



# **ACCESS TO ASSESSMENTS**

Arrangements for Candidates Needing Reasonable Adjustments,  
Special Consideration and/or Extenuating Circumstances  
in the Assessment Process

**Reviewed: 28 October 2024**

## Principles

### 1. Introduction

In carrying out assessments, PIABC Limited's policy is to give all candidates equal opportunity to demonstrate attainment and to provide candidates with disabilities, learning difficulties and other problems the same access to assessment as other candidates.

The principles of the policy are that:

- Special assessment arrangements do not give unfair advantage over other candidates.
- Arrangements are determined according to the particular disability or learning difficulty.
- Users of certificates are not misled about candidate attainment.

In order to maintain these aims PIABC Limited maintains contacts with professional bodies interested in the occupational and educational opportunities for people with disabilities and learning difficulties. Arrangements are regularly reviewed and take account of feedback from these bodies and from centres and candidates.

PIABC Limited's vocational courses and awards are developed to the National Occupational Standards (NOS) established by the Sector Skills Council (SSC's), or levels of attainment specified by statutory organisations or special advisory groups. Assessments are designed to measure only the skills, knowledge and understanding, which are expressly, stated in the course/award documents. PIABC Limited carries out the assessment practice and procedures to ensure the required standards are met but will not undertake to alter these standards without consulting the relevant organisation as this would undermine the credibility of the awards. Issues relating to the standards therefore need to be referred to the appropriate responsible body.

### 2. Variation of assessment arrangements

Assessment arrangements maybe varied however, where the standards permit, for candidates with particular requirements. These requirements may take the form of reasonable adjustments for candidates whose needs are covered by The Equality Act 2010 or special consideration for those whose needs result from temporary disability or indisposition such as short-term illness.

The nature of any special arrangements depends largely upon the course/award being followed and the assessment strategy employed.

#### 2.1 Scheduled examinations

Arrangements concerning scheduled fixed date examinations must be agreed directly with PIABC Limited, according to the procedures set out in this document.

#### 2.2 Verified assessment

Arrangements concerning locally organised and other non-scheduled assessments must be agreed between the Centre and the Awarding Bodies external quality assurer/moderator in accordance with the course/award documents under the general responsibility of PIABC Limited.

## Reasonable Adjustments

Please read these guidelines before completing form “*Ext.ec/49 Application for Reasonable Adjustments*”, which is at the end of this document. The form is available from your Centre or the PIABC Limited team ([piabc@iom3.org](mailto:piabc@iom3.org)).

### 3. Categories of need

In general, variation in assessment arrangements may be needed for:

- physical disability
- visual impairment
- hearing impairment
- specific learning difficulty
- medical conditions
- use of English as a second language.

#### 3.1 Physical impairment permanent or temporary

In cases of physical impairment resulting from, for instance, spina bifida, paraplegia or temporary incapacities arrangements may include a writer, interpreter, extra time allowance for the candidate (normally 25%) and mechanical/electronic aids.

#### 3.2 Visual impairment

Arrangements may include the services of a writer and/or a reader, tapes, question papers produced in large print, Braille or Moon in an electronic format or raised text. Extra time allowance (normally 25%) and the use of mechanical/electronic equipment by the candidate (such as computers with magnifiers, JAWS or Braille displays).

#### 3.3 Hearing impairment

Arrangements may include the use of a communicator/interpreter, extra time allowance (normally 25%) and the use of mechanical/electronic aids by the candidate. In addition, candidates whose hearing loss results in a possible linguistic disability may be provided with question papers with appropriate modified wording, as recommended by a specialist teacher of the deaf.

#### 3.4 Learning difficulties

In the case of candidates with specific learning difficulties of a dyslexic or similar nature, arrangements may include a writer and/or a reader, extra time allowance (normally 25%), tapes and typescripts of answers.

Arrangements for candidates with other learning difficulties may include a writer and/or a reader, extra time allowance (normally 25%) and other audio/visual aids as appropriate to the needs of the individual.

#### 3.5 Medical conditions

In cases of candidates with medical conditions such as epilepsy, diabetes and respiratory disorders individual cases will be considered on their merits.

In cases where candidates require hospitalisation or confinement to home, arrangements can normally be made for an assessment to be made in hospital or at home.

### 3.6 Bi-lingual dictionaries and translators

Translators/interpreters are not allowed for candidates whose first language is not English. However, bi-lingual dictionaries may be allowed with extra time allocation (normally 25%) permitted. Electronic bi-lingual dictionaries or translators may not be used.

3.7 Please contact PIABC Limited with specific requests that do not fit into the categories above.

## 4. Applying for reasonable adjustments

### Scheduled examinations

4.1 For assessments at Level 3 and above centres must write to PIABC Limited to request concessions at least two months before the assessment. Concessions will be limited by syllabus and assessment requirements and supporting evidence will be required. A copy of medical or professional evidence must be sent with the initial application.

