

CMI Reasonable Adjustments and Special Consideration Policy and Procedure

AB/POL/0007/ • Jan 2023 • V8.0



History

Date	Amendments made
January 2023 - V8	Amendments made to include new submission of Reasonable Adjustments and Special Consideration applications
July 2022 - V7	Amendments made inline with updates inline with the Regulators General/Standard Conditions of Recognition
Oct 2021 - V6	Document updated to include additional information around the application and qualification of reasonable adjustments.
Sept 2021 - V5	SQA new principles amended
July 2019 - V4	<ul style="list-style-type: none">• Complete revision of the policy.• Incorporation of the following documents into the Policy:<ul style="list-style-type: none">• 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

Distribution List

- CMI Quality Managers
- CMI Lead Moderators
- CMI Partner Relationship Manager Team
- CMI Customer Services Team
- CMI Product Team
- CMI Assessment and Support Coordinator
- CMI Digital Delivery Team
- CMI Quality Auditor
- CMI Centres

Purpose

Document 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 and allow them fair access to the assessment.

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

- Reasonable Adjustments – agreed upon before the assessment takes place; or
- Special Considerations – applied post-assessment.
- Deferment or registration extension - applied pre-final assessment.

Introduction

Document 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

Regulatory Requirements

Regulatory Requirements

This policy meets the regulatory requirements set out by the Ofqual/CCEA Regulation - General Conditions of Recognition, Qualifications Wales - Standard Conditions of Recognition:

Condition G6 Arrangements for Reasonable Adjustments

G6.1 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.

G6.2 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 An awarding organisation must have in place clear arrangements for Special Consideration to be given to Learners in relation to qualifications that it makes available.

G7.2 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:

Principle 14 - “The awarding body and its providers must ensure that its qualifications and their delivery assessment are inclusive, fair and accessible to learners: - the awarding body must demonstrate it has a clear process for reasonable adjustments and special considerations.”

Scope

Scope

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

Reasonable adjustments

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.

CMI and Approved and Registered Centres are 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.

An adjustment will not be approved if it:

- May create a serious loss of validity or independence within the assessment process.
- May constitute a serious safety hazard.

Each assessment will be subject to some variance due to job role, employment context and Learner

support needs, and should be adapted as necessary. The support needed for a particular person will be unique to that individual, and may not be listed as a need in the relevant category in the disability grouping framework, so flexibility is required. It is also important to remember that appropriate adjustments are likely to be a continuation of the additional support that the Learner has received during their programme.

- The outcome produced by the Learner must at all times:
- meet the requirements of the syllabus regardless of the process or methods used;
- be as rigorously assessed as outcomes generated by other Learners;
- be assessable;
- be a valid measure of the meeting of the Assessment Criteria
- be able to be moderated or verified.

Generally, impairments that require reasonable adjustments have to meet the statutory requirements set out in section 6 and Schedule 1 to the Equality Act 2010 and associated regulations.

The Equality Act 2010 definition of disability is usually considered cumulatively in terms of:

- Identifying a physical or mental impairment;
- Looking into adverse effects and assessing which are substantial;
- Considering if substantial adverse effects are long term;
- Judging the impact of long term adverse effects on normal day to day activities.

Statutory guidance on the Equality Act 2010 definition of disability has been produced by the Office for Disability Issues (within the Department for Work and Pensions) to help better understand and apply this definition: <http://odi.dwp.gov.uk/docs/wor/new/ea-guide.pdf>

The clear starting point in the statutory guidance is that disability means 'limitations going beyond the normal differences in ability which may exist among people'.

'Substantial' means 'more than minor or trivial'. Substantial adverse effects can be determined by looking at the effects on a person with the impairment, and comparing those to a person without the impairment, to judge if the difference between the two is more than minor or trivial.

'Long term' means the impairment has existed for at least 12 months or is likely to do so.

'Normal day to day activities' could be determined by reference to the illustrative, non-exhaustive list of factors in pages 47 to 51 of the statutory guidance relating to the Equality Act 2010. (Study and education-related activities are included in the meaning of 'day to day' activities.)

The guidance from the Office for Disability Issues referred to above illustrates the factors which might reasonably be regarded as having a substantial adverse effect on a normal day to day activities. Factors that might reasonably be expected not to have a substantial adverse effect are also provided.

