

# REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS POLICY

This document sets out the policy of Propertymark Qualifications for individual (distance learning) candidates who have additional or special requirements and are sitting Propertymark Qualifications' examinations.

There are two ways Propertymark Qualifications can maintain access to fair assessment. These are through reasonable adjustments which are agreed prior to examinations taking place and special considerations which are applied post examination.

Candidates sitting examinations within teaching or training centres should refer to their centre contact.

## **1. Definitions of Reasonable Adjustments and Special Considerations**

### **1.1 Definition of reasonable adjustments**

Propertymark Qualifications understands that candidates with special educational needs, disabilities or injuries may require reasonable adjustments when sitting examinations. Propertymark Qualifications is committed to ensuring that candidates are not at a substantial disadvantage compared to those who do not require reasonable adjustments.

Reasonable adjustments offered may include, but are not limited to:

- the provision of special equipment;
- the provision of a reader;
- a separate room;
- extra time allowance; and/or
- ensuring accessibility to examination venues.

An adjustment will be considered reasonable, dependent on several factors which include, but are not limited to:

- the needs of the candidate;
- the effectiveness of the adjustment;
- the likely impact of the adjustment to the candidate and others; and
- the cost of the adjustment.

Reasonable adjustments must not affect the integrity of what is being assessed.

## 1.2 Definition of special considerations

Special considerations are applied post assessment, only where there is a reason the candidate has been disadvantaged during their examination.

Reasons for special consideration may include, but are not limited to:

- temporary illness or injury;
- death or serious illness of close relative or partner
- adverse circumstances at the test centre (this must be reported to the test centre at the time of the exam); or
- other events outside of the candidate's control.

Special considerations must not give the candidate an unfair advantage.

Dependent on the type of assessment, special consideration may result in a small post-assessment adjustment to the mark of the candidate. The size of the adjustment will depend on the circumstances/difficulties the candidate faced during the assessment. However, it may be more appropriate to offer the candidate an opportunity to retake the assessment at a later date.

## 2. Submitting a Request

### 2.1 Submitting a reasonable adjustment request

Candidates should state that they require adjustments when they register for a qualification. If the candidate is already registered, then they must email Propertymark Qualifications ([qualifications@propertymark.co.uk](mailto:qualifications@propertymark.co.uk)) with the following information at least four weeks prior to examination sittings:

- full name;
- candidate number (if known);
- date of birth;
- title of the qualification they will be undertaking; and
- required adjustments.

Propertymark Qualifications will issue a **Reasonable Adjustments Form** for the candidate to complete and submit alongside evidence to support the request. If evidence is not provided, the request will not be considered. Appropriate supporting evidence can be found under point 3.1 of this policy.

Reasonable adjustments must be applied prior to any examinations being booked or taken. Once examinations have been sat then Reasonable Adjustments do not apply. Please see Special Considerations.

## 2.2 Submitting a special consideration request

Candidates should email Propertymark Qualifications ([qualifications@propertymark.co.uk](mailto:qualifications@propertymark.co.uk)) with the following information no later than 5 working days after the examination:

- full name;
- candidate number (if known);
- date of birth;
- date and title of the examination;
- reason for the request; and
- name of the test centre if the request relates to adverse circumstances at the test centre.

Propertymark Qualifications will issue a **Special Considerations Form** to the candidate for them to complete and submit alongside evidence to support the request. If evidence is not provided, the request will not be considered. Appropriate supporting evidence can be found under point 3.2 of this policy.

## 3. Supporting Evidence

### 3.1 Evidence for reasonable adjustments

Any request for reasonable adjustments must be accompanied by supporting evidence from an independent third party, for example a GP or specialist, particularly commenting on the candidate's ability to sit examinations, any difficulties they may encounter and recommending adjustments. Each request will be considered individually, taking into account the candidate's needs and requirements.

### 3.2 Evidence for special considerations

Any request for special consideration must be accompanied by supporting evidence from an independent third party. Examples of acceptable evidence include:

- professional medical letter or report detailing the illness and how this has affected the candidate;
- death certificate; or
- other evidence that may be requested by Propertymark Qualifications in relation to the request.

## 4. Responding to a Request

Propertymark Qualifications will acknowledge receipt of the request within three working days. A detailed response with an outcome will follow within 10 working days after all required evidence has been submitted to Propertymark Qualifications.

## 5. Outcome of a Request

Propertymark Qualifications may ask for further evidence to help support the request. This evidence must be submitted within 10 working days.

If Propertymark Qualifications find the request to be reasonable and the evidence submitted to be sufficient, the request will be granted.

If Propertymark Qualifications do not find the request to be reasonable and/or the evidence submitted to be insufficient, the request will not be granted.