

Reasonable Adjustment and Special Consideration Guidance

This guidance document provides instructions for candidates and centres for the application and administration of reasonable adjustments and special consideration:

Section 1: GUIDANCE ON REASONABLE ADJUSTMENTS

Section 2: GUIDANCE ON SPECIAL CONSIDERATION

Section 3: REGULATIONS FOR CERTAIN TYPES OF REASONABLE ADJUSTMENTS

Appendix 1: CENTRE REASONABLE ADJUSTMENT REQUEST FORM

Appendix 2: CANDIDATE REASONABLE ADJUSTMENT REQUEST FORM

Section 1: Guidance on reasonable adjustments

A. Candidates registered with a CIPS approved study centre (including distance and flexible modes of study)

1. Study centres are responsible for assisting with all requests from their learners for reasonable adjustments.
2. Candidates should complete a Candidate Reasonable Adjustment Request form and submit this to the CIPS Course/Programme Leader at their study centre, at the same time as enrolling for an examination or assessment. Please note that all requests for reasonable adjustments must reach CIPS by the entry closing date of the assessment concerned. Candidates should therefore complete the request form in good time to allow the centre to carry out its part of the process.
3. The centre should review the request and complete a Centre Reasonable Adjustment Request form; this must also be submitted to CIPS before the entry closure date of the assessment. Supporting evidence should be attached to the form with a copy of the completed Candidate Reasonable Adjustment Request form. The centre should retain copies of all documents for review and audit purposes.
4. On receipt of the Centre Reasonable Adjustment Request form from the study centre, the Awarding Body will consider the request and inform the centre in writing of its decision in relation to the proposed adjustment. The centre should ensure that a copy of this decision letter, together with a copy of the Centre Reasonable Adjustment Request form, is attached to the examination activity report prior to despatch for marking.

B. Candidates not registered at a CIPS approved study centre

1. Candidates should apply for reasonable adjustments by completing a Candidate Reasonable Adjustment Request form and submitting this directly to CIPS. Completed requests must be sent with an assessment entry form and must be submitted before the entry closure date of the assessment.
2. The Awarding Body will consider the request and make a decision in relation to the proposed adjustment. CIPS will liaise directly with candidates and examination centres to facilitate the requirements, at least **four weeks** prior to the assessment date.

C. Impairments which have a substantial and long-term adverse effect

Candidates with a physical, sensory or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities, must submit evidence which specifically states the degree to which the impairment has this adverse effect. Candidates only need to submit this evidence with their first application for reasonable adjustment.

Under equalities legislation, candidates are deemed to have such an impairment if they can show that the condition is:

- more than minor or trivial
- has an effect that has lasted or is likely to last for at least twelve months
- affects everyday things like eating, washing, walking and going shopping.

If a candidate requires an adjustment for subsequent assessments, providing it is the same as has been approved previously, candidates do not have to re-submit evidence; however they **must** complete the Candidate Reasonable Adjustment Request form for each assessment series and submit it to their study centre or CIPS with the assessment entry form before the closure date.

D. Temporary Disabilities

If the condition is temporary (see Reasonable Adjustment and Special Consideration Policy) evidence must be submitted with each request for an adjustment.

Candidates are deemed to have a temporary physical, sensory or mental impairment if the condition is under one year's duration and is likely to improve.

Please note that the Awarding Body must grant approval for all reasonable adjustments and reserves the right to refuse requests. If an adjustment is made without written approval from CIPS, this could constitute malpractice.

Section 2: Guidance on special consideration

Special consideration may be given to candidates in instances that could not have been predicted, or were outside the candidate's control, which may have impacted on their performance in an assessment.

Adjustments may be required at short notice to accommodate the candidate in such circumstances, and centres should make every effort to facilitate reasonable requests. In some instances, requirements cannot be met and centres and CIPS may advise candidates that it is in their best interest to postpone their assessment.

Special consideration can be applied to individual personal circumstances or situations, which may have impacted on the candidate's performance. Candidates must advise CIPS in writing, within **14 days** of the end of the assessment. For candidates who have taken an online assessment, they must advise CIPS in writing, within **7 days** of the end of the assessment, of the circumstances which caused the request for special consideration. The Awarding Body will take the incident into consideration prior to the release of results and will communicate the outcome to the candidate.

Centres are authorised to allow extra time (for example due to a disturbance during the examination or assessment) but are required to advise CIPS in writing, confirming the adjustments made and candidates affected. This information may be included in the invigilator's report or the record of examination activity on the back of the examination register.

Any questions should be referred to the Assessment Services team; assessment.team@cips.org
Telephone; +441780 756777.

Section 3: Regulations for certain types of reasonable adjustments

A relative or friend of the candidate may not act as a reader, scribe or transcriber.

A. Readers

A reader may be required to read the instructions (rubric) written on a question paper, all or part of the questions and the candidate's answers. The reader must read accurately and at a reasonable rate and may be required to repeat the material if necessary. The reader should be familiar with the terminology used in the subject being assessed. The reader may assist visually impaired candidates using tactile diagrams, graphs and tables to communicate the information that the printed paper would give to a sighted candidate. The reader must, if required, spell out any word that occurs in the question paper. The reader must be prepared for periods of inactivity.

B. Scribes (or amanuenses)

A scribe is required to write answers dictated by the candidate. The scribe must be able to write legibly, at a reasonable speed and should be familiar with the terminology used in the subject being assessed. The scribe must write down the answers **exactly** as dictated by the candidate. The scribe must draw or add to diagrams strictly in accordance with the candidate's instructions. The candidate will not be expected to dictate spellings. The scribe should work at the candidate's pace.

