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| **CMI Reasonable Adjustments and Special Consideration Policy and Procedure –**  **Ref: AB/POL/0007/DEC20/v04** |

**History**

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| **Date** | **Amendments made** |
| July 2019 | Complete revision of the policy.  Incorporation of the following documents into the Policy:  CMI Reasonable Adjustments and Special Consideration Guidance – Ref: AB/GUI/0002/Jun14/v1 **document now discontinued**  CMI Reasonable Adjustments and Special Consideration Claim Form – Ref: AB/FOR/0001/Jun14/v1 **document now discontinued**  Policy renamed as Reasonable Adjustments and Special Consideration Policy and Procedure |

**Distribution**

* All Quality Managers
* All Lead Moderators
* New Partner Relationship Manager
* Customer Service team
* Assessment and Support Coordinator
* HE Partnership Support Executive
* Digital Delivery
* Quality Auditor
* CMI Centres

**Purpose**

This policy aims to ensure that all reasonable adjustments and special considerations are made by CMI and its Approved Centres and Registered Centres in order to alleviate or remove the effects of a substantial disadvantage for a Learner on a CMI qualification, so as to enable the Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the assessment criteria of the qualification.

**Introduction**

This document applies to all qualifications on framework qualifications. These include the Regulated Qualifications Framework (RQF) (for qualifications in England and Northern Ireland), the Scottish Credit and Qualifications Framework (SCQF) and the Credit and Qualifications Framework for Wales (CQFW). This policy provides clear arrangements for making reasonable adjustments and allowance for special consideration in relation to CMI qualifications. This policy sets out:-

* Definitions of reasonable adjustment and special consideration
* How a Learner qualifies for a reasonable adjustment and special consideration
* What reasonable adjustment and special consideration will be made

**Scope**

This policy applies to CMI Awarding Body Staff and CMI Approved Centres.

This policy does **NOT** apply to CMI qualifications delivered within dual accredited higher education programmes, in which case the HE institution’s own policies for its programmes will apply.

# **Regulatory Requirements and definitions**

# This policy meets the regulatory requirements set out by the Ofqual/CCEA Regulation/Qualifications Wales General Conditions of Recognition (August 2018), :

Condition G6 Arrangements for Reasonable Adjustments

G6.1 For the purposes of this condition, Reasonable Adjustments are adjustments made to an assessment for a qualification so as to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.

G6.2 An awarding organisation must, in accordance with Equalities Law, have in place clear arrangements for making Reasonable Adjustments in relation to qualifications which it makes available.

G6.3 An awarding organisation must publish details of its arrangements for making Reasonable Adjustments, which must include details as to –

(a) how a Learner qualifies for a Reasonable Adjustment, and

(b) what Reasonable Adjustment will be made.

Condition G7 Arrangements for Special Consideration

G7.1 For the purposes of this condition, Special Consideration is consideration to be given to a Learner who has temporarily experienced –

(a) an illness or injury, or

(b) some other event outside of the Learner’s control, which has had, or is reasonably likely to have had, a material effect on that Learner’s ability to take an assessment or demonstrate his or her level of attainment in an assessment.

G7.2 An awarding organisation must have in place clear arrangements for Special Consideration to be given to Learners in relation to qualifications which it makes available.

G7.3 An awarding organisation must publish details of its arrangements for giving Special Consideration, which must include details as to –

(a) how a Learner qualifies for Special Consideration, and

(b) what Special Consideration will be given.

It also meets the requirements of the SQA Accreditation Regulatory Principles (2014): “The awarding body shall ensure that its qualifications and their assessment are inclusive and accessible to learners: - the awarding body must demonstrate it has a clear process for reasonable adjustments and special considerations.” Principle 11.

**How a Learner qualifies for a reasonable adjustment**

Reasonable adjustments made **must not** affect the validity or reliability of assessment outcomes or give the Learner an advantage over others taking the same CMI unit/qualification.

