

Policy – Reasonable adjustments

Overview

As a best practice provider, we need to be as fair as possible with our participants and qualification candidates to ensure we are only basing our judgments on objective, code-able evidence and are not putting up barriers to the positive engagement and experience with our programmes and any qualification processes.

An important part of remaining fair and non-discriminatory is the use of reasonable adjustments. For the purposes of our policy a **reasonable adjustment** is defined as ‘a specific change (or changes) to the delivery or presentation of a programme or event, designed to ensure that the candidate is not unfairly disadvantaged due to their disability or condition.’

The act of providing these adjustments is per the requirements of the **Equality Act (2010)**, which stipulates that we must ensure there is no unlawful discrimination against people within protected characteristic, including age, disability, sex, gender reassignment, religion or belief, race, sexual orientation, marriage and civil partnership, caste, pregnancy and maternity. The Equality Act defines disability as ‘a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities’, however we will also provide reasonable adjustments for other circumstances in which an individual does not have a recognised disability (e.g. broken limb, religious stipulations, childcare), as long as this does not have an effect on our overall qualification process or programme requirements.

Adjustments given can take a number of forms (some of which will be listed below as examples). The principle of reasonable adjustments is to ensure that no individual is disadvantaged by the format of our processes or programmes and, where this is the case, the format should be adapted to overcome this. To maintain the rigour of our processes and programmes, these adjustments will not provide different standards or an unfair advantage.

Reasonable adjustments are not defined by law and it is at our discretion what adjustments we can and cannot make. We will take into consideration numerous factors, including equality of opportunity, cost, time, practicality and notice given. For example, if we were informed of an adjustment needed on the day of an event, this could be difficult to arrange for financial and practical reasons. We provide the opportunity to inform us of adjustments in advance and it is expected that we would act on these if informed.

Individuals will be provided with basic information on what the qualification process and programmes entails, so they can check if they need to inform us of any reasonable adjustments. It is imperative that candidates feel willing and able to disclose any disabilities or other factors that could affect their engagement and with this in mind, we will accept the statement of the individual that a reasonable adjustment is required in good faith.

The following is a (non-exhaustive and non-binding) list of potential adjustments that we could make, though all individual requests will be treated on a case-by-case basis.

Potential adjustments

Access

- Provision of parking close to a venue's entrance;
- Providing level / wheelchair access to a venue;
- Scheduling activities in rooms that have level access if needed;
- Providing a guide for moving around the venue;
- Allowing the individual to arrive early and familiarise themselves with a venue.

Comfort and convenience

- Allowing additional or carefully timed breaks (e.g. to take medication);
- Accommodate dietary requirements whether for medical or religious reasons.

Communication

- Use a hearing loop system to support those with hearing impairments;
- Provide information in written and oral form (e.g. written briefings usually provided orally);
- Provide a sign language interpreter;
- Provide written documents in alternative formats – Braille, Large Type, Electronic, etc.

Written Assessments

- Allow extra time to complete any written assignments;
- Provide a laptop for typed rather than handwritten responses;
- Provide a scribe to document responses;
- Allow candidates to record oral responses rather than writing them;
- Provide a reader and/or typist.

Process and timelines

- Request for an adjustment is made; this must be documented in writing and shared with the individual making the request if the request is verbally made;
- If required, a discussion with the individual should be had to further understand the request (within 2 working days);
- Recommendation regarding request to be made and signed off by the relevant person (within 5 working days of the initial request).