Scribes or readers must not assist with the content of the answers, this will invalidate the assessment. Support must not give the candidate an unfair advantage or disadvantage.

C. Transcribers

This may be requested by candidates whose handwriting is illegible, or where the responses are to be produced in Braille or in British Sign Language, or where the candidate is unable to use a word processor or dictate responses.

The transcriber will produce a transcript to assist with the assessment of a candidate's work; the transcript must be an exact copy of the text written by the candidate and will not include diagrammatical material. The assessor will only refer to the transcript where they cannot decipher the candidate's response. The transcript should be produced by a member of the centre's staff who is familiar with the candidate's writing.

Where the transcript replaces responses produced in Braille or BSL, the transcriber must be appropriately qualified to provide it. Errors of translation, e.g. from BSL to English, must never be allowed to affect the candidate's marks.

The transcript should be produced immediately after the assessment under secure conditions without the involvement of the candidate. It must be produced in a separate document (it may be typed) and attached to the candidate's answer booklet. The candidate's assessment must not be annotated or marked in any way. If the candidate has produced a response in Braille or BSL, a copy of the original (on video in the case of BSL) must be returned with the transcript.

Where a reader, scribe or transcriber has been used, centres should complete the appropriate section of the record of examination activity, and return this with the answer booklet.

D. Use of a laptop, word processor or microprocessing device

Candidates who are able to complete assessments with handwriting or drawing are expected to do so. Candidates with disabilities may be permitted to use a laptop or similar device where their disability means they cannot write by hand.

The most appropriate method of answering should be the one that will enable candidates to demonstrate their attainment as quickly and fluently as possible, but does not give them an unfair advantage over other candidates.

The following restrictions apply:

- The laptop or similar device must be owned by the study or examination centre.
- The centre must ensure that the candidate does not have access to any adjustment that may give them an unfair advantage.
- The invigilator should print candidate answers. The removable device (e.g. memory stick) containing the candidate's answers must not be sent to CIPS; centres may retain the device if they choose.
- Candidates should sign each page of the printed answers before submission to CIPS.
- Candidates may only make use of facilities that have been agreed in advance.

Where a laptop or similar device has been used, centres should complete the appropriate section of the record of examination activity, and return this with the answer booklet.

NB: Laptops or other devices may be utilised for work-based assessments.

Appendix 1

CENTRE REASONABLE ADJUSTMENT REQUEST FORM

Study/examination centre name	
Date of assessment	
Unit title	

Supporting evidence must be attached for candidates applying due to a temporary disability or for applications due to an impairment with a substantial and long-term adverse effect where a candidate has not previously submitted evidence to CIPS.

Candidate number	
Candidate name	
What reasonable adjustment is being requested? <i>(e.g.: reader, extra time, etc.)</i>	
Please explain how this adjustment will allow the candidate to meet the requirements of the assessment	
Has supporting evidence been submitted previously for an impairment with a substantial and long-term adverse effect?	

Signed:

Date:

(Examinations Officer for the centre)

Please return to CIPS Assessment Services Team before the assessment closure date. A copy of this form should also be attached to the record of examination activity.

Appendix 2

CANDIDATE REASONABLE ADJUSTMENT REQUEST FORM

Candidate number	Candidate name
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Candidate assessment details

1. Are you registered with a study centre?	<i>(please delete as appropriate)</i> Yes / No
2. If yes, which centre are you registered with?	
3. Where would you like to take your assessment?	
4. Which unit(s) are you intending to take?	
5. Does your request for an adjustment relate to a temporary impairment, or to one with a substantial and long term adverse effect?	<i>(please delete as appropriate)</i> (a) temporary (under one year's duration) (b) a substantial and long term adverse effect

Supporting evidence

Evidence must be submitted each time a request is made due to a temporary impairment, and first time applications relating to an impairment with a substantial and long-term adverse effect. Supporting evidence must be enclosed with this form.

6. Have you previously provided supporting evidence to CIPS in relation to an impairment as described in 5(b)?	<i>(please delete as appropriate)</i> Yes / No
Brief explanation of supporting evidence provided with this request:	

Reasonable adjustment requested

7. What reasonable adjustment(s) are you requesting?
8. Please explain how this adjustment will help you to show what you know and can do, in relation to CIPS assessment.

Declaration

If you give false information or do not tell us about any changes to your circumstances you may be liable to disciplinary action under the CIPS Ethical Code and the Malpractice Policy.

- I declare that the information given on the form is correct and complete to the best of my knowledge and belief.
- I understand that if I am claiming an adjustment and my circumstances change I am required to inform CIPS before the assessment.
- I have submitted supporting evidence for a request due to a temporary disability, or if this is my first application due to an impairment with a substantial and long term adverse effect disability.
- I understand that provision of false information or failure to inform CIPS of changes to my circumstances could result in my examination results being declared null and void and a ban from taking CIPS qualifications for up to three years.

Signed	Date
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If this form is signed on behalf of the candidate, please provide the following details:

Name, address, relationship with candidate (e.g. tutor, parent)

If you are registered with a study centre (including flexible and distance learning), send this form to the CIPS course programme leader at your study centre.

If you are not registered with a study centre, send this form to Assessment Services Team, CIPS, Easton House, Easton on the Hill, Stamford, Lincolnshire, PE9 3NZ, UK.

Please return to CIPS Assessment Services Team before the assessment closure date.

For CIPS use only	
Examination entry form received	Y/N
Supporting evidence required	Y/N
Supporting evidence received	Y/N
Approved/ not approved	Y/N
Candidate informed	Y/N
Centre allocated	Y/N
Centre informed	Y/N