

# **The Association of Certified Public Accountants**

## **Reasonable Adjustments and Special Considerations Policy**

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# REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS POLICY

## CONTENTS

<b>Section 1</b>	Overview and scope of the policy .....	2
1.1	What is the scope and purpose of the policy? .....	
1.2	What products and services are covered by this policy? .....	
1.3	Who needs to know about the policy? .....	
1.4	How can we obtain copies of the policy? .....	
1.5	Review of the policy .....	
1.6	Complaints .....	
<b>Section 2</b>	Definition.....	3
2.1	Overview .....	
2.2	Definition of reasonable adjustments .....	
2.3	Definition of special considerations .....	
<b>Section 3</b>	Requesting a reasonable adjustment or special consideration .....	4
3.1	Delegated adjustments.....	
3.2	Evidence requirements.....	
3.3	How to submit a reasonable adjustment request.....	
3.4	Timescales for submitting a reasonable adjustment request.....	
3.5	How to submit a special consideration request .....	
3.6	Timescales for submitting a special consideration request.....	
<b>Section 4</b>	ICPA's processes and timescales regarding reasonable adjustments and special considerations .....	7
4.1	Request for a reasonable adjustment.....	
4.2	Reasonable adjustment timescales .....	
4.3	Request for a special consideration .....	
4.4	Special consideration timescales .....	
<b>Section 5</b>	Outcomes regarding reasonable adjustments and special considerations .....	8
5.1	Outcomes of a reasonable adjustment request.....	
5.2	Outcomes of a special consideration request .....	
5.3	If you remain dissatisfied with the outcome of your request.....	
<b>Section 6</b>	Confidentiality of data and information.....	9
<b>Section 7</b>	Contact information.....	9
7.1	Your contact for this policy .....	9
<b>Appendix A</b>	Our qualifications regulators' details.....	9



## Section 1 Overview and scope of the policy

### 1.1 What is the scope and purpose of the policy?

This policy is aimed at our customers, including learners, who are using Institute products and services and who submit requests for reasonable adjustments or special considerations.

The purpose of this policy is to outline the steps:

- You follow when submitting your reasonable adjustment or special consideration request to us
- we follow when reviewing the requests and advising you of a decision.

### 1.2 What products and services are covered by this policy?

This policy covers the delivery of ATHE qualifications which are subject to scrutiny and enforcement by our qualifications regulators (regulated qualifications) and unregulated products which are owned and / or accredited by Institute. All our products include those which may be offered and / or delivered under an Awarding organization owned brand name.

### 1.3 Who needs to know about the policy?

You must make your staff (including centre, satellite, sub contract centres or contractual staff) who are involved in the design, delivery, management, assessment and quality assurance of our products and your learners aware of, and familiar with the contents of the policy.

### 1.4 How can we obtain copies of the policy?

You can download copies of the policy from our website: [www.icpaglobal.org](http://www.icpaglobal.org)

### 1.5 Review of the policy

We'll review the policy regularly and may revise it as required in response to changes in legislation, changes in our practices, actions from our regulatory or external agencies, and / or in response to customer and stakeholder feedback.

This document is subject to revision and is maintained electronically.

### 1.6 Complaints

We have a separate complaints process which covers our centres' or candidates' dissatisfaction with our products or services, other than those categories listed in Section 1.1 of this policy.

For further information, please contact our support team by emailing [support@icpaglobal.org](mailto:support@icpaglobal.org)

## Section 2 Definition

### 2.1 Overview

The Equality Act 2010 requires Centres to make reasonable adjustments to ensure a learner who is disabled as defined in the Act are not placed at a **substantial** disadvantage in comparison to learners who are not disabled.

In their publication '*The General Conditions of Recognition May 2011*', Ofqual makes a number of references to Equalities Law and states a number of requirements for awarding organisations; D2, E4, G2, G6 and G7 and another for centres (Condition C2.3 (h)). Further detail of the conditions this policy relates to can be found on the Ofqual website.

Assessment should be a fair test of learners' knowledge and what they are able to do, however, for some learners the usual format of assessment may not be suitable. We ensure that our qualifications and assessments do not prevent learners from taking our qualifications.

