

REASONABLE ADJUSTMENTS POLICY

1. Purpose

This policy aims to ensure that all learners with additional needs receive the necessary support and adjustments to fully participate in their studies, exams, and assessments on an equitable basis with their peers.

2. Scope

This policy applies to all learners with additional needs, including but not limited to those with disabilities, learning difficulties, mental health conditions, or other specific needs requiring accommodations.

3. Principles

- All learners have the right to an inclusive and supportive learning and assessment environment.
- Reasonable adjustments will be made to ensure fair access to education and assessments.
- Confidentiality of learners will be maintained at all times.
- Support will be based on individual needs and evidence-based recommendations.

4. Identification and Disclosure

- Learners are encouraged to disclose additional needs as early as possible.
- A formal process for self-referral will be in place.
- Evidence of additional needs may be required (e.g., medical reports, educational psychologist assessments).

5. Support During Studies and Examinations and Assessments

Reasonable adjustments allow you to develop your knowledge and demonstrate what you've learned without changing the core requirements of the delivery or assessment. These may include:

- **Adjustments to learning materials**
- **Alternative, support access to venues or platforms for training**
- **Changes to assessments**, such as extra time
- **Modifications to how assessments are presented**, like enlarged font
- **Access facilitators** during assessments, such as a prompter or reader

Adjustments will be determined through evidence supplied by the learner, relevant professionals, and the Awarding Organisation Propertymark Qualifications.

6. Application and Review Process

Learners must submit requests for study support and or examination access accommodations in writing to the Propertymark Learning Learner Support Team at learnersupport@propertymark.co.uk.

Applications must be made:

- Within **10 working days** of enrolment being completed. Completed is the later of either:
 - The day that the invoice is paid.
 - The day the welcome to Propertymark Learning communication is made.
- At least 20 working days before assessment is planned to be undertaken.
- Applications must include:
 - The learners condition.
 - An explanation of how the learner's performance could be affected.
 - What steps the learner requests to ensure they are able to perform to their full potential.
- Evidence must be supported with an official letter on headed paper from a doctor or a professional, such as a Chartered Educational or Occupational Psychologist, an Associate Member of the British Dyslexia Association (BDA), or a specialist trained teacher holding Approved Teacher Status accredited by the BDA.
- Applications without valid, verifiable evidence will not be considered.
- Propertymark Learning will review and respond to applicants to confirm receipt within **5 working days**
- The outcome of the application will be shared with the learner **within 10 working days** of acknowledgement of the application.
- Adjustments will be reviewed regularly to ensure they remain appropriate.

7. Staff Training and Responsibilities

- A designated support team will oversee the implementation of this policy.
- Teaching and examination staff must ensure that agreed accommodations are applied.

8. Complaints and Appeals

- Learners who feel their needs have not been met can submit a formal complaint.
- Appeals against decisions on support arrangements will be reviewed by an independent panel.

9. Monitoring and Review

- The policy will be reviewed annually to ensure compliance with legal

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requirements and best practices.

- Feedback from learners and staff will be considered in policy updates.

DOCUMENT HISTORY

Date	Role	Amend/review	Edit
14.04.25			
17.07.25	PML	PML Name	