

# REASONABLE ADJUSTMENTS POLICY

*PMQ Qualifications*

*Apprenticeship Assessment*

V1.0

Issued: 1 May 2026

Effective from: 30 June 2026

## Purpose

1. Propertymark Qualifications (PMQ) recognises that reasonable adjustments enable candidates to demonstrate their knowledge, skills, and competence without altering the validity, reliability, or assessment requirements. This Reasonable Adjustments Policy sets out PMQ's position on the provision and management of reasonable adjustments.
2. This policy must be read in conjunction with the associated **PMQ Reasonable Adjustments Procedure**, which provides detailed guidance on the application, approval, and implementation of reasonable adjustments.

## Definitions

3. **Candidate** – In the context of this policy, this term includes all individuals studying PMQ qualifications and preparing for apprenticeship assessments.
4. **Assessment(s)** – In the context of this policy, assessment(s) includes examinations or assessments taken towards PMQ qualifications and apprenticeship assessment.
5. **Reasonable Adjustment** – An adjustment made in accordance with the Equality Act 2010. The Act places a duty on awarding organisations to make reasonable adjustments where a disabled person would be at a substantial disadvantage in comparison with a non-disabled person when undertaking an assessment.
6. **Disability** – 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 (e.g. Dyslexia, Dyspraxia, Asperger's Syndrome, & Autism)
  - Long-term medical conditions (e.g. Multiple Sclerosis (MS) & Motor Neurone Disease (MND))

## Scope

7. This policy applies to:
  - Candidates
  - Centres, training providers, and their staff
  - Contractors involved in the assessment or delivery of assessments
  - PMQ staff and associated contractors involved in the assessment or delivery process.

8. **Purpose of Reasonable Adjustments** – Reasonable adjustments alleviate or remove the effect of a disability, which places a candidate at a substantial disadvantage, enabling them to demonstrate their knowledge, skills, and understanding to the levels of attainment required by the relevant qualification specification.

## Key Principles

9. The Equality Act 2010 requires that adjustments are *reasonable* both for candidates, by enabling fair access to the assessment, and for Awarding Organisations (AOs), with regard to cost. PMQ will also take into account the safety, practicality, and effectiveness of any proposed reasonable adjustments.
10. Reasonable adjustments allow candidates to demonstrate their attainment without affecting or circumventing the assessment requirements. They may involve, but are not limited to:
  - Changing standard assessment arrangements (e.g. extra time)
  - Modifications to the presentation of assessment materials (e.g. enlarged font)
  - Providing access facilitators during the assessment (e.g. a prompter, reader, sign language interpreter, or adjusted physical assessment space)
  - Providing an alternative venue where additional support can be provided to ensure the security of assessment delivery.
11. Reasonable adjustments are agreed before an assessment takes place, allowing candidates to be fairly assessed.
12. The use of reasonable adjustments will not be taken into consideration in the marking of a candidate's assessment.
13. Reasonable adjustments should not give a candidate an unfair advantage, nor should they mislead stakeholders regarding a candidate's achievements.

## Eligibility

14. Candidates 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 candidates with disabilities may not require reasonable adjustments for assessments in all circumstances. Reasonable adjustments are considered on an individual, assessment-specific basis, and candidates may choose not to request adjustments where they feel they are able to access the assessment effectively.

16. Candidates will only be eligible for reasonable adjustments if valid, authentic supporting evidence accompanies the application in accordance with the requirements set out within this policy. PMQ reserves the right to verify the validity and authenticity of evidence provided.
17. An Education, Health and Care (EHC) Plan or Statement of Special Educational Need does not automatically result in the provision of reasonable adjustments. Each request is considered on an individual, assessment-specific basis, taking into account the demands of the assessment and whether the candidate is placed at a substantial disadvantage in demonstrating attainment.

## Supporting Evidence

18. Supporting evidence, which is current, sufficient, valid, and authentic, from an appropriately qualified professional (e.g. SENCO), must accompany all requests for reasonable adjustments.

## Decision Making

19. PMQ decides the reasonable adjustments to be put in place having considered the defined needs of individual candidates as set out in the supporting evidence.
20. In making decisions, PMQ will consider:
  - Documented supporting evidence from an appropriately qualified professional, outlining the nature and impact of the candidate's disability and the adjustments required
  - The candidate's normal methods of studying, preparing for, and producing assessment evidence
  - The characteristics and demands of the assessment for which a reasonable adjustment is requested
  - The cost and resource implications of the proposed adjustment
  - The likely impact of the adjustment on the candidate and, where applicable, on other candidates and the integrity of the assessment
21. PMQ will not approve a request for reasonable adjustments where it is determined that the adjustment is not reasonable. This may include circumstances where the proposed adjustment:
  - Results in disproportionate or unsustainable costs to PMQ
  - Requires timeframes that are impractical or cannot reasonably be accommodated
  - Compromises the health and safety of assessors, candidates, or others involved in the assessment
  - Compromises the security, validity, or integrity of the assessment

22. The outcome of a reasonable adjustments request may include:

- Approval of the requested reasonable adjustment(s)
- Rejection of the request due to insufficient or inappropriate supporting evidence
- Rejection of the request on the basis that the proposed adjustment is not considered reasonable (for example, where specialist equipment would compromise assessment validity or cannot reasonably be provided)
- The proposal of alternative reasonable adjustment(s) that better meet the candidate's needs while maintaining the integrity of the assessment

## Appeals

23. Information about appealing the outcome of a reasonable adjustment application is set out in the **PMQ Appeals Policy (special services)** and the associated **PMQ Appeals Procedure (special services)**.

## Policy Review Arrangements

24. This policy is subject to a three-year review cycle. However, it 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's ongoing quality improvement monitoring.