

## Access Arrangements and Reasonable Adjustments Policy

### Introduction

Access arrangements and reasonable adjustments are made prior to an assessment or apprenticeship EPA to enable a candidate with particular requirements to demonstrate attainment. They must not affect the validity of assessment outcomes or give the candidate an unfair advantage over other candidates. The policy can be found on the ISP website: [www.the-isp.org](http://www.the-isp.org).

Applications for access arrangements and reasonable adjustments can only be made by the Apprentice. Depending on the type of access arrangement or reasonable adjustment, Providers and/or Employers may need to do one of the following:

- Make the arrangement at their own discretion, not informing ISP beforehand, keeping a secure record of all the details on file using the form, **Appendix 1**.
- Apply to ISP for approval of access arrangements or reasonable adjustments using the form, **Appendix 2**.

In both cases after the event, ISP must be given the evidence and cover sheet of the access arrangements and reasonable adjustments that have been made, using the form, **Appendix 3**.

### Statement of Purpose

ISP intends to ensure that:

- Reasonable adjustment procedures are in place to enable learners to meet ISP assessment criteria and EPA requirements.
- Arrangements for making reasonable adjustments are available to enable assessment when circumstances may have arisen at or near the time of the examination or assessment and were not provided for during the learners training.
- Any reasonable adjustments made on behalf of a learner do not give them an unfair advantage over other learners.
- The validity of ISP assessments, examinations or EPA is not compromised.
- The decision regarding any reasonable adjustments is given relative to learner individual needs, taking their usual methods of working into account.

### Scope

ISP approved Provider should ensure that:

- Standards/EPAs/Qualifications chosen are appropriate for learners with a known long term or permanent disability or learning difficulty. Any reasonable adjustments appropriate to the learner should be considered when they apply for an EPA, qualification or assessment in order to ensure they can meet all ISP assessment criteria or apprenticeship EPA requirement.
- Each learner must be individually assessed/diagnosed making use of specialist advice from internal or external sources as appropriate.
- All applications for reasonable adjustments are supported by the head of the Provider or Employer.
- Any reasonable adjustments will assist the learner to complete the whole of the qualification or assessment without compromising the validity of the assessment, examination or apprenticeship EPA requirement.

- They comply with the ISP guidance relating to reasonable adjustments. Also, failure to comply with ISP guidance is defined as organising arrangements without gaining approval from ISP or agreeing adjustments that have not been appropriately supported with relevant evidence.
- All relevant documents supporting the learner's application for reasonable adjustments must be sent directly to ISP with the appropriate form as laid down in this document.

### Assessments, Examinations and EPA Reasonable Adjustments

**Behavioural, emotional and social needs** - refer to adjustments made for learners with conditions like Asperger's syndrome, and psychiatric disorders where supervised rest periods, separate supervision or alternative accommodation are appropriate.

**Cognition & learning** - refers to the adjustments required to allow for learning difficulties of varying types where learners might be eligible for assistance with reading or writing. This includes Dyslexia and English as a foreign language.

**Communication & interaction** – refers to adjustments relating to written communication and the use of keyboard/amanuenses.

**Sensory & physical needs** – refers to adjustments made for learners with physical disabilities, visual and hearing impairment and candidates with long term medical conditions such as ME or glandular fever.

ISP Providers and IAs should ensure that learners have experience of using any reasonable adjustments made prior to any ISP assessments, examinations or EPA requirements.

#### a) Reasonable Adjustments at the discretion of the Provider / IA

The Provider / IA can make any of the following adjustments without contacting ISP providing that the adjustments do not give the learner an unfair advantage and or compromise the integrity of the assessment, examination or apprenticeship EPA requirements in any way.

All adjustments are the responsibility of the Provider / IA and must be supported by appropriate evidence linked to the ISP assessment, examination or EPA requirement. The Provider / IA decisions regarding the level of support required should be accurately stated and communicated to all relevant individuals.

The Provider / IA might make reasonable adjustments to cover:

- Low vision aids
- Brailing of non-secure assessment materials.
- Amplification taped questions and responses.
- Supervised rest breaks.
- 25% additional time.
- The use of bilingual dictionaries with an extra 25% additional times.
- Use of a word processor.

