A2A Qualifications
Turning Aspiration to Achievement

Reasonable Adjustments and Special Considerations Policy
and Fair Access Commitments
A2A Qualifications Limited

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Supersedes	A2A Training Reasonable Adjustment and Special Consideration Policy V7 (27 September 2025) and all earlier versions.
Applies to	A2A personnel, assessors and internal quality assurers; approved centres, training providers and employers; apprentices and learners; and any contracted third parties involved in assessment.

1. Purpose and scope

A2A Qualifications Limited ("A2A") is committed to fair, accessible assessment with no unnecessary barriers. This policy sets out how A2A makes reasonable adjustments for apprentices who would otherwise be at a substantial disadvantage, how it applies special consideration where a temporary event affects an assessment, and the fair access commitments A2A makes. The aim is to give every apprentice a fair opportunity to demonstrate what they know and can do, without compromising the integrity of the assessment.

It applies to all apprenticeship assessment and to any regulated qualification activity A2A delivers, across A2A's centre-assessed, partially centre-assessed and fully A2A-assessed delivery models. It applies to A2A personnel, assessors and internal quality assurers; approved centres, training providers and employers; apprentices and learners; and any contracted third parties involved in assessment.

2. Regulatory and policy context

A2A's assessment is governed first by the published **assessment plan** for each apprenticeship standard (the version relating to the apprentice's start date), and by **Ofqual's recognition requirements** in the General Conditions of Recognition and associated guidance — in particular Condition G6 (Arrangements for Reasonable Adjustments) and Condition G7 (Arrangements for Special Consideration). Reasonable adjustments for disabled people are also a legal entitlement under the Equality Act 2010.

Precedence. Where any A2A internal policy or procedure differs from the applicable assessment plan or Ofqual's requirements, the assessment plan and Ofqual's requirements take precedence. In

particular, an adjustment cannot be made where the assessment plan does not permit it, or where it would compromise a competence the standard requires the apprentice to demonstrate.

For context, the occupational standards and assessment plans are owned by Skills England (which took over the former IfATE's functions on 1 June 2025); A2A is listed on the Apprenticeship Provider and Assessment Register (APAR) and is subject to external quality assurance; and responsibility for apprenticeships policy moved to the Department for Work and Pensions in September 2025. A2A handles personal data under the UK GDPR and the Data Protection Act 2018.

3. Definitions

Reasonable adjustment – an action taken before an assessment to reduce the effect of a disability or difficulty that would otherwise place an apprentice at a substantial disadvantage, so that they can demonstrate the required knowledge, skills and behaviours. It must be based on the apprentice's normal way of working and on sufficient evidence of need, must not change what is being assessed, and must not give an unfair advantage.

Special consideration – consideration given after the event to an apprentice who has temporarily experienced illness, injury, or another event outside their control that has materially affected, or was reasonably likely to affect, their ability to take an assessment or to demonstrate their attainment.

Under the Equality Act 2010, a person has a disability if they have a physical or mental impairment that has a substantial (more than minor or trivial) and long-term adverse effect on their ability to carry out normal day-to-day activities. "Long-term" generally means the effect has lasted, or is likely to last, at least 12 months. Not every disabled apprentice needs an adjustment, and an apprentice need not meet this definition to be considered for one.

Part A — Reasonable Adjustments

4. Principles

- A reasonable adjustment removes or reduces a substantial disadvantage so that the apprentice has fair access to the assessment.
- It must not affect the validity or reliability of the assessment, or compromise any competence the standard requires the apprentice to demonstrate. Where it would, it cannot be made.
- It is based on the apprentice's normal way of working and on sufficient evidence of how the disability or difficulty affects their ability to demonstrate the required knowledge, skills and behaviours.
- It must not over-compensate or give an unfair advantage over other apprentices.
- The adjustments that are permitted are governed by the applicable assessment plan; some assessment methods limit what can be adjusted.

5. Examples of adjustments

Depending on the assessment method and what the standard requires, adjustments may include: extra time (normally 25%, reviewed on an individual basis); supervised rest breaks; a separate or low-distraction room; assistive technology or specialist equipment; materials in an accessible format, such

as Braille, large print, or different coloured paper or overlays; a reader or scribe; or a sign language interpreter. This list is not exhaustive, and whether any adjustment is permitted depends on the assessment plan and on not compromising the competence being assessed.

6. Evidence requirements

A2A will consider evidence such as: a SEN report; a letter from a speech and language therapist; a doctor's letter; a psychiatrist's or psychologist's report; a care plan; an Education, Health and Care Plan (EHCP); or evidence that another examination board has approved a similar adjustment (for example a GCSE board). This list is not exhaustive. All evidence must be dated, must relate to the apprentice from the age of at least 12, and must contain enough information to be authenticated if required. Training providers, employers or apprentices are encouraged to provide a supporting statement.

7. Applying for a reasonable adjustment

Applications are normally made by the training provider, employer or apprentice and must reach A2A at least 20 working days before the EPA or other assessment date, by email to info@a2aqualifications.co.uk, so that they can be approved in advance. Each application is reviewed individually — considering the robustness and fairness of the assessment, cost and availability, any impact on other apprentices, and how effective the adjustment is likely to be — using A2A's Reasonable Adjustments Matrix as a guide. Applications must be supported by evidence (see section 6) and are reviewed by the Responsible Officer or an internal quality assurer.

Where it needs to, A2A will seek further advice, obtaining the apprentice's written authority to share information where applicable. The outcome is confirmed in writing, usually to the training provider, within 10 working days of the request, with reasons where a request is declined. A declined decision is final unless additional evidence can be provided in time for the request to be processed before the assessment. A decision may be appealed under the Enquiries, Appeals and Complaints Policy.

