

# **Access to Assessment & Reasonable Adjustments Policy**

**CIPD Enterprises Ltd  
(CIPD Training)**

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## **1. Introduction**

Assessment should be a fair test of a candidate's knowledge, skills and experience; however, for some candidates, the usual format of assessment may not be suitable. CIPD Training recognises that for all candidates to access assessment fairly, reasonable adjustments may be appropriate. This could be because at the time of assessment;

- Candidates have a permanent disability, or specific learning need
- Candidates have a temporary disability, medical condition or learning need
- Candidates are indisposed at the time of assessment

## **2. Scope**

This policy applies to all CIPD qualifications offered by CIPD Training and to every individual involved in CIPD Training programmes including but not limited to; Centre staff, tutors, markers, quality assurers and candidates.

## **3. Purpose**

This policy sets out the steps CIPD Training will take to initially find out about candidates' requirements for reasonable adjustments and how it will consider meeting them.

## **4. Policy Roles and Responsibilities**

- 4.1 Responsibility for the implementation and monitoring of this policy lies with the Centre Manager in conjunction with the Business & Market Development Director.
- 4.2 All staff & associates including but not limited to Centre staff, tutors, markers, verifiers and candidates are accountable for ensuring full adherence to policy items.

## 5. Reasonable Adjustments

A reasonable adjustment is any action that helps reduce the effect of a disability or difficulty that places a candidate or delegate at a substantial disadvantage in a teaching or assessment situation. The reasonable adjustment should be approved and in place *before* the activity takes place. Work produced by the candidate should be marked in the same way as the work of other assessed candidates. **There is no duty to make any adjustment to the assessment objectives being tested.**

CIPD Training has a responsibility to ensure that any candidate or delegate request is based on firm evidence and that it will not confer an advantage on the candidate in any aspect of the subject concerned.

### 5.1 Some examples of reasonable adjustments might include;

- modifying assessment materials (providing materials in Braille or a larger font)
- allowing a candidate extra time to complete a time limited assessment activity
- providing access for facilitators such as a sign language interpreter, reader or scribe
- removing excessive visual stimuli from assessment materials
- use of a word processor or mobile electronic device

### 5.2 Considerations when assessing the reasonableness of an adjustment include;

- maintaining the integrity of assessment criteria
- individual circumstances
- cost implications
- practicality
- effectiveness
- health and safety to individual and others

CIPD Training has a responsibility to ensure that any request for a reasonable adjustment is based on firm evidence so where the implications of the disability or difficulty are not obvious, we may ask for supporting evidence regarding the effect of the impairment on the candidate or delegate's performance such as;

- medical certificates
- written evidence produced by an independent, authoritative specialist. This could take the form of medical, psychological or professional reports or assessments stating the name, title and professional credentials of the person carrying out the assessment and/or report. Such reports should set out the nature of the difficulty and extent to which the candidate or delegate is affected by the difficulty, including the effects of any related medication that the candidate or delegate may be taking, if relevant. In cases where it might be expected that there could be changes in the way the candidate or delegate is affected by the difficulty, there will have to be recent and relevant evidence of assessments and consultations carried out by an independent expert.

### **5.3 During initial assessment, prior to joining a course, CIPD Training will;**

- aim to identify any difficulties the candidate or delegate may have in accessing learning and assessment
- assist in the selection of qualifications for candidates, depending on circumstances
- explain to the candidate any qualification and assessment requirements
- be clear if it seems unlikely a candidate would meet qualification requirements and explain the restriction on achievement as a result (for example, if a candidate is unable to demonstrate specific skills they may be unable to gain achievement of the qualification). Unit certification may be suggested where this is possible.

