

# Reasonable Adjustment Policy for Assessments

## 1. Who is this policy for?

This policy is for all candidates taking our assessments\*\* and who may have a temporary or permanent disability. In this policy we tell you how to apply for a reasonable adjustment for your assessment and what we will need from you.

A reasonable adjustment is to enable you to demonstrate your knowledge, skills and understanding, to the levels of attainment required by the assessment. We are committed to providing equal access to our assessments for all candidates, aiming to remove unnecessary barriers in line with the UK Equality Act 2010.

\*\* If you are taking one of our assessments at a school or college, please contact them directly.

## 2. How to apply

### 2.1 Applying for a reasonable adjustment

Please apply for your reasonable adjustment(s) as soon as possible and before you book your exam so that we can work with you to put the necessary arrangements in place well in advance of your assessment date.

To make your application, please complete the online [Reasonable Adjustment Application Form](#). When you submit it, you will be asked to provide your supporting documentation (see Section 2.2) at the same time.

The process is the same for your first application for reasonable adjustments and any later applications e.g., to update or request a change to your agreed reasonable adjustments.

Once we have received your request, we will keep on file the details of any reasonable adjustment which we have confirmed. This means we can usually apply what we have agreed to other examination bookings without having to ask you for more information.

If your condition alters, we will ask you to provide information about how your condition has changed. This is so we can assess if your previous adjustments remain appropriate to meet your needs and to ensure the overall fairness of the assessment process.

### 2.2 What supporting evidence do I need to provide?

Your supporting evidence should come from someone who is medically qualified such as:

- your doctor

- your consultant
- your educational psychologist.

Your evidence must be dated and contain the following information:

- your full name
- details of your condition
- your expert's assessment of how they anticipate your condition will impact your performance in the examination or assessment
- your expert's name and official business contact details.

We also need you to provide evidence with recommendations about the adjustments that you require. This can be included in your expert evidence or can be from e.g. your school or previous educational establishment.

### **3. What happens next?**

Once we have your application and supporting information, we aim to review it within five working days, and we will let you know the outcome by email.

We consider applications on a case-by-case basis considering:

- your supporting evidence
- your needs
- the resource implications of any adjustment
- the possible impacts of the adjustment on you, the assessment, and other candidates.

If we reject an application for a reasonable adjustment, we will provide reasons for our decision and, where appropriate, suggest suitable alternative reasonable adjustments to those requested.

### **4. What adjustments can the CISI support?**

#### **4.1 Physical impairments and conditions**

If you need wheelchair access or other access adjustments, please contact our Customer Support Team (telephone: +44 20 7645 0777; or email: [customersupport@cisi.org](mailto:customersupport@cisi.org)) to make the necessary arrangements. Most of our test centres have adapted facilities.

#### **4.2 Other reasonable adjustments**

The following are typical examples of some of the adjustments that we can provide:

- additional examination time - our standard additional time allocation is 25% of the total examination time. If you need more than this, we expect that this will be set out in your supporting evidence.
- adapted assessment materials
- rest breaks
- stop the clock arrangements
- treatment or mitigation of medical conditions
- use of low vision aids

- support of a reader
- support of a scribe
- alternative assessment venue (e.g., separate assessment room in a test centre or venue)
- adjustments to support hearing impairment

We will talk to you about what you need when you make your application. We can also look at providing other adjustments on a case-by-case basis.

## **5. Challenging our decision**

### **5.1 Step One**

If you disagree with our decision about your reasonable adjustment application, you can write to us at [reasonableadjustment@cisi.org](mailto:reasonableadjustment@cisi.org) and ask for a review by a senior manager in the Global Learning Team. You must submit your request for a review within 10 working days of the date of our decision.

Our original decision may be upheld or changed, and we will notify you of the outcome, with reasons by email within five working days of receiving your query.

### **5.2 Step Two**

If you have exhausted the query process and you still disagree with our decision, you can formally appeal the reasonable adjustment decision, using our [Appeals Policy](#).