



TUTORS & EXAMS[®]
SOUTH AFRICA
Opening Learning Doors!



Tutors & Exams South Africa

Guide to Access Arrangements & Reasonable Adjustments

2025 - 2026

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Introduction

At Tutors & Exams South Africa, we are committed to ensuring all candidates have a fair and equal opportunity to demonstrate their abilities during examinations.

We provide Access Arrangements in strict accordance with the JCQ (Joint Council for Qualifications) regulations and CIE (Cambridge International Education) Handbook.

Access Arrangements are reasonable adjustments made for candidates with specific needs, so that exams measure what they are intended to measure, without being unfairly influenced by a candidate's individual circumstances.

These adjustments may be required by candidates with:

- Special Educational Needs (SEN).
- Disabilities.
- Temporary illnesses or injuries.

We pride ourselves on high standards of customer service, guiding you through the process from initial enquiry to final approval.

Who Can We Support?

We can support candidates whose needs fall under the **Equality Act 2010 (UK)**, the **Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (PEPUDA)**, and **Section 9 of the South African Constitution**, which upholds the right to equality. This support is further guided by **Education White Paper 6: Special Needs Education: Building an Inclusive Education and Training System (2001)**, which establishes an inclusive education system founded on equity, non-discrimination, and respect for diversity, as well as the *White Paper on the Rights of Persons with Disabilities (2015)*, which affirms the right of persons with disabilities to access inclusive learning opportunities in barrier-free environments.

Including:

- Candidates with known and long-standing learning difficulties.
- Candidates with physical disabilities (permanent or temporary).
- Candidates with sensory impairments.
- Candidates with difficulties arising close to, or during, the assessment period (e.g. illness or injury).

What Access Arrangements Can We Offer?

All Access Arrangements must be supported by appropriate evidence and reflect the candidate's normal way of working.

We can provide, subject to availability and approval:

- Coloured overlays
- Coloured Paper
- Ear defenders
- Extra time
- Fidget toys
- Home Invigilation
- Laptop/Word Processor
- Modified papers
- Own Room
- Prompt
- Reader pen
- Reader (Human Reader or Computer Reader)
- Remote Invigilation (limited AAs: 25% extra time, supervised rest breaks, ear defenders, fidget toys)
- Scribe
- Supervised Rest Breaks

Important:

- Extra time requires strong evidence and may involve a mock exam to justify the request.
- Certain practical assessments (e.g. Art) have special rules under JCQ/CIE guidance.
- The above list of Access Arrangements is not exhaustive. Should you require any Access Arrangements not listed above, please discuss your needs with our SEN Co-ordinator.

What We Cannot Offer

To manage expectations, please note:

- Laptops are not allowed for mathematics.
- Extra time cannot be granted for Art practical exams unless the criteria in JCQ/CIE regulations are met.
- Access Arrangements cannot be provided without supporting evidence and a normal way of working.
- Requests without awarding body approval cannot be implemented.
- Any unreasonable adjustments.

What Do You Need to Do?

To apply for Access Arrangements, you must first complete your exam application form. The form allows you to indicate whether you require Access Arrangements and which arrangements you normally use. If you need further guidance, you may contact us to arrange a consultation to discuss your needs with our SEN Co-ordinator.

On the application form, you will be required to:

- State the Access Arrangements you normally use
- Provide details of your learning difficulty or medical condition
- Submit supporting evidence

Once we receive your application, our SEN Co-ordinator will explain what is required and support you with completing the necessary paperwork. As Access Arrangements are assessed on an individual basis, the evidence required will vary for each candidate. We will support you throughout the process and keep you updated at each stage.

Please note that additional fees apply to Access Arrangements and the application process. The fees list is available on our website.

Evidence Requirements

GDPR/POPIA Consent Form

Allows us to process your information, liaise with third parties, and apply to the awarding body.

Normal Way of Working (NWOW)

Proof you regularly use the requested arrangement(s).

Can be from:

- A school/college report on headed paper.
- Tutor statement (signed and dated).
- Parent/carer statement (for home-educated learners).
- Previous approval documents.

Formal Diagnosis

Medical or specialist report from a qualified consultant or specialist (GP letter not sufficient).

Must be dated within the last 3 years unless the condition is lifelong.

Form 8

Required for learning difficulty-related Access Arrangements. Completed by a Tutors & Exams South Africa qualified assessor (Please refer to the fees list on our website).

Form 9

Required for medical needs-related arrangements.

Needed for extra time requests

Access Arrangements Mock

An in-centre mock examination taken with extra time.

Timed Assessment

A timed piece of work/assessment supported by a tutor/learning provider.