### **5.4 In supporting candidates and delegates, CIPD Training will;**

- communicate CIPD Training's Access to Assessment & Reasonable Adjustments policy to staff, associates, candidates and delegates
- ensure staff and associates deal with reasonable adjustments sensitively
- create an atmosphere in which candidates are comfortable discussing requirements
- observe the right of candidates who do not wish to disclose additional needs
- not presume solutions but discuss and agree support with candidates / delegates
- anticipate general future needs for all and make adequate provision
- take into account the diversity of the group and differentiate accordingly
- provide staff with 'candidate support' training
- apply to Awarding Bodies for reasonable adjustments for examination candidates
- select appropriate adjustment without lowering qualification standards
- contact relevant Awarding Body regarding most suitable adjustment if in doubt
- keep reasonable adjustment records for audit purposes but no longer than necessary
- design assessment activities that are accessible to candidates
- ensure buildings used for assessment are accessible as far as is practical
- ensure health and safety is not compromised – conduct risk assessments

### **6.0 Special considerations - CIPD national examinations**

Special consideration can be applied after an examination when a candidate is disadvantaged during the exam. Each request for special consideration will be unique to the candidate or assessment and will depend on the circumstances at the time of the assessment and will reflect the difficulty faced by the candidate(s).

Special consideration is a post examination adjustment to a candidate's mark. All requests for special consideration will be considered by a review panel, The National Assessment Special Consideration panel which is responsible for;

- reviewing candidates' special consideration requests and supporting evidence
- agreeing and recommending adjustments of between 1% - 5% to marks for candidates and cohorts as appropriate
- ensuring the effective and consistent application of the procedure

In some cases, it may be necessary to adjust marks for an entire cohort, when an incident has occurred which has affected all candidates (for example, a serious disturbance during the examination). In these circumstances, letters from candidates must be verified by invigilator incident reports.

## **6.1 Procedure for applying for special consideration**

A candidate who is fully prepared and present for a **scheduled CIPD national examination** may be eligible for special consideration if;

- performance in an examination is affected by circumstances beyond the control of the candidate e.g. recent personal illness, accident, bereavement, serious disturbance during the examination, domestic crisis

Candidates must apply for special consideration within seven days of the national assessment activity to the National Assessment Department (direct dial: 020 8612 6223).

If a candidate had a medical condition at the time of the CIPD national examination, their request for special consideration must be accompanied by a relevant medical certificate. The National Assessment Special Consideration Panel has the right to request additional information from the candidate as necessary.

## **7.0 Candidates and delegates with a disability**

The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

It is unlawful for institutions such as CIPD Training to discriminate in the provision of goods, services and facilities to disabled people including;

- all aspects of teaching and assessment
- assessments and examinations
- e-learning and distance learning including virtual learning environments
- CIPD Training website
- learning resources including libraries and computer facilities
- aspects of the physical environment where teaching/learning takes place, including buildings and equipment
- welfare, counselling and other support services
- catering, residential and leisure facilities
- careers services

Under the act, CIPD Training is expected to take reasonable steps to;

- find out about people's disabilities
- consider what adjustments may be required
- make adjustments where reasonable, including by alternative means

## **8.0 Disclosure of additional requirements**

In order to provide support and guidance from the outset, candidates and delegates are encouraged to disclose additional requirements so that where possible, arrangements can be put in place. Candidates and delegates should complete and submit a request for Reasonable Adjustments (available on the VLE under policies). Candidate and delegate requirements may be reviewed individually to ascertain extent of condition and requirements. During the course, centre staff may liaise with tutors, candidates and delegates to measure the effectiveness of any such adjustments.

## **9. Recruitment and selection of candidates and delegates**

Potential candidates and delegates to CIPD Training will be selected for courses or programmes strictly in line with the selection criteria and the requirements of the course. Selection criteria will apply to all qualification candidates irrespective of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief (including lack of belief), sex & sexual orientation. CIPD Training will make reasonable adjustments and review its recruitment and selection practices on an annual basis in order to monitor equal opportunities and to ensure that candidates are placed on the qualification course which is most suitable to their learning and development requirements.

## **10. Monitoring enquiries and requests**

For information purposes it is important for us to log all requests and monitor the resulting action. However to comply with the General Data Protection Regulation (GDPR), all personal details will be removed so that no individual can be identified.