Factors that might reasonably be expected to have a substantial adverse effect include:

- persistent and significant difficulty in reading and understanding written material where this is in the person's native language, for example, because of a mental impairment, a learning difficulty or a sensory or multisensory impairment;
- persistent distractibility or difficulty concentrating;
- difficulty understanding or following simple verbal instructions;
- physical impairment – for example, difficulty operating a computer because of physical restrictions in using a keyboard.

Factors that might reasonably be expected not to have a substantial adverse effect include:

- minor problems with writing or spelling;
- inability to read very small or indistinct print without the aid of a magnifying glass;
- inability to converse orally in a language which is not the speaker's native spoken language.

Although many adjustment requests may be covered under the Equality Act 2010, Training Providers may also apply for adjustment where a Learner may be unfairly disadvantaged due to temporary illness or injury. The application process remains the same in these circumstances.

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.

What reasonable adjustment will be made

CMI must have approved all necessary reasonable adjustment arrangements before the time of the Learner completing any assessments/assignments. Only reasonable adjustments that have been approved by CMI should be applied.

Reasonable adjustments must not affect the integrity of what needs to be assessed but may involve, but is not limited to:

- Changing usual assessment arrangements, for example, allowing a Learner extra time to complete the assessment activity.
- Adapting assessment materials, such as providing materials in Braille.
- Providing assistance during the assessment, such as a sign language interpreter or a reader.
- Re-organising the assessment room, such as removing visual stimuli.

- Changing the assessment method, for example, from a written assessment to a spoken assessment.
- Using assistive technology, such as screen reading or voice-activated software.
- Providing the mechanism to have different colour backgrounds to screens for onscreen assessments or asking for permission for copying to different coloured paper for paper-based assessments.
- Providing and allowing different coloured transparencies with which to view examination papers.

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, but are not limited to:

- 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 the 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, for example 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.

Special Considerations

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 and/or the **delayed completion** of the assignment in an allotted time.

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 are not limited to:

- death or severe illness of a close relative, partner, or 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 disasters, for example, 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. Centres should provide support to learners, and define any barriers that could affect the completion of the qualification and/or the delivery. Centres should act in a way that safeguards the interests of vulnerable groups.

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 a total loss of their work for example due to IT failure, failure to back up electronic records, destruction or loss of hard copy work or similar events.

Individual Learner Qualification Expiry Date Extensions

Giving an extension or rearranging the submission may necessitate the registration period of the CMI qualification to be extended. We will only consider extending a learner registration in **exceptional circumstances** such as long-term illness, redundancy, caring for a family member, unavoidable work pressures.

When a Learner registration has exceeded the registration period then they become lapsed. CMI can, at its discretion, 'unlapse' the Learner and provide an extended Learner registration period. However, this will depend on the qualification certification end date. There is no charge for this if the Learner registration period is extended for a maximum period of 6 months from the date of registration expiry. If a Centre wants to extend longer than the 6 month period, then a re-registration fee will be incurred in line with our [fees policy](#). In normal circumstances, re-registering a lapsed learner would incur a charge. For cases where the Learner has applied for, and CMI has granted, a Reasonable Adjustment or Special Consideration the fee will be waived where appropriate evidence is provided by the Centre.

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.

The granting of an extension to a registration period will also depend on the application being on a date before the published 'last registration date' for the qualification itself.

Procedure for applying for Reasonable Adjustment or Special Consideration

The following procedure should be followed (Approved CMI Centres):

The following procedure should be followed:

1. Learners should notify the Centre that they wish to apply for a reasonable adjustment, special consideration or an extension to their qualification expiry/end date.
2. The Centre makes the initial decision on whether the learner meets the requirements to submit a request.
3. The request is made and submitted to CMI electronically at:
<https://www.managers.org.uk/mycmi/qualification-support/qualification-adjustment-request/>. A copy of the response will be sent to the email address of the person submitting it. Please retain this email as a record of the application, a copy will be held by CMI in accordance with our Data Protection Policy.
4. CMI will acknowledge the request within **3 working days**.
5. CMI will review the request and make a decision within **20 working days**.
6. CMI will communicate the decision in writing directly to the Centre.
7. If approved the Centre can put in place any remedial actions deemed reasonable.
8. If the reasonable adjustment requires an Approved Centre to create a bespoke assignment brief (for example, to cover a professional discussion, presentation etc.), this must be submitted to the CMI Assessment Brief Checking Service - assessmentchecking@managers.org.uk. If the reasonable adjustment and/or special consideration request has been approved by CMI, the checking of the brief and moderation of evidence would be non-chargeable (in any cases where a fee may normally be levied).
9. The record of the decision by CMI should be stored by the Centre with the Learner's records for a period of at least 3 years
10. Where a reasonable adjustment or special consideration has been agreed upon by CMI, the record of the decision by CMI should be submitted as evidence by the Centre as part of the marking or moderation process. Centres must ensure that when claiming for moderation that they select that a reasonable adjustment and/or special consideration has been granted on the questions.
11. Should the CMI decision be to not grant a reasonable adjustment, special consideration or an extension to their qualification expiry/end date, the Centre is able to use the CMI Appeal process to appeal the decision, available at:
<https://www.managers.org.uk/education-and-learning/partners-and-centres/policies/>

