

CMI Awarding Body

Apprenticeship Assessment Reasonable
Adjustment and Special Consideration Policy

v5

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AB/POL/0036 - November 2025 - V5

History

Date	Amendments Made
03/09/2025	Review of document and inclusion/amendments to the reporting process to include CPC actions.
27/11/2024	Pg 2 Introduction - Text added: All Reasonable Adjustments and Special Consideration decisions are subject to CMI EPA Quality Assurance. Pg 2 - Reference to Ofqual Conditions of Recognition and Legislation added
20/03/2024	Thorough review and update of the whole document. Amendments made as follows: Some initial capitals changed and abbreviations for End Point Assessment, EPA, training provider, apprentice and employer as well as for special considerations and reasonable adjustments for consistency but no change to context.
20/07/2023	Review and amendments made in line with updated guidance from IfATE
22/02/2023	Change of special consideration application procedure and additional information on types of special consideration that may be applied. Policy renamed as Reasonable Adjustments and Special Consideration Policy New application process and webform to apply for adjustments implemented

11/03/2022	Thorough review and update of the whole document. Amendments made in line with updates in Ofqual General Conditions of Recognition, JCQ Access Arrangements, Reasonable Adjustments and Special Consideration
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Intended Audience

- CMI Centres
- Employers
- CMI staff and associated third parties

All of CMI's policies are published on the [CMI Policies Webpage](#)

Purpose

Apprenticeship Assessment) should be a fair assessment of an Apprentice's knowledge, skills and behaviours, therefore in line with legal and regulatory requirements, this policy outlines the criteria and process for making reasonable adjustments and for special considerations in relation to the apprenticeship assessment for all apprenticeship standards that CMI is recognised to provide.

There are two ways in which access to fair assessment can be maintained:

- Reasonable adjustments – defined as any action that helps reduce the effect of a disability that places the Apprentice at a substantial disadvantage in the assessment situation. Agreed before the assessment takes place to enable the Apprentice to demonstrate their knowledge, skills and behaviours; or
- Special considerations – can be applied during the assessment period (or post assessment) if there is a reason the Apprentice may have been disadvantaged during the assessment period by an event outside of their control. This also includes requests for any extension to assessment deadlines where there are extenuating circumstances. In some cases, for example, Apprentice redundancy, special considerations might apply immediately in advance of the Apprentice reaching Gateway (if appropriate).

Reasonable adjustments and/or special considerations should not give the Apprentice an unfair advantage. The Apprentice's result must reflect their achievement in the assessment and not necessarily their potential ability. Adjustments must not affect the integrity of the assessment.

The provision for reasonable adjustments and/or special consideration arrangements is made to ensure that the Apprentice receives recognition of their achievement, so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessments easier for the Apprentice, nor are they to give the Apprentice a head start.

All Apprentices, regardless of their reasonable adjustment or special consideration, must still meet the minimum requirements to achieve their apprenticeship.

All Reasonable Adjustments and Special Consideration decisions are subject to CMI Apprenticeship Assessment Quality Assurance.

Regulatory Requirements This policy meets the regulatory requirements set out by the Ofqual - General Conditions of Recognition.

Regulatory Requirements

This policy meets the regulatory requirements set out by our regulators: Ofqual. [Ofqual - Conditions of Recognition](#)

Regulator or Relevant Regulatory Body	Reference Details	Legislation/Regulatory Reference
Ofqual	General Conditions of Recognition	Principle 2: Condition A5.2 Condition B2.2 Condition C1.2 Condition G8 Condition H6.1 Condition I4.3 Condition I5.1 Condition J1.2

Definition of Reasonable Adjustments

Awarding Organisations, CMI Centre's, and employers are required by law to do what is 'reasonable' to ensure that Apprentices have fair access to assessment and must ensure that their approach is

collaborative. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

An adjustment will not be approved if it:

- may create a serious loss of validity or independence within the assessment process
- may constitute a serious safety hazard

Each assessment will be subject to some variance due to job role, employment context and Apprentice support needs, and should be adapted as necessary. The support needed for a particular person will be unique to that individual, and may not be listed as a need in the relevant category in the disability grouping framework, so flexibility is required. It is also important to remember that appropriate adjustments are likely to be a continuation of the additional support that the Apprentice has received during their apprenticeship.

