

Access arrangements, and reasonable adjustments policy



Published by CITB, 4 Cyrus Way, Hampton, Peterborough, PE7 8HP.

© Construction Industry Training Board 2025

First published August 2025.

CITB is registered as a charity in England and Wales (Reg No. 264289) and in Scotland (Reg No. SC044875).

CITB has made every effort to ensure that the information contained within this publication is accurate. This pack has been prepared as a downloadable resource. It may be used without further permission from CITB on the condition it is used solely within the approved training provider member's organisation and not used for profit or gain.

Scope

All products and services delivered by members of the CITB training provider network, including training that may or may not be financially supported by CITB, as detailed below.

- Products approved in the assured category.
- Products in the licensed category:
 - Site Safety Plus
 - Health safety and environment tests
 - Products financially supported by CITB.

Introduction

This document has been specifically written to support members of the CITB Training Provider Network and their delivery staff, for all delegates that present with an access arrangements and/or reasonable adjustment,

The document is intended to support, but not replace, the CITB training provider handbook. This policy must be used in conjunction with that overarching document.

The policy details CITB's commitment to Equality of Opportunity and Diversity and is openly available to providers and delegates through the CITB website. The policy has also been communicated to the CITB quality assurance team to enable them to support the training provider network members.

CITB require training providers to have a written up to date policy for Equality of Opportunity and Diversity. This must also detail how the provider will apply **special conditions** and/or **reasonable adjustments** for delegates that have a need for a learning and/or disability adjustment prior to commencing any training.

If the special access and/or particular training and/or assessment requirements is for a licensed product, (Site Safety Plus or Health, Safety and Environment test), you must apply the adjustment as described in this document, prior to the commencement of any training or testing.

What are access arrangements?

Access arrangements are agreed before registration on to a course. They allow delegates with specific needs, such as special educational needs, disabilities or temporary injuries, to access the assessment and show what they know and can do without changing the demands of the assessment. The intention behind an access arrangement is to meet the needs of an individual delegate without affecting the integrity of the assessment. Access arrangements are the principal way in which CITB, and training providers comply with the duty under the Equality Act 2010 to make 'reasonable adjustments'.

What is a reasonable adjustment?

The Equality Act 2010 requires CITB and training provider to make reasonable adjustments where a delegate, 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.

CITB and/or training provider is required to take reasonable steps to overcome that disadvantage. An example would be a computer reader, extra time and a word processor, which would be reasonable adjustments for a vision impaired delegate. A reasonable adjustment may be unique to that individual.

Whether an adjustment will be considered reasonable will depend on several factors which will include, but are not limited to:

- the needs of the disabled delegate
- the effectiveness of the adjustment
- the cost of the adjustment, **and**
- the impact of the adjustment upon the delegate and other delegates.

An adjustment **will not** be approved if it:

- involves unreasonable costs to CITB and/or training provider
- involves unreasonable timeframes; **or**
- affects the security and integrity of the assessment.

This is because the adjustment is not 'reasonable'.

In most cases it **will not** be reasonable for adjustments to be made to assessment objectives within a standard, course or qualification. To do so would undermine the effectiveness of the outcome in providing a reliable indication of the knowledge, skills and understanding of the delegate. There is no duty to make any adjustments which the standard setting body have specified should not be made.

Types of reasonable adjustments

The list below are access arrangements/reasonable adjustments that are delegated to centres. These arrangements do not require a training provider to process an online application or, in most cases, produce any evidence of need for inspection.

The training provider is empowered at a local level to determine the appropriateness and reasonableness of the arrangement. However, the training provider must be satisfied of the need for the arrangement(s), and hold documented evidence to support its decision.

The provider will base their decision on the delegate's normal way of working and whether their impairment has a substantial and long-term adverse effect.

The following arrangements are decisions that have been delegated to training providers:

- **Extra time up to 25% of published exam time***
- Alternative rooming arrangements – sitting the assessment outside of the main assessment hall/room, e.g. a room for a smaller group of delegates with similar needs, or one-to-one with the invigilator.
- Amplification equipment
- Bilingual dictionary
- Braille transcript
- Colour naming by the invigilator for candidates who are colour blind
- Coloured overlays
- Communication Professional (for candidates using Sign Language)
- Examination on coloured/enlarged paper
- Fidget toys and stress balls
- Live speaker for pre-recorded examination components
- Low vision aid/magnifier
- Non electronic ear defenders/ear plugs
- Non-electronic headphones
- Optical Character Reader (OCR) scanners
- Prompter
- Read aloud (which can include an examination reading pen(*does not require software installation on computer*))
- Squared paper for visual spatial difficulties
- Supervised rest breaks
- Timer on a candidate's desk
- Word processor (with the spelling and grammar check switched off).

The training provider is required to record using a 'CITB form 1' any access requirement and/ or reasonable adjustment for the above categories for each delegate to which the adjustment applies.

****Evidence is required for this adjustment. Statement of educational need or specialist tutor assessment.***

The following arrangements require an application to be submitted by the training provider, supported by evidence of need on a 'CITB form 2' to quality.assurance@citb.co.uk, titling the email 'Access arrangement and/or reasonable adjustment application'.

- Access to a mobile phone for medical purposes
- Bilingual dictionary with 25% extra time
- Computer reader/reader. (*Requires a software install on the computer*)
- Extra time over 25%
- Listening to music/white noise due to a substantial impairment
- Practical Assistant
- Remote invigilation*
- Scribe/speech recognition technology
- Timetable variation on the day of the exam for a candidate with a disability
- Timetable variation requiring overnight supervision for a candidate with a disability

Remote invigilation may be acceptable in **very exceptional circumstances.*

A disabled delegate may require other adjustments which are not listed in this document. Accordingly, the list of arrangements is not exhaustive. Where a delegate has substantial needs which are not accommodated by Access arrangements online, the training provider must make an email referral to the quality assurance team.

Additional paperwork may be required to justify the request being made. CITB may require more compelling evidence of need before approving an arrangement that would otherwise unfairly advantage the delegate. The requirement for evidence of need is important to maintain the rigour and standard of the assessment system.

Evidence is also necessary to ensure that those using assessment outcomes can continue to have confidence in the achievements supported through the CITB training provider network.



CITB Form 2 – Access arrangement and/or reasonable adjustments authorised by CITB Quality Assurance

The form below has been designed for you to capture any access arrangement and/or reasonable adjustments that you require authorisation from CITB based on the table above. You must complete all the data fields listed below and send the completed form to CITB Quality Assurance for authorisation **prior** to the reasonable adjustment being applied.

Delegate name	Date of course	Course Name	Access Arrangement	CITB Approved (Y/N)

Centre authorisation

I have reviewed the CITB Training Provider Network access arrangements and reasonable adjustments policy August 2025 and i am satisfied the application for access arrangement and/or reasonable adjustments meets CITB Training Provider requirements for approval.

Name

Job title.....

Date.....

Once completed and signed please email the form to quality.assurance@citb.co.uk

CITB Quality Assurance use: Approved/Not approved

Name..... Date.....

Job title.....