9	9	2,4,5, 9
Information presented inrequired format – size, font style, colour			2,8			
Individual testing			3,4,5			
Paper-based option			2,4			
Supervised assessment takenat 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			9		2,3,7,9	2,3,7,9
Time allowance for processing verbal questions			9		2,4,5,7,9	2,4,5,7,9
Information presented in small chunks					2,4,7	2,4,7