



FutureQuals®

Reasonable Adjustment and Special Consideration Policy

Who is this policy for

This policy applies to all individuals and organisations involved in the design, development, delivery, assessment, quality assurance, and awarding of FutureQuals qualifications.

Version | **POL203-V26-1**

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Version	Date	Description
POL203-V26-1	January 2026	Updated policy template. Apprentice Assessment specific section included, content clarifying malpractice, streamlined examples and clarification on evidence requirements. Previous policy reference: POL017-V25-1

Please note: This version replaces all previous versions.

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Policy

FutureQuals is committed to ensuring that all Learners and Apprentices have fair and equal access to assessment. This includes the provision of reasonable adjustments and special considerations where appropriate, in line with the Equality Act 2010 and relevant regulatory conditions.

Assessment must be a valid and reliable test of a Learner's knowledge, skills, and understanding. However, for some individuals, the standard format of assessment may present barriers. Reasonable adjustments and special considerations are designed to remove or reduce these barriers without compromising the integrity of the assessment or giving unfair advantage.

Reasonable adjustments are pre-assessment arrangements made to enable Learners or Apprentices with disabilities or difficulties to demonstrate their competence. These adjustments must reflect the individual's normal way of working and be supported by appropriate evidence. Adjustments may include changes to assessment conditions, use of assistive technology, or adapted materials. They must be approved and reported to FutureQuals before the assessment takes place.

Special consideration refers to post-assessment actions taken when a Learner has been disadvantaged due to temporary illness, injury, or other unforeseen circumstances. These are applied only when the integrity of the assessment can be maintained.

Special consideration requests must be submitted as soon as possible after the assessment and no later than two working days following the assessment.

For Apprentice Assessment, reasonable adjustments should ideally be identified at the point of registration and submitted no later than 30 days prior to Gateway to Completion.

All requests must be supported by appropriate evidence. For example, a copy of a medical certificate or professional letter. Original documents are not required.

Examples of circumstances that may warrant special consideration include:

- Serious illness or injury
- Bereavement of a close family member
- Victim of crime
- Technical disruption during assessment

This list is not exhaustive, and each case will be considered on its individual merits.

Failure to follow the correct procedures for requesting or implementing reasonable adjustments or special considerations may constitute malpractice. This includes:

- Applying adjustments without approval where required
- Failing to retain or submit supporting evidence
- Not declaring centre-approved adjustments to FutureQuals

Such instances may result in the withholding of results or revocation of certification and will be investigated under FutureQuals' Malpractice and Maladministration Policy.



Links to other policies

This policy should be read in conjunction with the following policies and procedures:

- Malpractice and Maladministration Policy
- Sanctions Policy
- Equality Diversity and Inclusion Policy

Links to regulatory criteria

Regulator	Regulatory rule or guidance document	Regulatory condition / principle
CCEA/ Ofqual/ QW	Standard / General Conditions of Recognition	E4, G2, G6, G7, H1
Ofqual	EPA Qualification Level Conditions and Requirements	
SQA Accreditation	Regulatory Principles (2021)	RP12, RP13, RP14
UK Legislation	Equality Act 2010	Section 96(7)

Definitions

Apprentice Assessment	Formerly known as “End-Point Assessment” or “EPA”, this is the independent assessment conducted by FutureQuals to confirm an Apprentice has met the requirements of their apprenticeship.
Approved Centre	A training provider who has been approved by FutureQuals to deliver FutureQuals qualifications.
Gateway to Completion	The formal point at which an Apprentice is confirmed as ready to undertake their Apprentice Assessment. This includes confirmation of eligibility, completion of mandatory qualifications, and agreement from the employer and training provider that the individual is ready to sit their apprentice assessment.
Learner	An individual undertaking a FutureQuals qualification. This includes Apprentices.
Reasonable Adjustment	An adjustment made to an assessment for a qualification so as to enable a disabled Learner to demonstrate their knowledge, skills and understanding to the levels of attainment required by the specification for that qualification. <i>Ofqual Handbook- General Conditions of Recognition – Section J</i>
Special Consideration	A consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of the Learner’s control, which has had, or is reasonably likely to have materially affected the Learner’s ability to: (a) take an assessment; or (b) demonstrate his or her level of attainment in an assessment. <i>Equality Act 2010</i>

Process

Reasonable Adjustments

Reasonable adjustments must be considered and approved prior to any assessment activity.