## **11. Venues**

When sourcing venues, CIPD Training consider every aspect of the building including: how people enter, how they find their way around, what signs will be provided, how people communicate with staff, information we provide, queuing systems, counters and accessible lavatories.

- all training venues comply with the Equality Act 2010
- we do not use venues without lifts
- where a lift breaks down, exit is via an evacuation chair or alternative means

In making reasonable adjustments, CIPD Training must think in advance about what people with a range of impairments might reasonably need. If there is a particular situation we have not anticipated and a person wants to use our service, then we must make a reasonable adjustment as quickly as possible.

## **12. Complaints**

If a candidate or delegate believes that they have been discriminated against on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief (including lack of belief), sex, sexual orientation, they should first speak to their personal tutor or course tutor and if following discussion the candidate or delegate is not satisfied, they should follow the CIPD Training complaints procedure. This procedure should also be followed for all other complaints.

### **13. Policy review**

This policy will be reviewed annually and updated as necessary.

### **14. Breach of the Policy**

CIPD Training will take seriously any instances of non-adherence to the policy by its staff, management, candidates and delegates. Any breach of policy will be investigated, and where appropriate, action will be considered.

### **15. Access to the Policy**

The policy will be published on the CIPD Training website and on the Virtual Learning Environment.

### **16. Reference to other policies, procedures and agreements:**

- CIPDT Academic Misconduct policy
- CIPDT Admissions policy
- CIPDT Assessment policy
- CIPDT Assessment Appeals policy
- CIPDT Candidate Agreement
- CIPDT Candidate & Delegate Conduct policy
- CIPDT Complaints policy
- CIPDT Equality and Diversity policy
- CIPDT Internal Verification policy
- CIPD Privacy policy
- CIPDT Reasonable Adjustment request form
- CIPDT Withdrawals policy

-----*End of Policy*-----

### 17.0 Examples of reasonable adjustments (this list is not exhaustive – candidates may suggest their own tried and tested methods)

CIPD Training candidates may enrol with a diverse range of needs, these may be social, physical, intellectual, cultural or emotional. Whilst candidates are not obliged to divulge such needs, in doing so, CIPD Training, in agreement with candidates is able to put in place the most appropriate support. Candidates with learning difficulties are advised to seek assessment by an educational psychologist who is able to suggest the most suitable learning and assessment strategies. **CIPD Training will always consider the provision of reasonable adjustments.**

Candidate need	Reasonable adjustment	Reasonable adjustment may help candidates;
<b>Asperger's Syndrome</b>	<ul style="list-style-type: none"> <li>• word processor</li> <li>• optimum seating position</li> <li>• copies of notes / overheads</li> <li>• electronic devices</li> </ul>	<p>with persistent and significant difficulties with poor, illegible handwriting</p> <p>reduce sensory difficulties take notes and process verbal guidance</p> <p>take notes</p> <p>Further information on Autism and Asperger's Syndrome can be found here; <a href="http://www.autism.org.uk/about/what-is/asperger.aspx">http://www.autism.org.uk/about/what-is/asperger.aspx</a></p>
<b>Attention Deficit Disorder</b>	<ul style="list-style-type: none"> <li>• rest breaks</li> <li>• prompter</li> </ul>	<p>with persistent difficulties with a poor working memory to concentrate by being shown where on a page they had been working.</p> <p>More help and support for candidates with Attention Deficit Disorder can be found here; <a href="http://www.aadduk.org">www.aadduk.org</a></p>
<b>Back pain / arthritis</b>	<ul style="list-style-type: none"> <li>• specialist equipment on request</li> </ul>	<p>optimise comfort at workshops</p>
<b>Cultural need</b>	<ul style="list-style-type: none"> <li>• observing cultural practice</li> </ul>	<p>observe religious, cultural and dietary needs</p>