**Appendix 1 should be used to log any reasonable adjustments that are at the discretion of the ATO/EPA.**

### **b) Reasonable Adjustments requiring ISP's Permission**

**N.B. Prior approval for the use of a reader, amanuensis, communicator or practical assistant must be obtained from ISP using Appendix 2**

All adjustments are the responsibility of the Provider / IA and must be supported by appropriate evidence related to the assessment, examination or apprenticeship EPA requirement. The Provider / IA decisions regarding the level of support required should be accurately stated and communicated to ISP on Appendix 2 with appropriate supporting documents. ISP will respond within 3 working days of receiving the request.

The Provider must obtain prior ISP approval for use of:

- A reader
- An amanuensis.
- A practical assistant.
- A communicator.
- A transcriber.

**Appendix 2 should be used to make a reasonable adjustment request to ISP.** The request needs to be received by ISP, at least, 5 working days before the date of the assessment. ISP will respond within 3 working days of receipt of the request.

### **External assessments**

- Large print assessments/examinations are available on request. 30 working days notice are required for such modifications.
- With examinations, ATOs are allowed to open theory papers up to one hour before the start of the examination when it is necessary to modify papers. e.g. To photocopy onto coloured paper or make enlargements. This must be done by the external invigilator.

### **Internal assessments**

- Any guidance material provided by ISP for the internal assessment of learners can be made available in large print or on coloured paper.

**Requests for the above adjustments should also be made on Appendix 2**

**A cover sheet appendix 3** must be attached to completed assessments and/or examinations, if the work was completed with the assistance of a reader, an amanuensis, a practical assistant, a communicator, or a transcriber.

### **Monitoring**

The EPA/Qualifications Manager will collect all relevant data resulting from reasonable adjustments applications and issue a report to the Head of Education.

### **Definitions:**

#### **Readers**

A reader is required to read the contents of the ISP assessment or examination to the candidate. The reader may repeat any instructions given on the question paper as well as the questions and answers already recorded. The reader must, if required spell out any technical words contained within the assessment or examination paper. The reader should be ready for pauses in activity.

This type of support must ensure the integrity of the ISP assessment, examination or EPA requirement and must also ensure that the learner does not receive any unfair advantage over the assessment procedures. Additional time may also be available and a separate room will be necessary when the learner dictates responses. The Provider/IA must ensure that the reader is a responsible adult unfamiliar with the subject matter being assessed and that they have worked with the learner before. Relatives may not act as readers.

### **Amanuenses**

An amanuensis is required to write out answers dictated by the learner. The amanuensis must be able to write legibly either in the space provided by ISP on the assessment/examination paper or the appropriate media provided or agreed for assessment. The amanuensis must work at the learner's pace.

This type of support must ensure the integrity of the ISP assessment, examination or EPA requirement and must also ensure that the learner does not receive any unfair advantage over the assessment procedures. Additional time may also be available and a separate room will be necessary when the learner dictates responses. The EPA/ATO must ensure that the amanuensis is a responsible adult unfamiliar with the subject matter being assessed and that they have worked with the learner before. Relatives may not act as an amanuensis.

### **Communicators**

A communicator is required to communicate questions to learners upon request. A communicator should use a means of communication which is appropriate to the needs of the learner and may include saying a word, rephrasing orally, use of the appropriate sign mode, or writing. The communicator should write the learner's signed response on the ISP question paper or assessment sheet. Learners who are signing responses should not be able to see any other learners who are signing responses. The communicator should work at the learners pace.

This type of support must ensure the integrity of the ISP assessment, examination or EPA requirements and must also ensure that the learner does not receive any unfair advantage over the assessment procedures. Additional time may also be available and a separate room will be necessary when the learner communicates responses. The Provider/IA must ensure that the communicator is a responsible adult unfamiliar with the subject matter being assessed and that they have worked with the learner before. Relatives may not act as a communicator.

### **Practical Assistants**

A practical assistant is required to help a learner in the practical examinations to carry out supporting tasks at the learner's instructions and ensure the safety of the learner (not the practical skills). This type of support must not give the learner any unfair advantage. The practical assistant must work strictly under the instruction of the learner and not perform tasks independently of the learner.

