

# Reasonable Adjustment Policy

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## Section 1 - Eligibility for reasonable adjustments

### 1.1 Introduction

The Chartered Institute for Securities and Investment (CISI) is committed to providing equal access to examinations for all candidates, ensuring there are no unnecessary barriers in line with the UK Equality Act 2010 and any successor legislation. Reasonable adjustments can be made for candidates taking examinations or assessments to alleviate or remove the effect of a disability which places the candidate at a disadvantage. Any reasonable adjustment granted by the CISI:

- must reflect the current needs of the individual candidate as far as is reasonably possible within the design of the assessment.
- must not invalidate the assessment requirements set out in the specification for the relevant qualification.
- must not give the candidate an unfair advantage compared to candidates for whom reasonable adjustments are not being made.

*Please note:* Candidates who are taking CISI examinations at a school or college should contact the school or college where they intend to take their examination to make arrangements for reasonable adjustments.

### 1.2 Candidates eligible for reasonable adjustments

The Equality Act 2010 defines disability as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to perform normal day to day activities. Candidates with the following conditions may be considered for reasonable adjustments:

- a medical condition, e.g., epilepsy or diabetes
- a physical impairment, e.g., cerebral palsy, multiple sclerosis
- a sensory impairment, e.g., visual or hearing impairment
- specific learning difficulties, e.g., dyslexia, dyspraxia
- social, emotional or mental health difficulties, e.g., autism, anxiety.

The CISI may also consider making reasonable adjustments for candidates with short term conditions which could affect their performance.

## Section 2 - Application process

### 2.1 Applying for a reasonable adjustment

Candidates must apply for and agree any reasonable adjustment **before** booking or sitting an examination. Reasonable adjustment applications for narrative examinations must also be submitted before the late closing date for the examination.

If an application for a reasonable adjustment is made after an examination is booked, it may not be possible to arrange the adjustment for the booked sitting, and the examination date and/or time may need to be rearranged.

To make an application, please complete the online [Reasonable Adjustment Application Form](#) and upload supporting documentation (see Section 2.2 for further information).

**An application with supporting evidence must be submitted:**

- to make the initial reasonable adjustment application, and
- to request any change to previously agreed reasonable adjustment arrangements (including where the type of assessment or delivery mode requires the adjustment to be modified).

The CISI will keep on file the details of any agreed reasonable adjustment, including the type of assessment (e.g., MCQ or narrative examination) and mode of delivery (e.g., assessment venue or remote invigilation) to be applied to all similar examination bookings that the candidate makes.

**Any application that is made without supporting evidence cannot be considered and will be declined.**

**Candidates must inform the CISI if their condition improves and the reasonable adjustment is no longer required.**

## **2.2 Supporting evidence for reasonable adjustment applications**

All supporting evidence provided for reasonable adjustments must be official, up-to-date evidence from a medical professional, educational psychologist or other recognised educational expert. It must be dated and contain the following information:

- the candidate's full name
- details of the nature and severity of the candidate's disability
- how it is likely to impact their performance in the examination or assessment
- recommendations in line with the adjustments requested by the candidate
- the author's name and official business contact details.

Where changes might be expected to how a candidate is affected by their condition, there must be recent and relevant evidence of the assessments and recommendations made by a medical professional, educational psychologist or other appropriately qualified expert.

The CISI reserves the right to request additional supporting evidence for any reasonable adjustment application.

All information disclosed by candidates will remain confidential.

## **Section 3 - Review process**

### **3.1 Reviewing reasonable adjustment applications**

Applications for reasonable adjustments will normally be processed within five working days. The candidate will be notified of the outcome by email. However, if additional information or further correspondence is required to confirm the outcome of the application, the process may take longer to complete.

Applications for reasonable adjustments are considered individually, based on:

- the supporting evidence provided
- the need of the candidate
- the effectiveness of the adjustment

- the cost of the adjustment
- the likely impact of the adjustment upon the candidate and other candidates.

An application may be declined if the reasonable adjustment:

- affects the security and/or integrity of the qualification
- provides an unfair advantage to the candidate
- involves unreasonable time or cost to the awarding organisation.

**Candidates for whom reasonable adjustments are made will normally receive no additional consideration for the same condition during the assessment of their result.**

## Section 4 - Reasonable adjustment provision

### 4.1 Medical conditions and physical impairments

Most of the CISI's examination venues have facilities that accommodate the needs of candidates who have a physical impairment. This includes access for wheelchair users. Candidates who require wheelchair access or other adjustments must contact the Customer Support Team (telephone: +44 20 7645 0777; or email: [customersupport@cisi.org](mailto:customersupport@cisi.org)) to make the necessary arrangements.

If a candidate has a medical condition that is considered long term but could unexpectedly affect their performance on the day of the examination (e.g., epilepsy), the candidate must inform the CISI when booking the examination, so the examination venue can be notified in advance and appropriate action taken should the need arise.