Part B — Special Considerations

8. Principles and examples

Special consideration applies where a one-off event outside the apprentice's control — for example a temporary illness, an IT failure during a remote assessment, or a fire alarm — has negatively affected, or was reasonably likely to affect, their performance in an assessment. It is not a way to address a longer-term need, which is dealt with as a reasonable adjustment. Special consideration must not give an unfair advantage, and any outcome must reflect the apprentice's genuine achievement so that users of the certificate are not misled.

Applications must be made in writing, by email to info@a2aqualifications.co.uk, within 5 working days of the event. A2A will respond in writing within 20 working days; some complex requests may take longer, in which case A2A will respond as soon as possible.

9. Applying and outcomes

Applications are reviewed by the Director or Responsible Officer, using the review form in this policy. The applicant should give the reason, the apprentice's name, the assessor or IEPA name if known, the

date of the assessment, and any supporting evidence. Each application is considered on an individual basis.

Where an application is approved, the outcome may be that results are adjusted (normally to a maximum of 5% or one grade), or that part or all of the EPA is reassessed in line with the requirements of the assessment plan. Where a request is declined, the decision is final unless additional evidence can be provided in time for it to be processed before the EPA. A decision may be appealed under the Enquiries, Appeals and Complaints Policy.

General provisions

10. Decisions, recording and monitoring

Reasonable adjustment requests are decided by the Responsible Officer or an internal quality assurer; special consideration requests are decided by the Director or Responsible Officer. Decisions are made on the evidence and in line with the applicable assessment plan, Ofqual's requirements and A2A's Reasonable Adjustments Matrix; the named assessor remains the accountable decision-maker on the assessment outcome itself. All requests and decisions are recorded on a centre form and on A2A's assessment management system (Proficient or ACE360). A2A monitors how reasonable adjustments and special considerations are used, including by centres, so that they are applied properly and not misused, and so that no apprentice or group is unfairly advantaged or disadvantaged.

11. Fair Access Commitments

A2A is committed to fair access for all apprentices, irrespective of any protected characteristic, in information provision and in entry and access arrangements. A2A commits to the following.

Our commitment	How we intend to meet it
Fairness in applying all access arrangements for assessments	Follow procedure and policy equally for all.
Each approved assessment location has and implements fair access, where appropriate	Discuss specific, individual requirements with training providers and employers case by case. Most assessments are remote, and apprentices need suitable IT equipment.
All assessment and EPA staff are aware of, and adhere to, this policy	Staff induction requires all policies and procedures to be read.
Assessments are representative and contain no feature that unfairly disadvantages a protected characteristic, beyond what the EPA genuinely requires (any such requirement is stated and justified)	Questions written in plain English wherever possible. Questions answered incorrectly by many apprentices are reviewed; where more than 50% answer a question incorrectly, it may be rewritten or rephrased on review.
Monitoring for fairness — apprentices with a protected characteristic are neither advantaged nor disadvantaged, and accidental bias is detected and mitigated	Maintain equality and diversity information and a tracker; analyse against grades and scores; identify trends; and make amendments when needed.

Our commitment	How we intend to meet it
Standardisation so that grading is consistent and accurate, verified through internal quality assurance	Follow the Internal Quality Assurance Policy; provide initial training and standardisation. All independent end-point assessors must attend standardisation or will not be allocated work.
All EPA staff meet their fair access responsibilities and are trained in equality and diversity	Induction in policies and procedures, plus internal quality assurance of work. Staff must hold equality and diversity training certification, or complete online training before any EPA.

12. Records, confidentiality and data protection

Requests under this policy involve special-category personal data, including information about health and disability. A2A collects only what is necessary, holds it securely for the required retention period, and handles it under the UK GDPR and the Data Protection Act 2018. Such data is processed only where an appropriate lawful basis under UK GDPR Article 9 applies, and is referred internally for data protection sign-off. A2A will seek the apprentice's written permission before passing information to a third party where applicable, and shares information only with those who need it to make or implement a decision, and with regulators where required. See the Data Protection / Privacy Policy.

13. Related documents

- Enquiries, Appeals and Complaints Policy (A2A-EAC-POL-001)
- Malpractice, Maladministration and Sanctions Policy (A2A-MMS-POL-002)
- Conflict of Interest and Whistleblowing Policy (A2A-CIW-POL-003)
- Centre Assessment Standards Scrutiny (CASS) Policy
- Data Protection / Privacy Policy
- Equality, Diversity and Inclusion / Fair Access Policy
- A2A Reasonable Adjustments Matrix

14. Application and review forms

Completed application and review forms must be recorded on A2A's assessment management system (Proficient or ACE360).

Application for reasonable adjustment or special consideration

Apprentice / student name	
Applicant name and relationship to apprentice / student	
Provider name	
Date of application	
Date of assessment or EPA	
Request type (reasonable adjustment	

or special consideration)	
Outcome you would like as a result of this application	
Evidence submitted to support the application	
Any other details in support of your application	

Review of reasonable adjustment or special consideration

Student / apprentice name	
Applicant name and relationship to student / apprentice	
Provider name	
Date of application	
Date of assessment / EPA	
Request type (reasonable adjustment or special consideration)	
Review of evidence submitted to support the application	
Notes and outcome	
Date and name of reviewer	

15. Version history

Version	Date	Owner	Summary of change
1.0	10 June 2026	Director	Rebuilt from A2A Training V7 (27 September 2025) into A2A Qualifications house style. Aligned to Ofqual Conditions G6 and G7 and the Equality Act 2010; legacy training-provider references removed. Retains V7 timescales, evidence requirements, the Reasonable Adjustments Matrix, Fair Access Commitments and the application and review forms. Updated contact details, recording systems (Proficient or ACE360) and data-protection wording.