The following procedure should be followed (Registered CMI Centres):

The following procedure should be followed:

1. Learners should notify the Centre that they wish to apply for a reasonable adjustment, special consideration or an extension to their qualification expiry/end date. MOD-registered learners should contact awardingbody@managers.org.uk if wishing to apply for reasonable adjustment, special consideration or an extension to their qualification expiry/end date.
2. The Centre makes the initial decision on whether the learner meets the requirements to submit a request. In the case of MOD-registered learners, CMI will make this initial decision.
3. The request is made and submitted to CMI electronically at: <https://www.managers.org.uk/mycmi/qualification-support/qualification-adjustment-request/>. A copy of the response will be sent to the email address of the person submitting it. Please retain this email as a record of the application, a copy will be held by CMI in accordance with our Data Protection Policy.
4. CMI will acknowledge the request within **3 working days**.
5. CMI will review the request and make a decision within **20 working days**.
6. CMI will communicate the decision in writing directly to the Centre/Learner.
7. If approved the Centre can put in place any remedial actions deemed reasonable.

Please note - Steps 8 - 12 only apply if an alternative assessment method is required.

8. If a reasonable adjustment is granted and requires an alternative assessment method, this will be designed by the CMI Marker (salaried). This will be done within **5 - 10 working days** of the decision being communicated to the Centre. The Centre's allocated Quality Manager will communicate with the CMI Marker to arrange this. **Note** - a separate period of **5 working days** will operate for each unit requiring an alternative assessment method. Upon completion, the CMI Marker (salaried) will send the alternative assessment method to the CMI Moderator (salaried) and copied to assessmentchecking@managers.org.uk and the Centre's Quality Manager.
9. The alternative assessment method will be internally quality assured by the CMI Moderator (salaried). This will be done within **5 working days**. Upon approval, the CMI Moderator (salaried) will send the records to eamarking@managers.org.uk, with a copy sent to the CMI Marker (salaried).
10. In communication with the Centre and Learner, the CMI Marker (salaried) will undertake the alternative assessment method, and an assessment decision will be made. This may require CMI to make audio and/or video recordings of the assessment process. Evidence of the assessment decision will be sent by the CMI Marker (salaried) to the CMI Lead Moderator (Marking).
11. The assessment decision and associated evidence will be IQAd by the CMI Lead Moderator (Marking). This will be done within **5 working days**.
12. Upon verification of the assessment decision the result will be sent by the CMI Lead Moderator (Marking) to eamarking@managers.org.uk and the Learner record will be updated. The Awarding Body Support Team will send the result(s) and feedback (marking sheet) within **5 working days** to the Centre. In cases where the assessment is referred, step 10 and onwards will be followed until the Learner passes or the maximum 3 submissions are reached.
13. The record of the decision by CMI should be stored by the Centre with the Learner's records for a period of at least 3 years
14. Where a reasonable adjustment or special consideration has been agreed upon by CMI, the record of the decision by CMI should be submitted as evidence by the Centre as part of the marking process.
15. Should the CMI decision be to not grant a reasonable adjustment, special consideration or an extension to their qualification expiry/end date, the Centre is able to use the CMI Appeal process to appeal the decision, available at: <https://www.managers.org.uk/education-and-learning/partners-and-centres/policies/>

Appeals

If a Centre remains dissatisfied following the outcome of a request that has been submitted, it may submit an appeal in line with our [Appeals Policy](#). Please contact the Awarding Body Team at awardingbody@managers.org.uk for additional information.

Monitoring and Review

CMI will review this policy annually as part of our self-evaluation arrangements and revise it in line with any feedback from stakeholders, regulatory authorities or external agencies, or changes in our practices.