

This policy provides information on the use of appropriate **reasonable adjustments** that may be made for any learner with a disability who wishes to be assessed for a CABWI qualification. It also states where **special consideration** may be given to learners whose particular circumstances prevent them from completing assessment for their qualification.

Reasonable adjustments

Under the Disability Discrimination Act 1995, Amendment to Part 2 (Employment), October 2004, CABWI Awarding Body is defined as a qualifications body, which confers professional¹ or trade qualifications².

CABWI's learner registration form asks learners to indicate whether they have any disability which needs to be taken into account during the assessment process³. This is to identify any particular requirements at the earliest opportunity, so that both the assessment centre and the awarding body (including the centre's external verifier) are aware of the situation and can plan to meet these requirements. Centres are asked to ensure as far as possible that learners give this information at the point of registration, while recognising that learners may wish to provide details in confidence.

Learners' requirements may not be discovered until further into the assessment process, and CABWI's external verifiers ask centres during their regular verification visits whether any learners with particular assessment requirements have been identified after registration, whose needs must be taken into account. This information is recorded in the external verifier's report, to ensure that CABWI can monitor the provision of suitable assessment arrangements.

Any learner with a disability who requires some alteration to the assessment arrangements for their qualification may request that reasonable adjustments are made. The request may be made to the assessment centre, or to CABWI. In these circumstances, CABWI will seek to ensure that the learner's particular situation is taken into account, and that adjustments are considered in line with their request. Where a learner suggests that a particular adjustment is made, CABWI will ensure that this is considered, and that the learner is advised whether the adjustment is appropriate to the requirements of the qualification.

CABWI seeks to make provision for reasonable adjustments where learners have disabilities. Some adjustments can readily be made at centres, but others may impact more closely upon the learner's ability to meet the requirements of a particular award.

Examples of the types of adjustments that may readily be made at centres include:

- making adjustments to the premises or the assessment location (e.g. changing access provision to accommodate the learner's requirements)
- modifying the format or layout of documentation that is used to record the learner's progress or to obtain information from them (e.g. providing documents in larger print or with the background or text in a particular colour)
- providing additional guidance, supervision or other support to the learner
- modifying arrangements for meetings
- modifying the way information is provided to learners.

In the above instances, CABWI requires centres to keep a record of any adjustments that are requested by or made for learners, and to make these available to awarding body personnel on request.

A centre's discretion to adjust assessment arrangements may vary, according to the impact that the adjustment would have upon the qualification requirements⁴. If a centre is unsure about how a proposed adjustment will affect the application of the qualification requirements, the learner and/or their assessment centre must submit a written request for adjustments to CABWI, so that the awarding body can ensure that the stated assessment requirements for the qualification are met.

Equally, where specific adjustments have the potential to affect the application of the qualification requirements, centres must inform CABWI of the proposed adjustment in advance, and seek guidance from the awarding body regarding its acceptability. Such situations may include, but are not limited to:

- acquiring or modifying equipment to facilitate assessment (in some, cases, reasonable adjustments maybe acceptable in order to facilitate assessment, but in others, the inability to use particular types of equipment may impact upon a learner’s ability to meet the stated competence standard)
- modifying procedures for testing or assessment (some alternative assessment methods may be acceptable while other assessment methods or circumstances, such as the use of simulated activities, may be prohibited under the qualification requirements)
- providing a reader or interpreter (it is anticipated that, in most cases, this type of adjustment will be entirely acceptable, but in some qualifications, literacy skills could form part of the competence standard).

Many of CABWI’s qualifications are vocational, and are based on activities that are carried out in the workplace, though assessment requirements vary between specific qualifications. Where a learner requests an adjustment that would alter the competency requirements within a unit or a full qualification, then CABWI reserves the right to prohibit the adjustment. If, for example, a learner’s disability would prevent them from performing a specific task required in the qualification, then it is unlikely that adjustments could be made without impact on the qualification’s integrity. Before making a decision in a particular case, CABWI will seek to obtain as much information as possible about the individual circumstances.

Where CABWI cannot make adjustments requested for a learner, an explanation will be provided to the applicant (learner or assessment centre) in writing. If the application is not satisfied with this explanation, then they may appeal against this decision, using CABWI’s appeals procedure.

Reviewing reasonable adjustments arrangements

CABWI recognises that, from time to time, technological advances or other changes to industry working practices may enable learners with disabilities to undertake roles covered by CABWI qualifications, in ways that are not covered under the existing competence standards or assessment requirements.

Most of CABWI’s qualifications relate to workplace activities. If a learner (or their assessment centre) finds that they are able to undertake the work activity covered by a particular qualification, but the workplace practices or techniques that they use cannot be used within the scope of the qualification, they or their assessment centre must inform CABWI at the earliest opportunity. The awarding body will then consult with the relevant standards setting body and inform any decisions taken to vary the qualification requirements via the regulatory authorities (through review or through incremental updates). Similarly, where CABWI becomes aware of high numbers of requests for the same or similar adjustments for a qualification, then CABWI will consult with the appropriate standards setting body to identify any need for a review of the qualification requirements to take place.

Special considerations

Learners who suffer temporary illness, injury or indisposition at the time of assessment, or whose personal circumstances prevent the completion of assessment (e.g. through bereavement or family illness) will be eligible for special consideration. If a learner wishes to request that special consideration arrangements are put in place, they must contact their assessor or internal verifier to make the request. The centre must keep a record of the request detail and provide this to the awarding body as required.