The outcome produced by the Apprentice must at all times:

- meet the requirements of the occupational standard regardless of the process or methods used
- be as rigorously assessed as outcomes generated by other Apprentices
- be assessable
- be a valid measure of occupational competence
- be able to be moderated or verified

Skills England provides guidance on reasonable adjustments for EPA. [This matrix](#) should be used to determine and apply for reasonable adjustments.

Generally, impairments that require reasonable adjustments have to meet the statutory requirements set out in Section 6 and Schedule 1 of the Equality Act 2010 and associated regulations. The Equality Act 2010 definition of disability is usually considered cumulatively in terms of:

- identifying a physical or mental impairment
- looking into Adverse Effects and assessing which are Substantial
- considering if Substantial Adverse Effects are long-term
- judging the impact of long-term Adverse Effects on normal day-to-day activities

Statutory guidance on the Equality Act 2010 definition of disability has been produced by the Office for Disability Issues (within the Department for Work and Pensions) to help better understand and apply this definition <https://www.gov.uk/government/publications/equality-act-guidance>

The clear starting point in the statutory guidance is that disability means 'limitations going beyond the normal differences in ability which may exist among people'. 'Substantial' means 'more than minor or trivial'. Substantial Adverse Effects can be determined by looking at the effects on a person with the impairment, and comparing those to a person without the impairment, to judge if the difference between the two is more than minor or trivial.

'Long term' means the impairment has existed for at least 12 months or is likely to do so. 'Normal day to day activities' could be determined by reference to the illustrative, non-exhaustive list of factors in pages 47 to 51 of the statutory guidance relating to the Equality Act 2010. (Study and education-related activities are included in the meaning of 'day to day' activities.)

The guidance from the Office for Disability Issues referred to above illustrates the factors which might reasonably be regarded as having a Substantial Adverse Effect on normal day to day activities. Factors that might reasonably be expected not to have a Substantial Adverse Effect are also provided. Factors that might reasonably be expected to have a Substantial Adverse Effect include:

- persistent and significant difficulty in reading and understanding written material where this is in the person's native language, for example, because of a mental impairment, a learning difficulty or a sensory or multisensory impairment
- persistent distractibility or difficulty concentrating
- difficulty understanding or following simple verbal instructions
- physical impairment – for example, difficulty operating a computer because of physical restrictions in using a keyboard

Factors that might reasonably be expected not to have a Substantial Adverse Effect include:

- minor problems with writing or spelling
- inability to read very small or indistinct print without the aid of a magnifying glass
- inability to converse orally in a language which is not the speaker's native spoken language

Although many adjustment requests may be covered under the Equality Act 2010, Training Providers may also apply for an adjustment where a Learner may be unfairly disadvantaged due to temporary illness or injury. The application process remains the same in these circumstances.

Definition of Special Considerations

Special considerations can be applied either immediately prior, during or after an assessment, only if there is a reason the Apprentice may have been disadvantaged during the EPA period due to an event outside of their control. Annual leave and work-related pressures are not normally considered reasons to apply.

Reasons for special considerations could be, but are not limited to:

- temporary illness
- injury
- redundancy
- bereavement
- any circumstances that may adversely affect the Apprentice's performance during the EPA period

Special considerations also apply to Apprentices who have moved past Gateway (if appropriate) into the assessment period and need to apply for an extension to an assessment deadline.