Evidence Requirements:

- ✓ On headed paper.
- ✓ Signed and dated.
- ✓ Matches the Access Arrangement requested.
- ✓ In English (with certified translation if needed).

Application Steps

Step 1 - Apply for exams & request Access Arrangements.

Step 2 - Send evidence & complete assessments.

Step 3 - We apply to JCQ/CIE for approval.

Step 4 - Centre prepares arrangements for exam day.

Deadlines - Why They Matter

We set internal deadlines so we can:

- Review evidence.
- Arrange assessments.
- Apply to JCQ/CIE before their cut-off.
- Inform the exam centre in time.

Missing a deadline may mean arrangements are not approved or cannot be put in place.

Deadlines are published:

- On our website - [Access Arrangements Deadlines](#)
- On our social media pages.
- In all relevant email communications.

Late applications may mean Access Arrangements cannot be approved in time.

Reasonable Adjustments & Limited Resources

Tutors & Exams South Africa is committed to making every reasonable effort to meet the individual needs of candidates requiring Access Arrangements. However, all Access Arrangements are subject to the availability of trained staff, specialist equipment, and suitable rooms.

Please note that some centre provided Access Arrangements (such as laptops/word processors) are limited. Therefore, applying early is essential to avoid disappointment and to allow sufficient time for assessment and awarding body approval.

Candidate Responsibilities

Candidates are required to:

- Provide correct and complete evidence on time.
- Keep copies of all documents sent.
- Check your email (including junk/spam).
- Attend any assessments we arrange.

Special Notes for Cambridge International Education Candidates

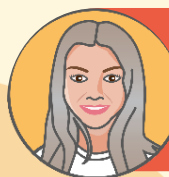
Cambridge International Education evidence and deadline requirements differ slightly from JCQ. So please ensure you bare this in mind when apply to avoid missing out.

Waiver Forms

If we cannot provide a requested arrangement (e.g. own room, home invigilation, laptop), we will send you a Waiver Form to sign. This confirms you understand the arrangement cannot be provided and that no special consideration can be applied for that need.

Meet the Access Arrangements Team

Our experienced team will guide you from start to finish, explain what's needed, and work with your centre to have everything ready for exam day.



Catherine
AA Manager (UK)



Colin
SENCO (UK)
Form 8 Assessor



Laura
AA Manager
(SA) /Registered
Psychometrist

Consultations & Support

We offer free consultations for parents, candidates, and carers. Consultations can be held in centre, telephonically, or via a Microsoft Teams call. Please ensure that you arrange your consultation with your preferred centre beforehand.

Testimonials

"We would like to express our heartfelt gratitude to the Tutors and Exams Access Arrangements team for holding our hands throughout the process of applying for

our son's access arrangements. It was our first time embarking on this process. At first it was daunting and overwhelming. The Access Arrangements team patiently guided us through the process and we were able to make our way through it. Exams are already stressful, and it is not easy when you have a child who has special educational needs. With our son having access arrangements in place, a huge weight was taken off our shoulders, and we are grateful that he will have a conducive environment to perform optimally for his exams. Once again, thank you Tutors and Exams Access Arrangements team, for a positive experience. We remain eternally grateful" - **Kebo Mosweusweu**

"If you need an exam centre, this is the top choice. Excellent service from the very first contact we made, right up until when my daughter wrote her first mock paper. Organised and eager to help with all my queries as a mom, new to the Cambridge curriculum. Thank you, ladies, 5 shiny stars all the way!" - **Lyn Kawitzky**

"Professional and empathetic to different needs of different students." - **Liezl Groenewald**

Review Links

[Tutors & Exams South Africa- Cape Town Centre](#)

[Tutors & Exams South Africa- Pretoria](#)

Further Information & Links

[Extra information for Tutors & Exams SA Access Arrangements.](#)

Key Terms & Guidance

Definitions

To ensure clarity for candidates and parents, here is a glossary of common terms related to Access Arrangements:

- **Supervised Rest Breaks (SRB)**
Scheduled breaks during exams, supervised to maintain exam conditions. Typically for candidates with anxiety or medical needs. Evidence is required.
- **Extra Time**
Additional time granted to complete an exam, usually 25% or 50%, based on need and supporting evidence. The examination board requires that Supervised Rest Breaks (SRBs) are considered before extra time. SRBs may better meet the needs of candidates with ADHD, ASD, medical conditions, or mental health needs.

- **Scribe**

A person who writes down a candidate's answers verbatim if they cannot write independently.

- **Reader**

A person who reads exam questions aloud to a candidate.

- **Home Invigilation**

An exam taken at home under supervision, approved only under specific conditions and subject to centre capacity and compliance checks.

