

U24

# Fair Access Policy & Procedure

---

<b>Policy owner</b>	Head of Quality & Compliance
<b>Policy approved by</b>	Head of Quality & Compliance
<b>Date policy update approved</b>	March 2026
<b>Next review date</b>	March 2027
<b>Version number</b>	1.4
<b>Classification</b>	External

---

## Table of Contents

Revision History	2
Purpose	3
Responsibilities	3
Method and Arrangements	4
Assessment Support	4
Assessments	5
Complaints	5

## Revision History

---

Revision date	Version	Author	Revision Summary
April 2024	1.1	AC	SQA updates
Dec 2024	1.2	LTW	Made applicable to all areas, added contents and version history
March 2025	1.3	HoQ&C	Reviewed and published
March 2026	1.4	HoQ&C	Aligned with FuturU Governance Structure Policy & Procedure

---

## Purpose

FuturU believes in providing fair access to its services, treating people fairly with respect and dignity, and valuing diversity as an apprenticeship assessment provider, healthcare service provider, and employer.

Our Fair Access Policy is based on equality, diversity, clarity, consistency and openness.

We will ensure that the assessment processes are implemented in a fair and non-discriminatory way.

Under the Equality Act 2010, there are nine protected characteristics, as listed below:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

This legislation makes it clear that any form of unfair treatment or discriminatory behaviour based on these characteristics is not only unacceptable but unlawful.

Access arrangements allow learners to show what they know and can do without changing the demands of the assessment. For example, they can use readers, scribes, and braille question papers. Access arrangements are agreed upon before an assessment and allow individuals with additional learning needs, disabilities, or temporary injuries to access the assessment.

FuturU will make reasonable adjustments in accordance with the Equality Act 2010 to ensure learners are not placed at a substantial disadvantage.

## Responsibilities

The Head of Educational Operations and the Head of Quality & Compliance are responsible for ensuring adherence to this procedure.

The Quality Team, Coordinator and Assessors are responsible for carrying out the activities described in this procedure.

## Method and Arrangements

What learners can expect from us:

We will ensure that all assessment activity is carried out fairly and in accordance with Ofqual, Qualifications Scotland and Awarding Organisations requirements.

All learners' assessment work will be assessed relative to the qualification standards, and the teaching, coaching, and assessment staff involved will be fully trained.

Assessments will be carried out fairly and according to Ofqual and Awarding Organisation's quality assurance instructions.

Learning outcomes, performance criteria, and other significant elements of learning and assessment are to be clearly defined at the qualification outset.

Learners will be given appropriate assessment opportunities during the apprenticeship assessment, with feedback provided against the assessment criteria.

## Assessment Support

Additional assessment preparation support, more than our established delivery regime, shall be identified and provided to meet individual learner needs.

Alternative assessment arrangements shall be offered to assist learners in demonstrating the required competence.

These methods include:

- a. Video evidence
- b. Audio evidence
- c. Professional discussions
- d. Workplace support and testimony
- e. Verbal assessment
- f. Electronic assessment

Requests for reasonable adjustments will be considered on an individual basis and supported by appropriate evidence where required.

## Assessments

We will ensure that all learners have the opportunity to complete relevant tests as required for the individual standard and governing bodies and will include the following:

- A schedule of assessment dates and times will be available to all learners, allowing for access at different times of the day and week.
- Assessment environments will be assessed to ensure all learners have equal access
- Assessment environments will be set up in accordance with governing body requirements
- Completed assessments will be administered in accordance with governing body requirements.
- We will advise the learner of the outcome of the assessment in accordance with the relevant standard.
- In circumstances of a learner not passing an assessment, we will ensure the learner is informed and a range of support will be implemented to enable the learner to re-sit the assessment.

## Complaints

All learners will be provided with details of FuturU's Complaints and Appeals procedures upon enrolment, at gateway, or at the start of any qualification.