

Reasonable Adjustments Policy and Procedure for Professional Qualifications

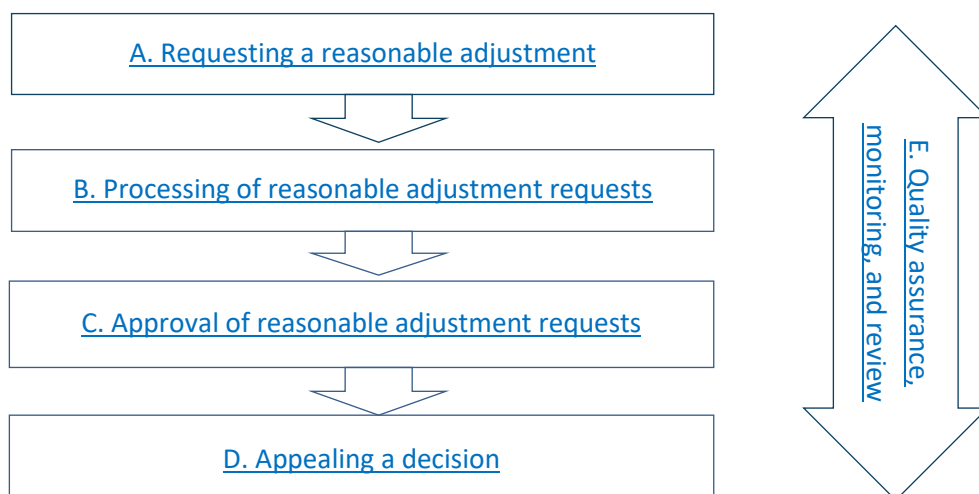
The Reasonable Adjustment Policy and Procedure for Professional Qualifications applies to students for whom the standard arrangements for learning materials, the delivery of, and response to, the assessment may adversely affect their ability to demonstrate their true performance level.

Summary of policy

We're committed to providing an inclusive educational experience for our students, regardless of any disabilities or learning difficulties they may have and realise that, without reasonable adjustment, students may be prevented from demonstrating their true level of ability during an assessment. This policy is designed to ensure that we

- provide an assessment and awarding system that supports equality and fairness to our students
- maintain the integrity and security of the assessment process.

The Reasonable Adjustments Policy recognises, but isn't limited to, the protected characteristics identified in the Equality Act 2010. It also applies to those students who have a specific learning difficulty or disability that's been notified prior to the assessment. Subject to approval, we'll put into place reasonable adjustments to mitigate the impact of the identified disadvantage.



Section A - requesting a reasonable adjustment

- 1.1** We recognise, but are not limited to, two major categories of special educational need, which may lead to the provision of reasonable adjustments
- permanent or long standing disability, illness or special educational need, e.g., blindness, diabetes, dyslexia
 - temporary disability, illness or indisposition, e.g., broken arm, chronic pain.
- 1.2** For requests based upon permanent or long-standing disability, illness or special educational needs, you should advise us when registering for your studies.
- 1.3** For requests based on temporary disability, illness or indisposition, you should advise us of the request at the earliest opportunity.
- 1.4** Requests should be submitted to our student support office using the [Reasonable adjustment form](#).
- 1.5** Each request must be
- supported by relevant independent evidence from a medical professional, occupational health, educational psychologist or other recognised educational expert. Please note that evidence from a medical professional can only support applications which refer to an injury, illness or physical disability
 - made to us at least eight weeks before the date when the adjustment will need to be in place. If a request comes in after the recommended eight weeks, we'll assess each request on a case by case basis, but may not be able to put the adjustment in place in time for the assessment, and may be subject to exam booking availability.
- 1.6** Given the individual nature of reasonable adjustments, you're recommended to contact the Student and Customer Services team by telephone on +44 (0)1227 818609 or email customerservices@libf.ac.uk for an informal discussion before you submit a request. This will allow both of us to fully understand the nature of the request and advise on the type of supporting evidence required.
- 1.7** We're not responsible for obtaining evidence to support a request for reasonable adjustments, but will provide advice on its requirements and the consequent suitability of any evidence.

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- 1.8** We reserve the right not to put in place reasonable adjustments if you don't provide appropriate evidence.
- 1.9** We will
- only implement a reasonable adjustment that maintains the security, reliability, and integrity of an assessment, and
 - not implement any reasonable adjustment that invalidates the assessment requirements for an award or in such a way that may adversely affect other students.
- 1.10** Some adjustments may not be implemented if they
- involve unreasonable costs to us
 - involve unreasonable timeframes or
 - affect the security, reliability, and integrity of the qualification itself.
- 1.11** In cases where reasonable adjustments are implemented in response to a specific request under this policy, we won't normally consider further compensation for the identified disadvantage.
- 1.12** Any information you supply in respect of a claim for reasonable adjustments will be treated as confidential and will only be supplied to staff on a need to know basis. Information on the reasonable adjustment may be shared with electronic testing centres administering examinations on our behalf.
- 1.13** If, at any time, we find that a reasonable adjustment claim was fraudulent, we reserve the right to withdraw any award made as a result of assessments undertaken with reasonable adjustment.

Section B - processing of reasonable adjustment requests

- 2.1** Each request will be acknowledged within five working days. Subsequently, and normally within a further ten calendar days, the Student Support Services team will contact you with the outcome.
- 2.2** If the Student Support Services team are unable to immediately identify or agree an adjustment(s), they'll advise you in writing of the timescale for resolving the matter and will ensure you're kept fully informed of progress.

- 2.3** For Pearson VUE exams, the Student Support Services team will contact Pearson VUE to confirm the agreed adjustments once the application has been processed. You can then contact Pearson VUE to arrange your exam.

Section C - approval of reasonable adjustment requests

- 3.1** For individual requests, the Student Support and Services team will confirm the reasonable adjustment in writing.
- 3.2** We aim to implement an equitable assessment / examination system that doesn't disadvantage any of our students or call into question the security or integrity of our qualifications. Therefore, when a student makes an application for reasonable adjustments, each application is judged upon its individual merits.
- 3.3** If your circumstances change or you wish to request a further adjustment, you should contact the relevant team as set out above. You may be required to provide additional evidence to support any changes to the reasonable adjustment.

Section D - appealing a decision

- 4.1** If you're unhappy with the result of a request for a reasonable adjustment, you may appeal the outcome in accordance with the [Appeals Policy](#).

Section E - quality assurance, monitoring, and review

- 5.1** Records of all applications for reasonable adjustments, and their outcomes, are maintained by us for at least five years.
- 5.2** The policy and procedures are formally approved by the Regulatory Compliance Group.
- 5.3** The policy and procedures have been developed to comply with all relevant legislation, including the Equality Act 2010, and externally benchmarked to be in line with recognised best practice.
- 5.4** We're subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales and CCEA.

January 2023