**Approved Centres**

Learners must advise the CMI Approved Centre that they may require reasonable adjustments to be made to the current delivery or assessment methods being used. **This must be done in advance of the delivery or assessment of the qualification.** The CMI Approved Centre should deem what is reasonable depending on the individual circumstances of the case, including how important the adjustment is, how practical it is, and the financial or other resources of the CMI Approved Centre. The CMI Approved Centre needs to identify if a Learner will be placed at a substantial disadvantage in the assessment as a result of a disability or difficulty and what (if any) action is needed.

It is the financial resources of the CMI Approved Centre as a whole and not the budget of an individual department or service area that counts.

If the Approved Centre wishes to use a different method of assessment, they must refer to their CMI Quality Manager.

**Registered Centres**Learners must advise the CMI Registered Centre that they may require reasonable adjustments to be made to the current delivery methods being used. **This must be done in advance of the delivery of the qualification.** The CMI Registered Centre should deem what is reasonable depending on the individual circumstances of the case, including how important the adjustment is, how practical it is, and the financial or other resources of the CMI Registered Centre.

It is the financial resources of the CMI Registered Centre as a whole and not the budget of an individual department or service area that counts.

**NB if a Learner at a CMI Registered Centre advises that they require reasonable adjustments to be made to assessments, they should be advised that this can only be done via an Approved Centre. Reasonable adjustments applied by Registered Centres can ONLY relate to delivery/teaching of the qualification NOT assessment. Therefore, Registered Centres must ensure that selection, recruitment and application processes take this into account.**

**What reasonable adjustment will be made**

**Approved Centres**In practice this means a CMI Approved Centre should do things differently if the usual way would substantially disadvantage a learner. It might mean providing additional services or equipment. Reasonable adjustments could include:-

* Changing standard procedures, such as delivery methods or assessment procedures
* Adapting the programme, modifying teaching delivery or providing alternative forms of assessment
* Adapting facilities, such as IT facilities or using assistive technology
* Providing additional services, such as a sign language interpreter or learning materials in alternative formats
* Training staff to understand their responsibilities
* Altering the physical environment to make it more accessible.

The evidence produced following application of the reasonable adjustment must be assessed in the same way as the work from other learners and assessed to the same assessment criteria. It must be made available for sampling via moderation.

**Registered Centres**

In practice this means a CMI Registered Centre should do things differently if the usual way would substantially disadvantage a learner. It might mean providing additional services or equipment. Reasonable adjustments could include:-

* Changing standard procedures, such as delivery methods
* Adapting the programme e.g. modifying teaching/delivery methods
* Adapting facilities, such as IT facilities or using assistive technology
* Providing additional services, such as a sign language interpreter or learning materials in alternative formats
* Training staff to understand their responsibilities
* Altering the physical environment to make it more accessible.

**How a Learner qualifies for special consideration**

Special consideration is applied **after** an assessment and relates to a **temporary** experience which has impaired a Learner’s performance in that assessment.

Circumstances in which special consideration may be sought will usually relate to the Learner missing the Approved or Registered Centre’s deadline for submission of the work. Examples of such circumstances could include, but not be limited to:

* death or severe illness of close relative, partner, dependent.
* physical attack, witnessing a seriously distressing event or other comparable events
* involvement in a serious accident
* injury to, or illness or disease of, the Learner
* change of employment where it relates to the CMI qualification and impedes completion of the qualification
* natural disaster e.g. earthquake, hurricane, tropical storm etc.

A claim on the grounds that the Learner has commitments associated with family or work, or has financial or other general problems, is unlikely to be successful, unless the Learner can provide medical evidence that their health and performance has been adversely affected by these issues.

In the unlikely event that a Learner is seeking special consideration for an event outside any of the above scenarios, the Centre Programme Director should seek advice from the CMI Quality Manager.

**Approved and Registered Centres**In the first instance, Learners must advise the CMI Approved or Registered Centre of any special consideration they may require to be applied to the current assessment. The CMI Approved Centre should deem what is reasonable depending on the individual circumstances of the case.

**What special consideration will be made**

**Approved and Registered Centres**CMI qualifications have no single fixed assessment date (unlike, for example, GCSEs). Therefore, it is expected that in order to address the special consideration request, the Learner is simply given an extension to the original deadline or given another opportunity to complete the assessment.

The same arrangements will apply in circumstances where a Learner suffers total loss of their work e.g. due to IT failure, failure to back up electronic records, destruction or loss of hard copy work or similar event.