4.2 In the case of specific learning difficulties such as dyslexia at Level 3 and above, the use of readers/writers will only be approved on the basis of a psychologist's report, which includes a recommendation on the use of readers/writers. In these circumstances the relevant certificates on unit credit will be endorsed to indicate the assistance of readers/writers.

### Verified assessment

4.3 Arrangements must be agreed locally with the External Quality Assurer (EQA)/Moderator, according to the guidance provided in this document. Centre's need to complete form Ext.ec/49 and send a copy to their EQA as soon as candidates register with PIABC Limited.

## 5. Special requirements

Applications for question papers/assessment logs in the following alternative formats:

- Electronic Text
- Large Print (on application please state font and size required)
- Braille/Moon
- Raised Text
- Audio Tape

Applications for question papers/assessment logs in alternative formats should be made to PIABC Limited at least two months before the exam or when the candidate is registered.

## 6. Recording

All candidates needing reasonable adjustments must be identified on the entry form, using one of the category codes (see 8 below) entered in the candidate category box.

This form must accompany all completed assessed materials.

## 7. Local evidence

Centres must establish individual candidate's needs in good time and in the event of an Awarding Body audit, be confident that the syllabus and assessment requirements have been met. Medical or professional evidence is necessary at all levels and must be retained at the centre as either originals or authenticated (i.e. signed following the submission of the original) copies.

## 8. Entry category codes for candidates with particular requirements

### Category Description

01	Reader and writer - hearing impairment
02	Reader and writer - learning difficulties
03	Reader and writer - physical impairment permanent or temporary
04	Reader and writer – visual impairment
05	Reader – hearing impairment
06	Reader – learning difficulties
07	Reader – physical impairment permanent or temporary
08	Reader – visual impairment
09	Second language (use of non-technical language dictionary)
10	Extra time only – hearing impairment (25%)
11	Extra time only – learning difficulties (25%)
12	Extra time only – physical impairment permanent or temporary (25%)
13	Extra time only – visual impairment (25%)
14	Extra time only – English as a second language (25%)
15	Writer – hearing impairment
16	Writer – learning difficulties
17	Writer – physical impairment permanent or temporary
18	Writer – visual impairment

Note: Reader and writer above covers any communication medium to or from the candidate including use of magnification, overwrite facilities, signers, tape recorders and word processors.

## Extenuating Circumstances

Fees are non-refundable other than for certified sickness or other reason considered acceptable by PIABC Limited. Candidates must advise PIABC Limited using the form “*Ext.ec/38 Application for Special Consideration/Extenuating Circumstances in Examinations/Assessments*” (which is at the end of this document) no later than 14 days after the date of the Examination. The form is available from your Centre or the PIABC Limited team (piabc@iom3.org). Failure to notify PIABC Limited will result in forfeit of examination/re-sit fee.

### Categories of need

The reasons for extenuating circumstances that PIABC Limited may consider to be serious include:

- The death or critical illness of a dependant or close relative (evidence such as medical certificate or death certificate is required).

- A severely debilitating illness during most of the revision period or the examination (medical evidence is required).
- An unexpected medical condition (evidence is required).
- If a candidate becomes ill during the examination this should be detailed on the returning Invigilators Report supplied with examination papers.

Circumstances that are **not** considered serious include:

- A planned house move
- Pressure of work
- Normal pregnancy

### **Special Consideration**

Please read these guidelines before completing “*Ext.ec/38 Application for Special Consideration/Extenuating Circumstances in Examinations/Assessments*”. The form is available from your Centre or the PIABC Limited team (piabc@iom3.org).

#### Application

Those candidates applying for special consideration should complete the Ext.ec/38 form and add any supplementary evidence. Forms should be returned to your centre no later than 14 days after the examination/assessment.

Form Ext.ec/38 should be used only to report special or extenuating circumstances that may have an adverse effect on your examination or other assessment.

Special considerations are for those whose needs result from disruption at time of the examination caused by:

- a) Fire alarm, excessive external noise, evacuation etc
- b) Recent emotional trauma (i.e. car crash on way to assessment, death of a relative).
- c) Temporary disability or indisposition such as short-term illness.

It is anticipated that most applications for special consideration will relate to candidates sitting scheduled examinations as the greater flexibility in the submission of assignments or in carrying out in-house assessment, lessen the impact of such problems.

All applications for Extenuating Circumstances/Special Considerations will be considered by the relevant Assessment Board and a decision made. That decision will either be that the Extenuating Circumstances/Special Considerations are accepted, and the marks adjusted by an agreed amount or they are rejected.

### **Issue of Aegrotats**

Issue of aegrotats: Following discussion with the PIABC Board and the Assessment Boards it has been agreed that PIABC Limited will not allow the issue of aegrotats for any of its qualifications.

## Information for Centres

When candidates complete and submit either form Ext.ec/38 or Ext.ec/49, documentary evidence must be supplied. Special circumstances which are not supported by documentary evidence may not be considered. If evidence is not immediately available, please explain this on the form and send the evidence as soon as possible.

