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Title	PCERT Certification Assessment Reasonable Adjustment and Special Consideration Policy		

Version	Date	Notes
V1.00	20-07-2026	First Version – Authorised by Craig Whitelock-Wainwright
	20-07-2028	Next Review Due

In line with PCERT's EDI policy (PCERT004a), we recognise in agreed and specified instances certain applicants may require alternative arrangements for aspects of their certification assessments, known as reasonable adjustments or special considerations.

A reasonable adjustment may be requested for reasons of disability or as a result of a medical condition and are not limited to these reasons.

A special consideration may be requested for reasons of a temporary illness, injury, or events outside of the control of the applicant.

1. Overview

Reasonable Adjustments

A reasonable adjustment relates to an adjustment that helps to reduce the effect of a disability or a physical or mental health condition, which may place the applicant at a disadvantage compared to others.

PCERT must make reasonable adjustments to ensure applicants with disabilities or physical or mental health conditions are not disadvantaged during certification assessments. This is a requirement of the Equality Act 2010.

The Equality Act 2010 provides a legal framework which protects the rights of individuals from discrimination on the basis of protected characteristics, every person has several protected characteristics, of age, disability, gender reassignment, marriage, civil partnership, pregnancy, and maternity, race, religion & belief, sex, sexual orientation, so the act protects against unfair treatment.

During the certification assessment, the types of adjustments offered may include, but aren't limited to, changes to elements such as:

- additional time allowances, and/or bathroom breaks
- the location and timing of the assessment
- the availability of support personnel for additional needs
- the availability of adaptive software or hardware, or specialist equipment

The specific adjustment is mapped to guidance produced by Skills England. However, it is important that reasonable adjustments do not affect the reliability or validity of the certification assessment, and they should not enable an advantage over other applicants undertaking the same assessment.

Special Considerations

PCERT follows the 'Joint Council for Qualifications' Special Considerations guidance to ensure fair and accepted practices are applied to all applicants.

A special consideration relates to an adjustment which can be given to applicants who have temporarily experienced:

- an illness
- an injury
- any other event outside of the applicants control.

Special consideration may be given where these events have affected an applicant's ability to either:

- undertake certification assessment/s
- demonstrate their competence

Chapter 2 of the guidance will be followed to determine whether a special consideration is applicable.

Where an applicant is absent for their assessment and it is identified as a special consideration, PCERT will work with the applicant to reschedule their assessment without further cost.

Any request for special consideration should be submitted in writing to PCERT no later than the day of the assessment. Once submitted, PCERT will make any decisions in line with this policy and the Skills England matrix. Any requests for special considerations will be recorded on a Reasonable Adjustments and Special Considerations Register along with supporting evidence for auditing purposes.

The policy itself

In addition to this, PCERT will support applicants by ensuring that:

- The reasonable adjustments or special considerations provided to applicants support the opportunity to demonstrate attainment against the certification scheme.
- The assessment is reliable, and any person using the PCERT certification status to identify an individual's competence can have confidence in their skills and abilities.
- The assessment process is rigorous and fair, and the assessment activity is valid.
- The assessment is practically able to operate within available resources, following the application of any reasonable adjustments.
- Facilities and time allow applicants to use any commercially available mechanical, electronic or other aids in order to demonstrate achievement so long as they reflect the applicant's normal ways of working and do not give the applicant an unfair advantage.

2. Putting Reasonable Adjustments or Special Considerations in place

The Skills England matrix will support PCERT in applying appropriate and consistent judgements and is based around the Higher Education Statistical Authority's (HESA) disability grouping framework. Each of these difficulties / disabilities have then been overlaid with the listed assessment methods to ensure the most suitable adjustments are applied for each situation and for each assessment method determined in the end-point assessment plan without changing the demands of the assessment.

These are recommendations only, and it is essential to use the matrix from an applicant centred perspective on a case-by-case basis. Each assessment will be subject to some variance due to job role, employment context and apprentice support needs, and should be adapted, as necessary. The support need for a particular person will be unique to that individual and may not be listed as a need in the relevant category in the disability grouping framework, so flexibility is required.

PCERT will work collaboratively with the applicant to determine the appropriate reasonable adjustment or special consideration.

The outcome produced by the applicant must at all times:

- meet the requirements of the certification scheme regardless of the process or methods used.
- be as rigorously assessed as outcomes generated by other applicants.
- be assessable.
- be a valid measure of competence; and
- be able to be moderated or verified.

3. Applying for Reasonable Adjustments or Special Considerations

An applicant will be required to declare the need to access reasonable adjustments at the time of application. If the need for either reasonable adjustments or special considerations, the applicant must write to PCERT as soon as they become aware.

Evidence of the difficulty/disability will be required to support the application. These will be kept for auditing purposes.

Examples of evidence include:

- EHCP (Educational Health Care Plan, current or previous)
- Medical letter to confirm a diagnosis
- Letter to confirm any statement of physical or mental health conditions
- MATB1 form

As it is a legal duty, PCERT may only reject applications for a reasonable adjustment or special considerations in circumstances where:

- Any adjustment may create a serious loss of validity or independence within the assessment and/or certification process.
- Any adjustment may constitute a serious safety hazard that cannot be reasonably provided.

PCERT will keep a record of any reasonable adjustment applications and the decisions we make regarding them, the reasons for making any changes and any appropriate evidence behind the decision.

Any records pertaining to the implementation of and/or rejection of reasonable adjustments or special considerations records will be retained and will be made available to the Impartiality Committee and UKAS personnel, for quality assurance and accreditation purposes only.