Giving an extension or rearranging the submission may necessitate the registration period of the CMI qualification to be extended. In normal circumstances, re-registering a lapsed learner would incur a charge. For cases where the Learner has applied for, and the Centre has granted, a Reasonable Adjustment or Special Consideration the fee will be waived where appropriate evidence is provided by the Centre to the CMI Quality Manager.

There may be cases in which the Learner does not wish to take the opportunity of an extension or alternative submission date. This may mean the Learner will not complete the units required by the rules of combination for qualification on which they are registered. If so, the Learner should be transferred to a qualification at the same level, but of a smaller size as applicable to the units which have been/will be completed.

**Procedure for applying for Reasonable Adjustment or Special Consideration**

The following procedure should be followed:

1. The Learner notifies the Centre that they wish to apply for a Reasonable Adjustment or Special Consideration
2. The application is made on the attached form
3. The Centre makes the decision, and puts in place any remedial actions deemed reasonable
4. The decision is recorded on the attached form.
5. If the Reasonable Adjustment requires an Approved Centre to create an assignment brief (e.g. to cover a professional discussion, presentation etc.), this must be submitted to the CMI Assessment Brief checking service. Upon provision of the CMI Reasonable Adjustments and Special Consideration Claim/Record Form, the checking of the brief and moderation of evidence would be non-chargeable (in any cases where a fee may be levied).
6. The form is stored with the Learner’s records for period of at least 3 years
7. The form is submitted to CMI as part of the marking or moderation processes (in cases where a reasonable adjustment or special consideration has been agreed)

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| **CMI Reasonable Adjustments and Special Consideration Claim/Record Form** |

PLEASE COMPLETE ALL OF THE FOLLOWING FIELDS

SECTION 1 (MANDATORY) (TO BE COMPLETED BY THE LEARNER)

|  |  |  |  |
| --- | --- | --- | --- |
| This form relates to (indicate which) | Reasonable Adjustment | Special Consideration | |
| First name |  | Family name |  |
| CMI Qualification |  | CMI Membership number |  |
| Home address |  | | |
| Town |  | | |
| Postcode |  | | |
| Date of Birth (DD/MM/YYYY) |  | | |
| Work/Home telephone number |  | Mobile |  |
| E-mail address |  | | |
| CMI Centre |  | CMI Centre Programme Director Name |  |

**SECTION TWO (MANDATORY) (to be completed by the Learner)**

**A – please complete this part for a Reasonable Adjustment**

Please indicate why you are applying for a Reasonable Adjustment and how your performance in an assessment may be affected. It will be useful to attach supporting information.

**B – please complete this part for Special Consideration**

Please describe the circumstance(s) and how this affected your performance in the assessment(s). It will be useful to attach supporting information.

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**SECTION THREE (MANDATORY) (TO BE COMPLETED BY THE LEARNER)**

Please list the unit(s) for which you wish to claim Reasonable Adjustment OR Special Consideration

|  |  |
| --- | --- |
| **Unit number** | **Unit name** |
|  |  |
|  |  |
|  |  |
|  |  |

LEARNER D**ECLARATION**

I declare that the information that I have given on this form and in the attached document is true.

I give my consent for this information to be disclosed to the relevant people.

I have attached the supporting evidence to this document.

|  |  |  |
| --- | --- | --- |
| Name and signature of Learner | Name (please print) | Signature |
| Date |  | |

**PART FOUR (MANDATORY) TO BE COMPLETED BY THE CENTRE PROGRAMME DIRECTOR**

**Please describe the measures taken by the centre to address the reasonable adjustment/special consideration request. If it has not been possible to accommodate the request, please describe why.**

CENTRE D**ECLARATION**

I declare that the information that I have given on this form and any attached documents is true.

I have attached the supporting evidence to this document.

|  |  |  |
| --- | --- | --- |
| Name and signature of Programme Director | Name (please print) | Signature |
| Date |  | |

**Please retain this form as a record of the application for reasonable adjustment/special consideration.**

**Where reasonable adjustment has been applied, please submit this form as an attachment to any documentation uploaded securely as part of CMI marking or moderation processes.**