<b>Dyslexia</b>	<ul style="list-style-type: none"> <li>• straightforward assignments</li> <li>• avoid excessive visual stimuli (slides &amp; materials)</li> <li>• coloured overlays</li> <li>• allow assistive technology</li> <li>• course notes prior to course</li> <li>• additional time for exams</li> <li>• extra time to complete assignments</li>   <li>• provide written information in advance following BDA style guide</li> </ul>	<p>avoid confusion sharpen focus</p> <p>improve reading accuracy especially if it is the candidate's normal way of producing written work print notes coloured paper of their choice &amp; digest some information in advance needing longer processing time who need more time to research and compose assignments</p> <p><i>More information on dyslexia can be found on The British Dyslexia Association's website; <a href="http://www.bdadyslexia.org.uk/">http://www.bdadyslexia.org.uk/</a></i></p>
<b>Hearing impairment</b>	<ul style="list-style-type: none"> <li>• hearing dog*</li> <li>• British Sign Language (BSL)</li> <li>• hearing loops</li> </ul>	<p>perform tasks such as travelling to, from and around training venues by having tutorials interpreted and translated including emotion and intonation receive audio signals to a hearing aid via a magnetic field (reducing background noise)</p> <p>More information on hearing loss or impairment can be found at; <a href="http://www.actiononhearingloss.org.uk">www.actiononhearingloss.org.uk</a></p>
<b>Mental Health need</b>	<ul style="list-style-type: none"> <li>• tailored support</li> <li>• provide materials in advance</li> </ul>	<p>avoid anxiety - personal tutors can help by breaking down steps. CIPDT is able to signpost candidates to external support agencies.</p> <p>There are numerous helpful websites providing advice and guidance on mental health, many are listed on the NHS website; <a href="http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/mental-health-helplines.aspx">http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/mental-health-helplines.aspx</a></p>
<b>Mobility issues</b>	<ul style="list-style-type: none"> <li>• rest breaks</li> <li>• word processor / scribe</li> <li>• mobility assistance</li> <li>• lifts / ramps</li> </ul>	<p>optimise comfort by changing position and moving around who cannot write/type comfortably who are able to bring a carer to workshops all CIPDT venues are checked in advance for accessibility</p>

<b>Pregnant &amp; nursing mothers</b>	<ul style="list-style-type: none"> <li>• additional comfort breaks</li> <li>• varied activities</li>   <li>• room temperature</li> <li>• sealable sick bags</li> <li>• expressing breast milk</li> <li>• storage facility for breast milk</li> </ul>	<p>who need to visit the lavatory more frequently avoid discomfort caused by prolonged sitting / standing - <i>pregnant candidates are advised to consult <a href="#">NHS guidance on backache and pregnancy</a></i></p> <p>who are more sensitive to heat than others who feel nauseous, such candidates may also prefer to sit near an exit / window who are nursing, access a healthy and safe environment to express breast milk keep breast milk fresh and safely stored (4 degrees or lower)</p> <p><i>Candidates are also advised to check their immune status for any common diseases</i></p>
<b>Vision impairment</b>	<ul style="list-style-type: none"> <li>• large font materials / exam papers</li> <li>• Braille exam papers</li> <li>• guide dog*</li> <li>• reader /practical assistant</li> <li>• extra time (for timed examinations)</li> <li>• extra breaks</li> <li>• desk lamp / window seat</li> </ul>	<p>access workshop / exam materials access teaching and assessment materials in a suitable format with mobility locate information where complex layout and diagrams are used make up for time lost due to visual impairment alleviate tiredness caused by condition improve visibility of materials in a better lit area</p> <p>The Royal National Institute of Blind People (RNIB) offers practical &amp; emotional support and manufactures specialist software to aid teaching and learning. See <a href="http://www.rnib.org.uk">http://www.rnib.org.uk</a></p> <p>Free CIPD e-books are available for print disabled candidates only – please speak to your co-ordinator if you would like to place an order.</p>

*\* Religious grounds cannot be used to exclude guide dog / assistance dog owners. CIPDT will consult all attendees regarding possible fur allergies.*