Approved Centres are responsible for identifying Learners or Apprentices who may require adjustments and for submitting appropriate applications to FutureQuals.

Steps for Approved Centres:

1. Review the Learner's needs and supporting evidence.
2. Complete the Reasonable Adjustments Application Form available on the FutureQuals website at least 7 working days before the planned assessment (for Apprentice Assessment, Reasonable Adjustments are submitted through epaPro on or before the assessment day is booked).
3. Ensure supporting documentation is included, such as:
 - A copy, photograph, or scan of a medical certificate or professional letter.
 - A Statement of Special Educational Needs or Education, Health and Care Plan.
 - Evidence of historical support provided during the learning programme.

FutureQuals will review the application and respond within five working days. If specialist advice is required, the centre will be informed of any delay and provided with an estimated response time.

The outcome of a reasonable adjustment request may include:

- Approval of the requested adjustment.
- Rejection due to insufficient or invalid evidence.
- Rejection based on the reasonableness of the request (e.g. specialist equipment not feasible).
- Rejection if the request compromises the integrity of the assessment.
- Suggested alternative adjustment or arrangement.

Centres must refer to *Appendix 1 – Reasonable Adjustments Permissions Table* to determine which adjustments require prior approval from FutureQuals and which may be permitted at the discretion of the centre. All centre-approved adjustments must be notified to FutureQuals using the Reasonable Adjustment form.

For Functional Skills qualifications, centres must refer to *Appendix 2 – Functional Skills Reasonable Adjustments* for specific guidance on permitted arrangements and restrictions. These differ from general qualification adjustments and must be followed precisely.

Special Considerations

Special consideration may be applied after an assessment if a Learner was disadvantaged due to temporary illness, injury, or other unforeseen circumstances.

Steps for Approved Centres:

1. Submit a request by email to FutureQuals within two working days of the assessment.
2. Include the following in the email:
 - Learner's or Apprentice's name.
 - Qualification or EPA standard.
 - Nature of the special consideration.
 - Reason for the request.
 - Supporting evidence (e.g. medical certificate, police report, invigilator statement).

Requests will be reviewed within five working days.

The outcome of a special consideration request may include:

- Approval of the request with a post-assessment adjustment.
- Rejection due to insufficient or invalid evidence.
- Rejection if the request compromises the validity or reliability of the assessment.
- Recommendation to reschedule the assessment.
- Confirmation that the Learner or Apprentice must meet minimum achievement standards regardless of the consideration.

Review Date

This policy shall be reviewed periodically or updated should there be any changes to legislation, regulation or custom and practice.



Appendix 1 – Reasonable Adjustments Permissions Table

Key:

- Centre – Reasonable adjustment permitted at the discretion of the centre and FutureQuals notified.
- FUTUREQUALS – Apply to FutureQuals for permission

Please refer to separate section for Functional Skills Reasonable Adjustments

Reasonable adjustment	Permission: Assessments NOT taken under examination conditions	Permission: Assessments taken under examination conditions
Assessment material on coloured paper	Centre	Centre
Change in the organisation of assessment room	Centre	Centre
Extra time up to 25%	Centre	Centre
Use of bilingual a dictionary (hard copy version)	Centre	Centre
Use of coloured overlays, low vision aids, tinted spectacles, CCTV and OCR scanners	Centre	Centre
Assessment material in audio format	Centre	FUTUREQUALS
Assessment Material in enlarged format	Centre	FUTUREQUALS
Extra time more than 25%	Centre	FUTUREQUALS
Responses using electronic devices	Centre	FUTUREQUALS
Separate accommodation within the centre	Centre	FUTUREQUALS
Supervised rest breaks	Centre	FUTUREQUALS
Taking the assessment at an alternative venue	Centre	FUTUREQUALS
Use of assistive software	Centre	FUTUREQUALS
Use of ICT	Centre	FUTUREQUALS
Assessment material in Braille	FUTUREQUALS	FUTUREQUALS
Assessment material in BSL (British Sign Language)	FUTUREQUALS	FUTUREQUALS
BSL/English interpreter	FUTUREQUALS	FUTUREQUALS
Extra time up to 10% for Learners using a bilingual dictionary*	FUTUREQUALS	FUTUREQUALS
Language modified assessment material	FUTUREQUALS	FUTUREQUALS
Other	FUTUREQUALS	FUTUREQUALS
Practical assistant	FUTUREQUALS	FUTUREQUALS
Prompter	FUTUREQUALS	FUTUREQUALS
Reader	FUTUREQUALS	FUTUREQUALS
Remote assessment	FUTUREQUALS	FUTUREQUALS
Responses in Braille	FUTUREQUALS	FUTUREQUALS
Responses in BSL	FUTUREQUALS	FUTUREQUALS
Scribe	FUTUREQUALS	FUTUREQUALS
Transcriber	FUTUREQUALS	FUTUREQUALS

