

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 that falls within the scope 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 CIOOL Qualifications' exam venues and candidates who are undertaking or have completed our qualifications.

This policy will also be used by our staff to ensure they are dealing with all Reasonable Adjustments requests fairly and consistently.

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 of that qualification.

A candidate does not necessarily need to have a disability (as defined by the Equality Act 2010) to be entitled to Reasonable Adjustments to a given assessment. Additionally, not every candidate with a disability will 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 CIOOL Qualifications (CIOLQ) 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 a 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 measurable 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 several 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 of the adjustment, for CIOLQ
- The likely impact of the adjustment on 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

Course provider (exam venue) responsibilities

Course providers (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.

Course providers (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.

Learners are also advised to inform their course providers (exam venues) of any additional needs when starting their course, as the course provider (exam venue) should be able to provide guidance and assistance when it comes to the programme of study.

Whilst course providers (exam venues) have a responsibility to CIOLQ to follow our guidance and rules, they have their own responsibilities to their learners and candidates, in terms of equality legislation and regulatory requirements.

Course providers (exam venues) have a reasonable responsibility to:

- Recruit learners or candidates with integrity to ensure they are enrolled and registered on appropriate qualifications
- Identify as early as possible, and before registering a learner or candidate for a qualification, any difficulties the learner or candidate may have in accessing an assessment
- Apply for appropriate Reasonable Adjustments to make the assessment accessible to the learner or candidate
- Ensure that the course provider (exam venue) can adequately resource and provide for any Reasonable Adjustments approved for an assessment

- Ensure that the course provider (exam venue) is accessible for learners and candidates
- Follow CIOLQ procedures for requesting Reasonable Adjustments to an assessment
- Follow CIOLQ guidance for implementing Reasonable Adjustments to an assessment
- Maintain records of Reasonable Adjustments for CIOLQ quality audit purposes.

Note: Independent candidates may apply directly to CIOLQ 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, so that they are accessible to those with disabilities
- Ensure that the language used in any assessment and/or material is clear, unambiguous, and free from jargon
- Ensure that exam venues used are accessible to all, as far as is practicable
- Monitor the exam venues to ensure that they are following our guidelines.

Examples of Reasonable Adjustments

Below are some universal examples of Reasonable Adjustments. Not all of these would be considered reasonable in the context of a specific CIOLQ assessment, however.

- 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 CIOLQ in line with our published dates, specifying in detail what provision is requested. In all instances, official evidence will need to accompany any application for Reasonable Adjustments. This may include:

- A copy of a psychologist's report, or a formal medical review or medical statement. Any and each of these must include detailed recommendations and confirm that the requested adjustments constitute the applicant's normal and current way of working. All evidence must be dated within the last six months.

The following are examples of unacceptable forms of supporting evidence:

- Student Support Plan or Report/Diagnostic Assessment Report issued by other educational institutions (e.g. schools, colleges, universities, etc.)
- NHS - GP patient record printout
- NHS – hospital or clinic discharge summary
- NHS - outpatient appointment letter
- List of medication being taken
- Prescription - original or copy
- Statement of Fitness for Work – original or copy
- Blue Badge – application, original or copy
- Adult Disability Payment letter and/or Notice of Determination
- Personal Independence Payment letter
- Change of Name Deed Certificate
- Photographic evidence e.g. photo of injury or medication being taken

It takes time to set up any special arrangements 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 timelines

When registering for an exam using the online shop (web form), you will be able to separately access the Reasonable Adjustments Application Form and complete this, alongside uploading appropriate medical evidence. Alternatively, please email your application and evidence to qualifications@ciol.org.uk.

Reasonable Adjustments are non-transferable, and a candidate must apply for them individually for each assessment session, even if their circumstances have not changed.

Please refer to our Key Dates 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	June 2026
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