



## Rightmove Training & Development Centre – Reasonable Adjustment Procedures

### 1. Introduction

Whilst all assessments will assess the same intended learning outcomes and be of the same standard for any given cohort, we endeavour to accommodate the needs of learners with a disability or learning difficulty according to individual circumstances, ensuring that they are not disadvantaged in relation to other learners.

### 2. Purpose

The purpose of these Procedures is to show the arrangements that are in place to ensure that the delivery of qualifications meets legal requirements, in particular, the Equality Act 2010.

### 3. Arrangements

Adjustments for a learner with a disability may take one of two general forms:

- Modifying the circumstances under which the assessment is taken; or
- Providing an alternative form of assessment that is equivalent to the assessment undertaken by the other learners within a programme of study.

Most adjustments will consist of modifying the circumstances under which the existing assessment is taken. In a very small number of cases the effects of the learner's disability are such that an alternative form of assessment is required. Devising an alternative assessment is an academic matter. It must assess the same intended learning outcomes as the standard assessment and meet the same academic standards, while giving learners the opportunity to demonstrate their academic achievement despite their disability.

If a learner wishes to request modified circumstances, they should apply in writing to [qualifications@propertymark.co.uk](mailto:qualifications@propertymark.co.uk) confirming:

- their condition;
- explaining how their performance could be affected;
- what steps they believe we can take to ensure they are able to perform to their full potential.

**Evidence must be enclosed** from a doctor or a professional, such as a Chartered Educational or Occupational Psychologist, an Associate Member of the British Dyslexia Association (BDA) or specialist trained teacher holding Approved Teacher Status accredited by the BDA.

Applications without verifiable evidence will not be considered.

Examples (list not exhaustive) of ways in which learners who apply in advance can be supported are shown below:

- Dyslexia or other Specific Learning Difference (SpLD) – extra time.
- Visual impairment – extra time, rest breaks.
- Mobility and dexterity impairments – extra time for rest/stretch breaks.

- Diabetes – extra time to check blood sugar levels, eat or take required medication.

Once appropriate adjustments have been made, the assessment will normally be marked in the same way as any other assessment. When appropriate adjustments have been made, the marks will be treated in the same way as those of other learners; no further compensation will be made unless there is additional documented mitigating evidence.

### **Special consideration**

If there are circumstances that need to be considered at the time of the examination, the learner should contact [qualifications@propertymark.co.uk](mailto:qualifications@propertymark.co.uk) to report the incident **within five working days** of the examination. The incident report is used to assess how the learner's performance was affected in the examination because of a temporary illness, injury or other event outside of their control.

Grounds acceptable for special consideration may include but not limited to:

- An illness or a special need at the time of the examination (e.g. vomiting or fainting).
- An irregularity relating to the examination environment (e.g. excessive noise or disruption).

Evidence to support the consideration should be included. It is expected that learners will have made use of all available support services (i.e. where a special need is known prior to the examination), before making a request for special consideration.

### **3. Contact**

For further help or assistance with these Procedures, please contact:

Jason Charles, Head of Events & Education

Email: [Jason.Charles@rightmove.co.uk](mailto:Jason.Charles@rightmove.co.uk)

### **4. Related Policies and Documents** Rightmove

Equality Policy.

Date: April 2026