This type of support must ensure the integrity of the ISP assessment, examination or EPA requirement and must also ensure that the learner does not receive any unfair advantage over the assessment procedures.

The EPA/ATO must ensure that the practical assistant is a responsible adult unfamiliar with the subject matter being assessed and that they have worked with the learner before. Relatives may not act as a practical assistant.

### **Transcriber**

A Transcriber is required to accurately reproduce the learners written responses in a legible form, after the end of the assessment or examination. They are not permitted to change spelling, grammar or any other element of the learner's response.

This type of support must ensure the integrity of the ISP assessment, examination or EPA requirement and must also ensure that the learner does not receive any unfair advantage over the assessment procedures. The EPA/ATO must ensure that the transcriber is a responsible adult unfamiliar with the subject matter being assessed and that they have worked with the learner before. Relatives may not act as a transcriber.

**ISP Reasonable Adjustments Procedure Form**

**Appendix 1**

**This Form is for ISP approved Provider / IA use only and should be kept with the Provider / IA for review by the E/IV.**

**Notification of Reasonable Adjustments in ISP Assessments, or required for Apprenticeship EPA**

ATO/EPA Name:	Provider/EPA No:
Booking Reference:	Qualification: (use a new form for each qualification)

Reasonable adjustments were made for the following learners in the ISP Assessments listed below or need to be made for Apprenticeship EPA. Please indicate the reason why the adjustment was required and attach **all** supporting evidence.

Learner Number	Learner Name	Unit	Reasonable Adjustment

Cover sheets have been attached to the learners work and sent to ISP or given to EPA

ATO/EPA Contact Name:	
Position:	
Signed:	Date:

Please return to: ISP Appeals and Enquiries Team: [eqa@the-ISP.org](mailto:eqa@the-ISP.org)

**This must be sent to ISP before centre assessment or Apprenticeship EPA, for approval**  
([eqa@the-ISP.com](mailto:eqa@the-ISP.com))

Application/Request for Reasonable Adjustments in ISP Assessments and Apprenticeship EPA

Provider/IA Name:	Provider/IA No:	
Learner Name:	Learner No:	
EPA/Unit Name:	Assessment Date:	Booking Reference:

We request the reasonable adjustments below for the above-named learner:

	Subject (s)	Theory Assessment	Practical Assessment	Reason for reasonable adjustment
Reader				
Amanuensis				
Communicator				
Practical Assistant				
Transcriber				

Please attach supporting documentary evidence of the learner's reasonable adjustments

Provider/EPA Contact Name:	
Position:	
Signed:	Date:

Please return to: Appeals and Enquiries Team, ISP Ltd: [eqa@the-ISP.com](mailto:eqa@the-ISP.com)



**ISP Reasonable Adjustments Procedure Form**

**Appendix 3**

**Send completed form to ISP with the completed candidate evidence/answer sheets.**

Cover Sheet for Reasonable Adjustments in ISP/EPA Assessment

Provider/IA Name:	Provider/IA No:	
Learner Name:	Learner No:	
EPA/Unit Name:	Assessment Date:	Booking Reference:

Please complete the appropriate box below giving details of any assistance given to the learner:

Use of a Reader Yes / No (please circle)

Did you explain any technical terms to the learner? Yes / No (please circle)

If yes, please state the details below:

Use of an Amanuensis Yes / No (please circle)

Did you only write the words dictated by the learner? Yes / No (please circle)

If no, please state the details below:



Use of a Communicator Yes / No (please circle)

Did you give any assistance over and above that which is in the ISP Reasonable Adjustment guidance Yes / No (please circle). If yes, please state the details below:

Use of a Practical Assistant Yes / No (please circle)

Did you perform any activity for the learner for which marks are awarded? Yes / No (please circle)

If yes, please state the details below:

Use of a Tran-scriber Yes / No (please circle)

Did you add anything to the learner's written responses Yes / No (please circle)

If yes, please state the details below:

Provider/EPA Contact Name:	
Position:	
Signed:	Date:

Please return to: Appeals and Enquiries Team, ISP Ltd: [eqa@the-ISP.com](mailto:eqa@the-ISP.com)