The provision for reasonable adjustments and special consideration arrangements is made to ensure that learners receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessments easier for learners, nor advantages to give learners a head start.

There are two ways in which access to fair assessment can be maintained, these are through:

- reasonable adjustments – agreed before the assessment takes place
- special considerations – applied post assessment.

### 2.2 Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation.

Reasonable adjustments must not affect the integrity of what is being assessed.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the learner access to the assessment activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

Institute and its satellite centres are only required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

### 2.3 Definition of special considerations

Special considerations can be applied after an assessment if there is a reason the learner may have been disadvantaged during the assessment. Reasons for special consideration could be temporary illness, injury or adverse circumstances at the time of the assessment.

Learners cannot enter a plea for special considerations for assessment solely on the grounds of disability or learning difficulty. Learners must declare their needs prior to the assessment period and all necessary reasonable adjustments arrangements must have been implemented before the time of their assessment.

Special consideration should not give the learner an unfair advantage. The learner's result must reflect his or her achievement in the assessment and not necessarily his or her potential ability.

Special consideration may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances during the assessment and will reflect the difficulty faced by the learner, but will always be a minor adjustment as to do more may jeopardise the standard.

Where an assessment requires a competence, criterion or standard to be met fully, or in the case of qualifications that confer a Licence to Practise, **it may not be possible** to apply special consideration. It may be more appropriate to offer the learner an opportunity to retake the assessment at a later date or to extend the registration period so that the learner has more time to complete the assessment activity.

All learners regardless of their special consideration must still meet our minimum requirement for the award of a certificate.

### **Section 3 Requesting a reasonable adjustment or special consideration**

This policy document **must be used** in conjunction with the:

- Awarding body guidance on Accessing Reasonable Adjustments **and/or**
- Awarding body Good Practice Guide – Reasonable Adjustments/Special Considerations.

These documents provide further information and guidance on how to access our reasonable adjustments and special considerations.

You must refer to the relevant permission tables when accessing reasonable adjustments.

#### **3.1 Delegated adjustments**

Arrangements may be implemented by you for both the internal and external assessment components **without prior application to us**. See the relevant permission tables for qualification specific information.

**Please note any arrangements put in place must reflect the learner's normal way of working.**

When implementing a delegated responsibility please use mention **RA-Special Case** on the appropriate paperwork. **Evidence of need** must be kept in Centre files and produced on request.

### 3.2 Evidence requirements

If your learners require arrangements for reasonable adjustments they should provide you with evidence of their learning needs or medical condition. You must ensure that suitably qualified personnel check that the evidence is current and relevant to the learner.

Please refer to the JCQ Access Arrangements and Reasonable Adjustments for further information about relevant tests to support your application.

**Please retain all evidence and make it available to any of our authorised representatives who visit your centre, this includes: External Quality Assurers, External Verifiers and Quality Verifiers,**

In the case of an appeal, you must ensure that evidence to support a reasonable adjustment or special consideration is retained for 3 months after you've been issued with the results of an assessment.

### 3.3 How to submit a reasonable adjustment request

To request a reasonable adjustment that is not delegated, you should complete the appropriate reasonable adjustment request form, on the relevant website.

The following request forms are available:

The Association of CPA's

- Request for Reasonable Adjustments

where the Centre has permitted reasonable adjustments

### 3.4 Timescales for submitting a reasonable adjustment request

In order to ensure that requests can be honoured before an assessment takes place, you are required to submit reasonable adjustment requests within the following timescales:

<b>Organisation</b>	<b>Reasonable Adjustment</b>	<b>Minimum number of working days' notice required prior to the external assessment date or start of an assessment window</b>
Institute as an accredited centre of ATHE	Application required (non-modified)	10 working days' notice
	Application required (modified) eg: - Enlarged Papers - Coloured Papers - Computer Reader / Speech Recognition Technology enabled	15 working days' notice
	Application required (modified) eg: - Braille Papers - Tactile Diagrams - Modified Language Papers	30 working days' notice

### 3.5 How to submit a special consideration request

To request a special consideration, you should complete the appropriate request form on the relevant website.

The following request forms are available:

The Association of Certified Public Accountants

- Request for Special Considerations