Appendix 2 - Functional Skills Qualifications Reasonable Adjustments

The following tables outline the reasonable adjustments that can be made for Functional Skills Qualifications. The Centre may grant the following adjustments, providing it advises FutureQuals using the form provided:

- Extra time up to 25%
- Use of bilingual and bilingual translation dictionaries
- Assessment material on coloured paper
- Change in the organisation of assessment room

In all other examples, as shown in the tables below, Centres must apply to FutureQuals for permission, if an adjustment is permitted.

Functional Skills English (Reading)

Access Arrangement	Permitted – Yes / No	Type of Assessment
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for all Learners .
Reader	No	
Computer reader	Yes	
Sign Language Interpreter	No	
Scribe	Yes	
Speech recognition technology	Yes	
Word processor	Yes	
Practical Assistant	Yes	
Modified question papers (including Braille)	Yes	
Models, visual/tactile aids, speaking scales	Yes	
External device to load personal settings	Yes	Permitted as a reasonable adjustment if this does not compromise the assessment or give the Learner any advantage not available to other Learners.

Functional Skills English - (Speaking, Listening and Communication)

Sign Language (i.e., BSL, SSE (Signed Supported English)) is permissible in the Speaking, Listening and Communication component, provided this is made accessible to all participants in the discussion.

It is recognised that BSL is a language and not a form of English. BSL is, however, permitted as an alternative to English for the assessment of Speaking, Listening and Communication where BSL is the Learner's normal way of communicating in the contexts described by the standards.

No other languages are permitted as alternatives to English. Similarly, access to augmentative speech equipment is permissible where it reflects the Learner's normal way of working.



As a last resort, Learners who are disabled under the terms of the Equality Legislation and have no accessible means of communication may request an exemption from the Speaking, Listening and Communication component.

Functional Skills English (Writing)

Access Arrangement	Permitted – Yes / No	Type of Assessment
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for all Learners .
Reader	Yes	
Computer reader	Yes	
Sign Language Interpreter	Yes	
Scribe	No	
Speech recognition technology	Yes	
Word processor	Yes	
Practical Assistant	Yes	
Modified question papers (including Braille)	Yes	
Models, visual/tactile aids, speaking scales	Yes	
External device to load personal settings	Yes	Permitted as a reasonable adjustment if this does not compromise the assessment or give the Learner any advantage not available to other Learners.

In Functional Skills Mathematics and Functional Skills ICT qualifications Learners can have access to all forms of equipment, software, and practical assistance, such as a reader or a scribe that reflect their normal way of working within the centre.

However, such adjustments must not affect the reliability or validity of assessment outcomes or give the Learner an assessment advantage over other Learners undertaking the same or similar assessments.



Functional Skills Mathematics

Access Arrangement	Permitted – Yes / No	Type of Assessment
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for all Learners .
Reader	Yes	
Computer reader	Yes	
Sign Language Interpreter	Yes	
Scribe	Yes	
Word processor	Yes	
Practical Assistant	Yes	
Modified question papers (including Braille)	Yes	
Models, visual/tactile aids, speaking scales	Yes	

Learners sitting Functional Skills qualifications alongside GCSE/GCE qualifications

If a Learner has been approved for an access arrangement via the Access arrangements online system for a GCSE or GCE qualification, FutureQuals will honour this approval for the Functional Skills qualifications.

However, the access arrangement must also be permitted for the Functional Skills qualification as outlined above. Evidence of approval must be made available to FutureQuals.

Additional information about Functional Skills access arrangements can be found within the Functional Skills criteria issued by Ofqual, and in the current JCQ (Joint Council for Qualifications) Access Arrangements and Reasonable Adjustments document.