The most suitable means of accommodating a learner’s temporary illness or injury at the time of assessment will, in general, be to reschedule the assessment occasion. CABWI recommends that centres request, as far as possible, that learners who know that their personal circumstances could inhibit their assessment advise the centre in advance, so that the assessment can be rescheduled. If a learner is taken ill or injured during an assessment, then CABWI expects the health and safety of the individual to take priority, and the assessment to be terminated and rescheduled. If the learner has gathered evidence prior to their illness, this may be used towards their qualification.

To request special consideration arrangements, learners should contact their assessment centre at the earliest opportunity, providing the following details:

- the detail of their illness, injury or particular circumstances
- the nature of the special consideration requested (if they have these details; in some cases, the centre may propose special consideration arrangements).
- a doctor’s certificate confirming their illness or injury, where appropriate.

The centre may request further guidance from CABWI, as appropriate.

In CABWI's current suite of qualifications, special consideration arrangements are most likely to be required regarding the completion of paperwork or of a written test, where the learner has difficulty writing, or to an assessment meeting where the learner has temporary difficulty accessing the location. In these circumstances, centres could consider taking measures such as:

- allowing the learner longer to complete the appropriate paperwork
- providing a reader, or audio or video recording facilities to record verbal answers to questions, or an interview with the learner
- varying the assessment location or modifying the premises to accommodate the learner's requirements.

The centre must retain details of all requests for special consideration, and the adjustments made in response to them, and must provide them to CABWI on request. If any centre is unsure how to proceed in a particular situation, then they should contact CABWI for further guidance.

Most of CABWI's current awards involve a significant proportion of observed assessment, and the activities to be observed may take place in a high risk environment (e.g. at highway works, utilities installation, or in a construction environment). In general, if a learner's temporary illness or injury would prohibit them from undertaking the required assessment safely, then CABWI would expect the centre to decline to provide special consideration arrangements, and to reschedule the assessment occasion for a time when the learner can complete the required tasks safely.

If a learner cannot complete a mandatory observed assessment due to a temporary illness or injury, the centre should contact CABWI to explain the extent of the evidence that was covered during assessment. CABWI will then specify the minimum evidence requirements that could allow certification. This may include the use of alternative types of workplace evidence (e.g. documentation, videotape of the learner working, witness testimonies, etc). The evidence provided must in this case cover all of the unit requirements for the unit(S) being claimed. CABWI reserves the right to consult with the appropriate standards setting body and the regulatory authorities prior to stipulating minimum evidence levels under special considerations arrangements, to ensure that the demand of the qualification remains the same as stated in the qualification requirements.

Expiry of qualifications

If a learner's temporary illness or injury means that they cannot complete their assessment for a qualification before certification expires, the centre should notify CABWI of this situation at the earliest opportunity, providing the following details:

- the detail of their illness, injury or particular circumstances
- the nature of the special consideration requested (if they have these details; in some cases, the centre may propose special consideration arrangements).
- a doctor's certificate confirming their illness or injury, where appropriate.
- details of how much of the qualification (either a full award or particular units) they have completed prior to their illness, and how much remains to be completed.

CABWI will then consult with the regulatory authorities to determine the most appropriate course of action. This could involve special consideration arrangements for outstanding assessments to take place within stated timescales, to ensure that the learner's interests are considered.

CABWI warns its assessment centres in advance of certification expiry dates, and at that stage would usually seek, through direct contact with its centres or through its external verifiers, to identify the numbers of assessments that remain outstanding at individual centres. Centres are asked to advise CABWI immediately they are aware of any learner whose illness or injury means that they will be unable to meet certification deadlines.

If CABWI is advised of this situation only after the deadline has expired, or if, on further investigation, it is clear that the amount of work required for a learner to complete the qualification is significantly greater than would be covered by the postponed assessment occasion, then CABWI reserves the right to decline certification and to recommend that the learner is registered to undertake any replacement qualification that is available.

Where CABWI declines to make arrangements for special consideration for a learner, the applicant (learner or assessment centre) will be contacted in writing with an explanation. If the applicant is not satisfied with this

explanation, they may appeal against the decision, using CABWI's appeals procedure.

Record keeping

Details of requests that centres receive from learners for reasonable adjustments or special consideration arrangements must be kept on file at the centre for at least three years.

Details of requests made by learners or centres to CABWI for reasonable adjustments or special consideration arrangements, together with records of the action taken, will be retained on file with CABWI for at least three years.

Please note that any records held at centres relating to the use of reasonable adjustments or special consideration arrangements made for CABWI qualifications must be provided to CABWI and to the regulatory authorities on request. CABWI will also pass information to the regulatory authorities as required.

Change Control Record

Revision No.	Date	Author	Description of Change
v1	January 2010	V Partington	Original Document
v2	31 Jan 2011	V Partington	Updated format to align with QCF terminology

¹ An authority or body which can confer, renew or extend a professional or trade qualification.

² The Act says that such a qualification is an authorisation, qualification, recognition, registration, enrolment, approval or certification which is needed for, or which facilitates engagement in, a particular profession or trade. This includes qualifications which are conferred or required specifically for engaged in or furthering a particular career, but it may also include more general qualifications, if their attainment facilitates engagement in a particular trade or profession. NVQs, SVQs and some QCF qualifications are examples of professional or trade qualifications.

³ The form also asks whether they have any other particular requirements; this is designed to accommodate other practical or logistical issues that learners may encounter, such as irregular shift patterns. Centres are expected to consider this type of requirement during assessment planning, to ensure that all learners have access to assessment.

⁴ 'Qualification requirements' includes performance requirements, knowledge requirements and range or scope of evidence, and any assessment methods or evidence that is mandatory within the assessment specification or centre guidance.