

# Reasonable Adjustments and Special Consideration Policy and Procedure

## Introduction

Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated Awarding Body. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias.

The Awarding Body has a responsibility under relevant equalities legislation and the requirements of the qualifications regulators (e.g. Ofqual), to ensure that all candidates have an equal opportunity to demonstrate their knowledge, skills or understanding to the level of attainment required within each qualification, and those barriers to entry are removed where possible. It is the responsibility of study centres to ensure that appropriate adjustments are made for candidates during the learning process, and the Awarding Body will ensure that candidates are given appropriate adjustments to the assessment process to give them an equal opportunity. This will include a requirement for study centres and exam centres that provide examination facilities for their learners to apply reasonable adjustments that have been approved by the Awarding Body.

**NB: The Awarding Body will not make adjustments to standards or pass marks. All adjustments must be deemed reasonable and not give the candidate an unfair advantage.**

## Reasonable Adjustments

Adjustments to the assessment process will typically be made in the following circumstances:

**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.**

Under equalities legislation, candidates are deemed to have such 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.

Supporting evidence will be required in all new cases. Evidence could include medical reports from doctors, psychiatrists, educational psychologists, specialist teachers, or funding agencies.

Providing the adjustment required is the same for each assessment, candidates do not need to re-submit evidence or a candidate reasonable adjustment request form with subsequent applications when enrolling onto an assessment.

### **Candidates with temporary physical, sensory or mental impairment**

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. Examples of temporary disability could include broken limbs or injury to hands which could impair a candidate's ability to type or write. Supporting evidence will be required in all cases.

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If a candidate applies for an adjustment due to a temporary physical, sensory or mental disability, evidence must be re-submitted with a Reasonable Adjustment Request Form for each assessment series.

### **Types of Reasonable Adjustments available**

- Extra time
- Supervised rest breaks
- Use of readers, scribes, transcribers
- Miscellaneous types of reasonable adjustments including brailing of non-secure assessment material, taped responses, modified question papers (e.g. enlarged, or printed on coloured paper).

### **Procedure for applying for a new reasonable adjustment request**

All candidates must submit a request for a reasonable adjustment prior to the closure date for entry to an assessment.

#### **Candidates registered with a Study Centre.**

All study centres (including distance and flexible learning) approved to offer assessment facilities have a duty to implement the Reasonable Adjustment and Special Consideration Policy for all CIPS candidates who study with the centre. This responsibility includes assessment of needs, recommendation of reasonable adjustment, communication with CIPS and provision of the resources to facilitate the adjustment. Study centres will also be responsible for ensuring that appropriate facilities for work based assessment are available in conjunction with the employer.

Candidates who are registered with a study centre must complete a Candidate Reasonable Adjustment Request Form and submit this to the CIPS programme leader at the study centre, together with appropriate medical evidence.

The centre should assess the request and complete a Centre Reasonable Adjustment Request form; this must 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 a copy of the candidate's application for review and audit purposes.

On receipt of the Centre Reasonable Adjustment Request form from the study centre, CIPS will confirm approval of the proposed adjustment to the centre in writing. The centre should ensure that a copy of this approval together with a copy of the Centre Reasonable Adjustment Request form is attached to the examination activity report prior to despatch for marking.

#### **Candidates who are not registered with a study centre, or who are being assessed at a regional examination centre.**

The Awarding Body undertakes the assessment of needs, approval of reasonable adjustment and communication with the centre to facilitate the provision of resources required for candidates who are not registered with an approved study centre or who are undertaking assessments at a regional examination centre. Although every effort is made to accommodate all adjustments, some regional examination centres (venues used to host examinations that do not offer study facilities) will not be able to accommodate all candidates' needs. Other arrangements will be made wherever possible.

Candidates who are not registered with a study centre (self-study learners) or who wish to take their assessment at a different centre should complete a Candidate Reasonable Adjustment Request Form, and submit this to the Assessment Operations Team, together with appropriate medical evidence. This must be

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submitted to CIPS **before the exam entry closure date of the assessment.**

The Awarding Body will consider the request for reasonable adjustment and liaise directly with candidates and centres to facilitate the requirements at least **seven weeks** prior to the assessment date.

**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. Once a reasonable adjustment has been agreed and implemented, no further adjustment will be made to the assessment or marking process.**

## Special Consideration

Special consideration is a minor, post-examination adjustment to the mark of an assessment. This may be given to a candidate for circumstances that could not have been predicted, or were outside the candidate's control, which may have impacted on their performance. Special consideration ensures that candidates who have a temporary illness, injury or indisposition at the time of the assessment are treated fairly. Examples include influenza, bereavement of a close family member, evacuation of the assessment venue, and disturbances during the assessment such as a fire alarm or severe noise disturbance.

The Awarding Body will review and consider the special consideration application. The special consideration adjustment will normally be given, taking into consideration the total value of potential marks for the individual exam module.

The size of the adjustment will depend on the circumstances experienced in the time leading up to, and during the assessment, but will always be a minor adjustment as to do more may jeopardise the standard.

The Awarding Body will not enter into discussion with candidates as to how much special consideration should be applied.

### Procedure for applying for Special Consideration

All candidates must advise CIPS by email; [assessment.team@cips.org](mailto:assessment.team@cips.org), within **7 days** of the end of the assessment, of the circumstances which caused the request for special consideration.

Where appropriate, supporting evidence must be provided e.g. letter from a doctor / hospital / authorised person / invigilator's report etc.

Centres are required to advise CIPS in writing if an incident occurred during the assessment, confirming the adjustments made and candidates affected. This information may be included in the invigilator's report or the record of examination activity, or the Notes tab within the portal. However, students must still apply to CIPS directly for special consideration.

Students will receive confirmation of their Special Consideration application and the Awarding Body will take the incident into account prior to the release of results.

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## Review and Appeal

Wherever possible, the Awarding Body will deal sympathetically with requests for reasonable adjustments or special consideration. In cases where a request is turned down the candidate has the right to request a review of the decision.

### Stage 1 – Review

Candidates and centres may request a review of the decision made following the above process. The review is conducted by the Group Head of Education Regulation, who will re-examine the initial decision. Requests for a review of a reasonable adjustment decision should be made as quickly as possible following the initial decision, and will be reviewed equally swiftly to allow the outcome to be notified before the assessment takes place.

### Stage 2 – Appeal

If the candidate or centre does not agree with the outcome of the review, they have the right to take the process to Stage 2 appeal, which would involve an independent review of the case. An appeal at Stage 2 will only be considered if the appellant can show that the Awarding Body did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.

**An appeal at Stage 2 will only consider whether the Awarding Body applied its procedures consistently, properly and fairly during the original investigation and/or the Stage 1 review. The original incident will not be re-investigated at the appeal stage.** There is a fee of £125 for Stage 2 appeals, which would be refunded if the appeal were successful.

Appeals are heard by a panel chaired by the Group Head of Education Regulation (the Responsible Officer) with at least one independent member, who is not an employee of CIPS, an assessor working for CIPS, or otherwise connected to CIPS. The appeal panel will have had no involvement with the assessment or the administration of assessments, and have no personal interest in the decisions under consideration. The appeal panel may uphold the original decision, or overturn it on the grounds that procedures were not properly followed. The appeal panel will not review the original investigation.

The Group Head of Education Regulation is responsible for ensuring that all parties affected by decisions on malpractice or maladministration are informed of the outcome of the above processes.

**CIPS Awarding Body  
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