

# For the attention of Certificate of Competence Centre Managers & Assessors

October 2015 v.2

## All Qualifications

## Guidance on Access Arrangements and Reasonable Adjustments

### Important information for Centres:

City & Guilds would like to clarify the position with regard to offering access arrangements and reasonable adjustments for candidates undertaking Certificates of Competence.

**Access arrangements** are adjustments that allow learners to show what they know and can do without changing the demands of the assessment. Examples of access arrangements include -

- readers,
- scribes,
- extra time,
- modified assessment materials.

The Equality Act requires an Awarding Body to make a **reasonable adjustment** where a candidate who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. The Awarding Body is required to take reasonable steps to overcome this disadvantage.

Reasonable adjustments **must not**, however, affect the reliability or validity of assessment outcomes nor must they give the learner an unfair assessment advantage over other learners undertaking the same or similar assessments.

Certificate of Competence qualifications are vocational qualifications. Centres have a duty to ensure candidates are aware that for vocational qualifications they must achieve **all** the required units to gain a full qualification and must meet all the learning outcomes and assessment criteria.

**Please note:** Awarding bodies are not required to make adjustments to competence standards.

### **PA Practical Assessments**

In the PA suite of qualifications e.g. PA6A learning Outcome 3. There is a requirement to "Read and interpret a product label (as supplied or approved by the Assessor)". In this assessment **reading** is a competence standard.

Product labels detail essential information and it is of paramount importance that the candidate is able to read and interpret this in order to comply with a broad range of legislative and operational requirements, including H&S.

If a candidate is unable to read and interpret a product label without assistance, they are not competent or indeed safe to practice. If such a person were in the workplace and not working under supervision, there is a potential for a serious incident to occur if an individual was unable to read and interpret a product label correctly. Such an incident could result potentially in loss of life, damage to the environment etc. As this suite of qualifications provides the holder with a Licence to Practise, a minimum standard of competence is required. For this reason we need to assess a candidate's ability to read and interpret product labels and a therefore a human reader cannot be permitted for this assessment.



## Evolve Tests

*Should a candidate be allowed a reader to undertake a PA1 test on evolve?*

Yes, a reader can be permitted. Centres must apply to City & Guilds before using a reader and hold supporting evidence on file. A reader reads the questions to the candidate in an assessment. A reader must not explain, clarify or translate the questions, they can only read the questions exactly as they are written.

For more information on using a reader and the evidence requirements, please refer to the JCQ document: [JCQ Access Arrangements 2015](#)

The Head of Centre **must** ensure that a reasonable adjustment implemented by the Centre on behalf of the candidate is based on firm evidence of a barrier to assessment and is in line with guidance available. (See JCQ Access Arrangements above) Failure to do so may result in advice or action for the Centre through to the implementation of steps to manage Centre malpractice. This could ultimately lead to the recall of certificates, removal of qualification approval or removal of Centre approval.

**If the Centre is in any doubt or has any questions about a request for reasonable adjustment and the evidence supplied - they should contact:** [POLICY@cityandguilds.com](mailto:POLICY@cityandguilds.com) or call 0207 294 2772

Where the needs analysis by the Trainer/Assessor or the Centre identifies that the learner may not be able to demonstrate attainment and thus gain achievement in **all** of the assessments for the selected qualification, eg: PA1 and PA6a - this **must** be communicated clearly to the candidate/learner.

## Candidates where English, Welsh or Irish is not their first language

### Bilingual translation dictionaries

If a candidate's first language is **not** English, Welsh or Irish, they **would** be allowed to take in a bi-lingual dictionary but it **must** reflect their *normal way of working*. They must still be able to read a label during the practical element of the assessment and this must be communicated to the candidate.

If the Centre is **not** applying for extra time *as well*, the bi-lingual dictionary does not need to be requested through C&G. (Please see further information on P71 of the JCQ Access Arrangements)

A bilingual translation dictionary **must**:

- only be used in examinations by candidates whose first language is not English, Irish or Welsh; **and**
- reflect the candidate's normal way of working

*A computer reader or a human reader is not allowed if a candidate's literacy difficulties are primarily caused by English, BSL, Irish, ISL, or Welsh not being his/her first language.*

## Applying for access arrangements on the Walled Garden

Centres can now apply for access arrangements on the Walled Garden, using a link in the 'Quick Navigation' bar on the right. (In the catalogue area) The system will usually give an instant decision as to whether an arrangement is approved. In exceptional cases the application may need to be referred to City & Guilds for consideration. If this happens Centres will be kept informed during the process.

## Access Arrangements Documents

To access all the documents related to access arrangements and reasonable adjustments listed below please visit: [www.cityandguilds.com/policy](http://www.cityandguilds.com/policy) and click on 'Access arrangements and reasonable adjustments'.

- **JCQ Access Arrangements and Reasonable Adjustments** provides information and guidance on access arrangements and reasonable adjustments for candidates.
- **Access arrangements - When and how applications need to be made to City & Guilds** provides a short summary for Centres on when and how to apply to City & Guilds for access arrangements or special consideration for candidates.
- **Applying for access arrangements on the Walled Garden** provides a step-by-step guide on how to apply for access arrangements on the Walled Garden.
- **JCQ Form 8 - Application for access arrangements - Profile of Learning Difficulties** should be completed by the centre for candidates with learning disabilities. It should be used to collate the evidence and kept on file within the centre.

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