

REASONABLE ADJUSTMENTS POLICY

PMQ Regulated Qualifications

Purpose

1. PMQ recognises that reasonable adjustments allow learners to show what they know and can do without changing the validity or demands of the assessment. The Reasonable Adjustments Policy sets out PMQ's policy position in relation to the provision of reasonable adjustments.
2. This policy should be read in conjunction with the associated Reasonable Adjustments Procedure – PMQ Regulated Qualifications.

Scope

3. This policy applies to PMQ learners, training providers, training provider staff and associated contractors, PMQ staff and contractors involved in the assessment and/or delivery of PMQ regulated qualifications.

Definitions

4. The term 'learners' in the context of this policy includes all individuals studying for the regulated qualifications listed in Appendix 1.
5. The term 'assessment' in the context of this policy includes assessments taken towards PMQ regulated qualifications, for example, external examinations, Professional Skills assessments, online examinations and internal assessments.
6. Reasonable adjustments are offered within the scope of the Equality Act 2010. The Act requires awarding organisations to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.
7. The Act defines someone with disabilities as having 'a mental or physical impairment which is long-term and has a substantial adverse effect upon day-to-day activities'. Disabilities considered for reasonable adjustments include but are not limited to: mobility issues; sensory impairments; learning difficulties such as dyslexia, Asperger's syndrome and autism; long-term conditions such as multiple sclerosis and MND.
8. Reasonable adjustments alleviate or remove the effect of a disability, which places a learner at a substantial disadvantage, to enable them to demonstrate their knowledge, skills and understanding to the levels of attainment required by the relevant specification.

Key Principles

9. The Equality Act 2010 requires adjustments to be 'reasonable' for learners in terms of giving access to the assessment, and to awarding organisations in terms of costs. PMQ will also consider the safety, practicality and effectiveness of the reasonable adjustments.
10. Reasonable adjustments allow learners to demonstrate their attainment without affecting or circumventing the assessment requirements. They may involve but are not limited to:

- changing standard assessment arrangements, for example, allowing extra time to complete the assessment;
 - modifications to the presentation of assessment materials, for example enlarged font;
 - providing access facilitators during the assessment, such as a prompter or reader.
11. Reasonable adjustments are agreed before an assessment takes place, allowing learners to be fairly assessed.
 12. The use of reasonable adjustments will not be taken into consideration in the marking of a learner's assessment responses.
 13. Reasonable adjustments should not give a learner an unfair advantage, neither should they mislead stakeholders regarding a learner's achievements.

Eligibility for Reasonable Adjustments

14. Learners will be eligible for reasonable adjustments if their performance during an assessment is likely to be substantially affected by a disability, as defined under the Equality Act 2010.
15. Some learners with disabilities may not need reasonable adjustments for assessments. Learners may have developed coping mechanisms which minimise or remove the need for adjustments.
16. Learners will only be eligible for reasonable adjustments if valid supporting evidence accompanies the application in accordance with the requirements set out below.
17. Learners with an Education, Health and Care plan or a Statement of Special Educational Need do not automatically qualify for reasonable adjustments. The demands of the assessment are taken into account. The reasons for the statement may have only limited effect on achievement in the assessment.

Supporting Evidence

18. Supporting evidence, which is current, sufficient, valid and reliable, from an appropriately qualified professional, must accompany all requests for reasonable adjustments. The evidence must set out the reasonable adjustments required to reduce the barrier to the assessment.

Decision Making

19. PMQ decides the reasonable adjustments to be put in place having considered the defined needs of individual learners as set out in the supporting evidence.
20. In making decisions PMQ will consider:
 - the documented supporting evidence from a qualified professional setting out the impact of the learner's disability and the adjustments required;

- the learner's normal methods of studying and producing work;
 - the characteristics of the assessment for which a reasonable adjustment is required;
 - the cost of the adjustments;
 - the likely impact of the adjustment upon the learner and other learners, where applicable.
21. PMQ will not approve a request for reasonable adjustments if it is not 'reasonable', this may include if the adjustment:
- involves unreasonable costs to PMQ;
 - involves unreasonable timeframes;
 - compromises health and safety; or
 - compromises the security or integrity of the assessment.
22. The outcome of a reasonable adjustments request may be:
- approval of the reasonable adjustments;
 - rejection of the application based on insufficient evidence;
 - rejection of the application based on the reasonableness of the request, such as a request for specialist equipment;
 - suggested alternative adjustments.

Reasonable Adjustments Appeals

23. Information about appealing the outcome of a reasonable adjustments application is set out in the Appeals Policy – PMQ Regulated Qualifications and the associated Appeals Procedure.

Policy Review Arrangements

24. This policy is subject to a three-year review cycle. However, the policy may be reviewed more frequently to address regulatory changes, operational feedback or concerns brought to the attention of PMQ to ensure the policy remains fit for purpose.
25. This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.

Appendix 1

PMQ Regulated Qualifications:

1. PMQ Level 2 Award in Introduction to Residential Property Management Practice
2. PMQ Level 2 Award in Introduction to Sale of Residential Property
3. PMQ Level 3 (SCQF Level 6) Certificate in Property Agency
4. PMQ Level 3 Award in Chattels Auctioneering
5. PMQ Level 3 Award in Real Property Auctioneering
6. PMQ Level 3 Award in Residential Inventory Management and Practice
7. PMQ Level 3 Award in Residential Tenancy Deposit Protection and Management
8. PMQ Level 4 Certificate in Property Agency Management