### 4.2 Types of reasonable adjustments

The following is a non-exhaustive list of reasonable adjustments that may be available; other adjustments may be considered on a case-by-case basis.

#### 4.2.1 Additional examination time

The CISI's standard additional time allocation is 25% of the total examination time. If a different percentage or proportion of the examination time is required, this must be stated in the evidence provided. In all cases, additional time is allocated at the discretion of the CISI.

Candidates for whom English is a foreign language are **not** entitled to additional time to complete their examination. Candidates may not take other material, such as a dictionary, into the examination room.

#### 4.2.2 Adapted assessment materials

Candidates can request changes to the format of pen and paper examinations within reason (e.g., question papers with enlarged fonts). The CISI may also provide cream or yellow coloured paper.

For remotely invigilated examinations delivered by ProProctor, candidates can adjust the zoom function on the screen and/or change the screen colour during their examination.

For examinations delivered by remote invigilation using Test Reach, please contact [reasonableadjustment@cisi.org](mailto:reasonableadjustment@cisi.org) to see a preview of the screens that are available on request.

#### **4.2.3 Rest breaks**

Candidates who have a condition which may require them to rest or undertake testing or treatment during their examination may request a 'stop the clock' break. The duration, frequency and/or number of breaks may, within reason, be varied according to the recommendations made in the supporting evidence.

#### **4.2.4 Treatment or mitigation of medical conditions**

If a candidate wishes to use equipment to undertake medical testing, or to bring food or medication into their examination, according to the recommendations made in the supporting evidence, this must be agreed in advance. The CISI reserves the right to scrutinise all such equipment, food or medication at the time of the examination.

#### **4.2.5 Use of low vision aids**

Candidates with visual impairments may request low vision aids, or may be permitted, at the discretion of the CISI, to provide their own appropriate equipment (e.g., magnifying glasses). If a candidate wishes to provide their own equipment for an examination, this must be agreed in advance, and the CISI reserves the right to scrutinise all such equipment at the time of the examination.

#### **4.2.6 Support of a reader**

Candidates can request a reader if they have a visual impairment or specific learning difficulties. The reader may read any or all parts of the examination. They may read only the exact wording and must not give meanings of words, rephrase or interpret any content. They will only repeat instructions and questions from the examination when specifically requested to do so by the candidate. They cannot advise the candidate which questions to answer, when to move on to the next question, or the order in which the questions should be answered. The reader will be provided by the CISI.

Separate accommodation will be provided at an examination venue to ensure other candidates are not disturbed by candidates using a reader. Support of a reader may be used in conjunction with that of a scribe.

#### **4.2.7 Support of a scribe**

Candidates can request a scribe if they have a condition which limits their ability to write down their answers. The scribe will write down the candidate's answers to the questions exactly as they are dictated. They will not give factual help or offer any suggestions or advice. The scribe will be provided by the CISI.

Separate accommodation will be provided at the examination venue to ensure other candidates are not disturbed by candidates using a scribe.

#### **4.2.8 Hearing impairment**

Candidates with a hearing impairment who are taking examinations at a test centre may request that their examination instructions are provided to them in writing.

Candidates with a hearing impairment who are taking examinations by remote invigilation may request that their interaction with the invigilator/proctor is conducted in writing, using the live chat facility.

Candidates may be permitted, at the discretion of the CISI, to provide their own equipment to support their condition. Where a candidate wishes to provide their own equipment for use in an examination, this must be agreed in advance, and the CISI reserves the right to scrutinise all such equipment at the time of the examination.

#### **4.2.9 Alternative assessment accommodation**

In certain circumstances the CISI will consider permitting a candidate to sit an examination at a venue other than the examination centre to meet their needs. Where alternative accommodation is required in London the CISI normally uses its premises. The examination takes place under the control of a chief invigilator or a full-time employee of the CISI. The CISI will consider making arrangements for candidates who are in hospital or unable to travel due to medical conditions.

## **Section 5 – Appealing a reasonable adjustment decision**

### **5.1 Querying a reasonable adjustment decision (prior to exam sitting)**

If a candidate is dissatisfied with the CISI's decision to decline a reasonable adjustment application, they can raise a reasonable adjustment query.

To raise a query the candidate should write to [reasonableadjustment@cisi.org](mailto:reasonableadjustment@cisi.org) requesting that the decision to decline their reasonable adjustment application be reviewed by a senior manager in the Global Learning Team.

The original decision may be upheld or changed, and the candidate will be notified of the outcome by email within five working days of the query being received.

### **5.2 Appealing against a reasonable adjustment decision (prior to exam sitting)**

If a candidate has exhausted the query process and remains dissatisfied with the outcome, they may formally appeal the reasonable adjustment decision, in line with the [CISI's Appeals Policy](#).

*Please note:* If a reasonable adjustment query or appeal is received after an exam booking has been made, and the decision is taken to allow the reasonable adjustment, the date and/or time of the exam booking may need to be changed to accommodate the reasonable adjustment requirements.