Types of special consideration applied may include, but are not limited to:

- an adjustment to an Apprentice's grade for an Apprentice whose performance in the assessment has been affected; grade adjustments may be applied to an individual element or to the overall grade dependent on individual circumstances
- an adjustment to the arrangements for accessing an assessment for an Apprentice who has been adversely affected by injury, illness or other circumstances outside of their control
- extension to a deadline within the Gateway period if the Apprentice has been adversely affected by extenuating circumstances outside their control.

Note: annual leave and work pressures/arrangements are not normally considered as extenuating circumstances

Please note that approval of any special consideration that requires the postponement or cancellation of a live assessment activity will void the cancellation fees.

How to Request a Reasonable Adjustment or Special Consideration

CMI Centres

Reasonable Adjustment

The CMI Centre or employer should liaise with the Apprentice to identify any reasonable adjustment requirements that they may have as soon as possible after starting their apprenticeship.

The CMI Centre must complete the CMI Partner Connect (CPC) Reasonable Adjustments, Special Consideration, Extensions Application form a minimum of 20 working days prior to the Gateway documentation being submitted or the live assessment being booked, whichever comes first. The application form should clearly detail the adjustments that are being requested and the reasons why. A link to the evidence of the difficulty/disability will be required to support the application, along with evidence of any existing adjustments or additional support provided by the employer or CMI Centre.

For Data Protection purposes - please provide the supporting documents within CPC or upload to CMIAssess; DO NOT email CMI directly with these documents.

Special Considerations

Requests for special considerations should be submitted as soon as possible after the circumstance is identified. The CMI Centre must complete the CMI Partner Connect (CPC) Reasonable Adjustments, Special Consideration, Extensions Application form and submit this as soon as possible, but at the latest within 5 working days of the final element of the assessment being completed.

Each request will be considered individually based on the circumstances. A response will be provided within 20 working days after receipt of the correctly completed request. All special consideration decisions will be recorded and monitored.

Extension Requests

Special considerations also apply to Apprentices who have moved past Gateway (if appropriate) into the assessment period and need to apply for an extension to an assessment deadline using the CPC Reasonable Adjustments, Special Consideration, Extensions Application form.

Each request will be considered individually based on the circumstances. A decision will be provided within 20 working days after receipt of the request. All extension decisions will be recorded and monitored.

Timescales

<p>Reasonable Adjustments</p>	<p>CMI Centres, are required to submit reasonable adjustment requests a minimum of 20 working days in advance of Gateway or the live assessment being booked, whichever comes first by completing the CMI Partner Connect (CPC) Reasonable Adjustments, Special Consideration, Extensions Application form and providing a link to the required documentation to support the application. Any requests submitted outside of this timeframe may not be approved, or CMI may not be able to meet the requirements for planned assessment dates.</p> <p>Once a request for a reasonable adjustment is received and evidence has been reviewed, CMI will provide a response within 20 working days. Reasonable adjustments will not be approved until sufficient evidence is provided.</p>
<p>Special Considerations</p>	<p>To request a special consideration you should complete the CMI Partner Connect (CPC) Reasonable Adjustments, Special Consideration, Extensions Application form as soon as possible after the circumstance is identified, but at the latest within 5 working days after the completion of the final element of the EPA for that Apprentice. CMI Centres, employers and Apprentices all have the right to request an application for a special consideration, however, it must be the CMI Centre that submits the CMI Partner Connect (CPC) Reasonable Adjustments, Special Consideration, Extensions Application form.</p> <p>Once a request for a special consideration is received and evidence has been reviewed, CMI will provide a response within 20 working days. Special considerations will not be approved until sufficient evidence is provided (if appropriate).</p> <p>If the request is for an extension to an EPA deadline, CMI will review the request and respond within 20 working days of it being received.</p>

Appeals

If a CMI Centre or employer remains dissatisfied following the outcome of a request that has been submitted, they may submit an appeal in line with our Apprenticeship Assessment Enquiries and Appeals Policy.

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Monitoring and Review

This policy will be reviewed in line with CMI's Document Control Policy.