- **Laptop/Word Processor**

Permitted where a medical diagnosis or learning difficulty affects handwriting speed or legibility. Must be the candidate's normal way of working.

- **Own Room**

A separate exam room for candidates requiring a human reader/scribe or who have a medical condition that may distract others.

Special Notes on Access Arrangements

Extra Time

- Requests for extra time requires strong supporting evidence.
- The examination board requires that Supervised Rest Breaks (SRBs) are considered before extra time we will require evidence to support that supervised rest breaks have been trialled and why extra time is still being requested.
- A timed piece of work/assessment supported by a tutor/learning provider.
- Candidates will be asked to complete a mock exam to confirm need. Please refer to the fees list on our website.
- Exam boards automatically reject requests over 25% unless an appeal is submitted with evidence.
- The centre considers exam duration, timing (morning/afternoon), whether SRBs are also requested, and impact on scheduling other exams.

Extra Time for Art Exams

- Extra time is not normally allowed.

- Exception: 25% extra time may be granted for candidates with diagnosed medical or physical conditions affecting manual dexterity, as per JCQ regulations.

Laptop Use

- Must be the candidate's normal way of working and supported by evidence.
- Limited availability, make sure you apply early.
- Not permitted in Mathematics exams.

Supervised Rest Breaks

- Cannot be taken in the first or last 30 minutes of an exam (except for medical emergencies, e.g., diabetes blood sugar checks).
- Frequency and duration limited by total exam length.
- Temporary SRBs may be granted in emergencies at the Exams Officer's discretion.

Own Rooms

- Availability is limited; make sure you apply early.
- Priority given to candidates with readers/scribes or medical conditions that could distract others.

Home Invigilation

Home invigilation may be considered for candidates unable to leave their home due to physical or mental difficulties.

- The home must be within 45 minutes of the exam centre at peak travel times.
- Appropriately trained invigilators must be available to travel to the home.
- A home visit will take place prior to approval to ensure compliance with exam board regulations.
- The Access Arrangements team will request supporting evidence after a successful home visit.
- Home invigilation must be conducted at the candidate's home address; alternative sites cannot be accommodated.
- Requests are limited and considered on a first-come, first-served basis.
- There are additional costs for home invigilation.

- For a full fees list, [click here](#).

Form 8 Assessment

A Form 8 Assessment is required for candidates with learning difficulties requesting extra time, reader and/or scribe.

If a Form 8 assessment has already been completed, please provide both the completed assessment and the assessor's qualification certificate.

If a Form 8 assessment has not yet been completed, one will be required in order to establish eligibility for these access arrangements.

Tutors & Exams South Africa makes use of our Tutors & Exams Form 8 assessors who are based in the UK - Once we have your completed GDPR/POPIA Consent Form, we can share your details with our assessor who will contact you to arrange a remote appointment (approx. 45 minutes, consisting of a series of short tasks).

The outcome of the Form 8 assessment will determine which Access Arrangements we are able to apply for on your behalf.

An Educational Psychologist report may not replace a Form 8.

Centre Visits & Open Days

We encourage attendance at our open days. Benefits include:

- Understanding the exam day process from registration through to results.
- Meeting the friendly, experienced centre team supporting candidates.
- Viewing the exam rooms.
- Opportunity to ask any questions.

Candidates who attend these visits report feeling reassured and less anxious, with greater confidence about what to expect on exam day.

Important Deadlines & Appeals

- Late Requests: Access Arrangements submitted after deadlines may not be processed in time for the exam series. Please apply early.
- The examination boards have very strict requirements for applications made after the published deadline dates.

- Appeals: Must be submitted in writing within 5 working days of our decision to:
aa@tutorsandexams.co.za
- We will review appeals promptly and respond with a decision within 21 days.

We are here to support, guide, and walk alongside you every step of the way.

At Tutors & Exams South Africa, we genuinely care.

Call us on [087 655 5143](tel:0876555143) if you need any further information, assistance, or guidance.

Tutors & Exams South Africa Exam Centres

Tutors & Exams South Africa

Cape Town

Address:
First Floor,
Tyger Terraces II,
2 D J Wood St,
Bellville,
Cape Town,
7530

Call:
087 655 5143
WhatsApp:
082 900 4923
Contact Cape Town:
capetown@tutorsandexams.co.za

Pretoria

Address:
Phase 4,
Centurion Science Park,
1011 Pretorius Ave,
Lyttelton Manor,
Centurion,
0157

Call:
087 655 5143
WhatsApp:
071 451 7116
Contact Pretoria:
pretoria@tutorsandexams.co.za

For all Access Arrangements Enquiries:

Contact
aa@tutorsandexams.co.za