## Appeals

A candidate wishing to appeal against PIABC Limited decision in respect to access arrangements and special consideration should contact the Head of PIABC in writing.

## Appeals Process

**Stage 1 Appeal:** This will involve a review of the case by a senior member of PIABC Limited's staff who has had no previous involvement in the case.

The Stage 1 Appeal request must be made in writing to the Head of PIABC within 20 days of you being informed PIABC Limited's decision not to allow Reasonable Adjustment or Special Consideration.

The receipt of the request will be acknowledged within 5 working days of receipt by PIABC Limited. The outcome of Stage 1 will be reported in writing within 10 working days of your request.

**Stage 2 Appeal:** If you remain unhappy after Stage 1, then you may write to the Head of PIABC to request a Stage 2 Appeal. Again, this should arrive within 20 days of you being notified of the outcome of the Stage 1 Appeal. The receipt of your request will be acknowledged within 5 working days of PIABC Limited having received it.

This Stage Appeal involves a hearing of the case of a panel convened by PIABC Limited. This independent panel should be convened within 28 days of the receipt of the request. You will be notified in writing of the outcome of the appeal hearing within 5 working days of the hearing.

The panel has the powers to direct PIABC Limited to reconsider a case and may offer recommendations.

The outcome of a Stage 2 Appeal is final.

PIABC will charge an administrative fee for appeal(s). The fee(s) will be refunded if the appeal(s) are upheld. Details of fees for these services can be found on PIABC Limited's "*Fees and Price List*" available from either your Centre or PIABC Limited.



## Application for Candidates Requiring Reasonable Adjustments in PIABC Limited Examinations/Assessments

This form must be completed by the Centre Co-ordinator for each candidate who requires additional time or other support to complete an examination/assessment approved by PIABC Limited.

It should be attached and submitted as follows:

- In the case of a multiple-choice examination or written examination attach it to the candidate's work and return it to PIABC Limited.
- In the case of a centre administered assessment attach this form to the evidence for inspection by the External Quality Assurer (EQA).
- In the case of a PIABC Limited assessed assignment, attach it to the candidate's assignment.

This form requires completion by:

- The Centre Co-ordinator of the centre at which the candidate took the assessment.
- The Marker/Examiner/EQA of the answer book/assignment/project/submitted work, as appropriate.

Centre number		Centre name		
Qualification details:				
Reason for support provided:				
Type of support provided: (e.g. – extra time, reader, writer, Braille, bi-lingual non-technical dictionary, word processor, overwrite, sign language/hearing learning physical/visual impairment)				
Enrolment number	Name	Candidate Category Code	Standard Time	Extra Time
Candidate number	Male/Female			

**Invigilators comments (if any)**

Signature..... Date.....  
Invigilator

**Centre Co-ordinator**

I certify that the above information is correct.

Signature..... Date .....

**To the marker/examiner/external quality assurer/moderator**

The answer book/assignment/submitted work (as appropriate) has been submitted by the candidate shown above. I would be grateful if you would mark the work, and enter the candidates mark in the normal manner.

Any comment you may wish to make regarding this candidate's performance and the support provided should be made below and this letter returned DIRECT to PIABC Limited with the assessed materials or other evidence.

**Comments on candidate's performance**  
(If necessary, continue on a separate sheet)

Signature..... Date.....  
Marker/Examiner/External Quality Assurer

PIABC Limited, The Boilerhouse, Caunt Road, Grantham, NG31 7FZ  
Tel: +44 (0)1476 513884  
Email: [piabc@iom3.org](mailto:piabc@iom3.org)



## SPECIAL CONSIDERATIONS/EXTENUATING CIRCUMSTANCES IN EXAMINATIONS/ASSESSMENT

This form should be completed by a candidate in accordance with information contained in “Access to Assessments: Arrangements for Candidates Needing Reasonable Adjustments, Special Consideration and/or Extenuating Circumstances in the Assessment Process”.

- You need to inform PIABC Limited if you have a **serious** extenuating circumstance requiring special consideration which occurs in the three weeks up to and including the date of the examination or other assessment that may adversely affect your performance.
- Forms should be returned no later than 14 days after the examination/ assessment to your centre.
- Give brief information about how your performance has been affected.
- **Please supply appropriate documentary evidence (e.g. medical certificate).**

Name:		Candidate No:	
Centre:			
Examination/Assessment:		Date of examination or assessment:	
The extenuating circumstances that adversely affected my examination/assessment performance were:			
If necessary, continue on a separate sheet			
Details of documentary evidence attached:			
I wish the above information to be made available to the Examination and Assessment Board			
Signature:		Date:	

**Candidate:** This form should be returned to your study centre no later than 14 days after the examination/assessment has taken place

**Centre:** Return this form as soon as possible to:

PIABC Limited, The Boilerhouse, Caunt Road, Grantham, NG31 7FZ

Tel: +44 (0)1476 513884

Email: [piabc@iom3.org](mailto:piabc@iom3.org)