

Reasonable Adjustments Policy

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Introduction

The Equality Act 2010 requires awarding organisations to make Reasonable Adjustments where a candidate, who has a disability within the meaning of the Equality Act 2010 would be at a substantial disadvantage in comparison to someone who does not have a disability. Awarding organisations are required to take reasonable steps to overcome any disadvantages where possible.

Scope

This policy is aimed at CIOL Qualifications' Exam Venues and candidates who are undertaking or have completed our qualification.

This policy will also be used by our staff to ensure they are dealing with all Reasonable Adjustments requests in a fair and consistent manner.

Definition of Reasonable Adjustments

Reasonable Adjustments are modifications made to an assessment to enable a candidate with a disability to be able to demonstrate their knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.

A candidate does not necessarily need to have a disability (as defined by the Equality Act) to be entitled to Reasonable Adjustments to assessment. Every candidate with a disability will also not necessarily be entitled to or require an adjustment to an assessment.

We align our Reasonable Adjustments Policy to the Joint Council for Qualifications guidance document: [Access Arrangements and Reasonable Adjustments](#)

Reasonable Adjustments can help reduce the effects of a disability or difficulty that puts the candidate at a substantial disadvantage in an assessment. It applies to all CIOL Qualifications and must be agreed at the assessment registration stage.

Principles of Making Reasonable Adjustments

These principles will be followed when making decisions about a candidate's need for adjustments to an assessment and should:

- not invalidate the assessment requirements of the qualification
- not give the candidates an unfair advantage and be based on individual need
- reflect the candidate's normal way of working.

Reasonable Adjustments cannot affect the integrity of assessment outcomes or give the candidate an assessment advantage over other candidates undertaking the same or similar assessment. Adjustments will not be made to assessment criteria within a qualification or an assessment question. To do so would undermine the integrity and reliability of the qualification in providing a reliable indication of the knowledge, skills and understanding of the candidate.

When a Reasonable Adjustment has been applied, the work produced by the candidate will be marked in line with the same standards and assessment criteria as work presented by other candidates. Reasonable Adjustments are unique and specific to each candidate.

Whether an adjustment will be considered reasonable will depend on a number of factors which will include, but not be limited to:

- The extent of the needs of the candidate with a disability
- The effectiveness of the adjustment
- Any cost to the adjustment for CIOL Qualifications
- The likely impact of the adjustment upon other candidates.

An adjustment will not be approved if it:

- Involves unreasonable costs to the awarding organisation
- Involves unreasonable timeframes
- Affects the security and integrity of the assessment.

This is because the adjustment would not be 'reasonable'.

Responsibilities

Exam Venue responsibilities

Exam Venues have a responsibility to ensure that processes are fair and allow candidates to show what they know and can do without compromising the assessment process.

Exam Venues should assess, from initial diagnostic testing and the induction of their learners, which of them will require reasonable adjustments prior to the exam taking place.

Candidates are also advised to inform their Exam Venue of any additional needs when starting their course, as the Exam Venue should be able to provide guidance and assistance when it comes to the programme of study.

Whilst Exam Venues have a responsibility to CIOL Qualifications to follow our guidance and rules, they have their own responsibilities to their candidates and learners, in terms of equality legislation and regulatory requirements.

Exam Venues must as far as is reasonably possible:

- Recruit candidates or learners with integrity to ensure they are enrolled and registered on appropriate qualifications
- Identify as early as possible, and before registering a candidate or learner for a qualification, any difficulties the candidate or learner may have in accessing assessment
- Apply for appropriate adjustments to make the assessment accessible to the candidate or learner
- Ensure that the centre can resource the selected adjustment for assessment
- Ensure that the assessment venue is accessible for candidates

- Follow CIOL Qualifications procedures for requesting adjustments to assessment
- Follow CIOL Qualifications guidance for implementing adjustments to assessment
- Maintain records for Reasonable Adjustments for CIOL Qualifications centre quality audit purposes.

Note: Independent candidates may apply directly to CIOL Qualifications for Reasonable Adjustments in line with published dates for applications.

CIOL Qualifications responsibilities

We will:

- Develop assessment and associated materials with due regard to inclusivity in a way so that they are accessible to candidates with disabilities
- Ensure that the language of the assessment is clear, unambiguous and free from jargon
- Ensure that Exam Venues used are accessible to all candidates, as far as is practicable
- Monitor the Exam Venue to ensure that they are following our guidelines.

Examples of Reasonable Adjustments

This list is just an illustration of examples of Reasonable Adjustments, but they may not all be reasonable in the context of a specific CIOL Qualifications assessment.

- Assistive software
- Braille version of assessment papers
- Coloured overlays
- Enlarged font
- Extra time
- Practical assistance (access)
- Reader
- Scribe
- Separate assessment
- Supervised rest breaks
- Written assessment on coloured paper

Application process

Candidates, or Exam Venues entering candidates, who require Reasonable Adjustments must inform CIOL Qualifications in line with our published dates, specifying in detail what provision is requested. Official evidence will need to accompany any application for Reasonable Adjustments, this may include:

- supporting evidence, such as a copy of a psychologist's report, or a medical report, or a professional statement, each of which must include detailed recommendations and confirm that this is the applicants normal and current way of working.

The following are examples of unacceptable forms of supporting evidence - NHS appointment letter, original prescription, list of medication being taken, hospital/clinic discharge summary, GP patient record printout or photographic evidence e.g., photo of injury or photo of medication.

It takes time to set up special arrangements at Exam Venues, and we will ensure that any Reasonable Adjustments approved do not over-compensate for a condition that would give a candidate an unfair advantage over other candidates.

Reasonable Adjustments application form and key date information

When registering for the exam using the online shop (web form), you will also be able to download the Reasonable Adjustments Application Form and upload medical evidence. Alternatively please email your application and evidence to qualifications@ciol.org.uk.

Reasonable Adjustments will need to be applied for each time and will not be carried over from one assessment session to another.

Please refer to our Key Date Documents for the deadline by which the application and evidence should be returned to ensure that the request is processed on time.

Monitoring and evaluation

Data will be collected at the time of declaration by those candidates disclosing the need for Reasonable Adjustments. Confidentiality will be maintained in accordance with the General Data Protection Regulation (GDPR).

Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	December 2024
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition G6: Arrangements for Reasonable Adjustments
Qualifications Wales
Condition G6: Arrangements for Reasonable Adjustments