

# **CMI Awarding Body**

Reasonable Adjustments and Special  
Consideration Policy and Procedure  
(Qualifications) - V9

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Reasonable Adjustments and Special Consideration Policy and Procedure  
(Qualifications)

AB/POL/0007 - January 2026 - V9

## History

<b>Date</b>	<b>Amendments Made</b>
January 2026 - V9	<ul style="list-style-type: none"><li>• Full review of the policy and procedure Move to the new policy template</li><li>• Incorporate CMI Partner Connect</li><li>• Change from SQA Accreditation to Qualifications Scotland Accreditation</li></ul>
January 2023 - V8	<ul style="list-style-type: none"><li>• Amendments made to include new submission of Reasonable Adjustments and Special Consideration applications</li></ul>
July 2022 - V7	<ul style="list-style-type: none"><li>• Amendments made in line with updates from the Regulator's General/Standard Conditions of Recognition</li></ul>
Oct 2021 - V6	<ul style="list-style-type: none"><li>• Document updated to include additional information around the application and qualification of reasonable adjustments.</li></ul>
Sept 2021 - V5	<ul style="list-style-type: none"><li>• SQA new principles amended</li></ul>
July 2019 - V4	<ul style="list-style-type: none"><li>• Complete revision of the policy.</li><li>• Incorporation of the following documents into</li></ul>

	<p>the Policy:</p> <ul style="list-style-type: none"> <li>• CMI Reasonable Adjustments and Special Consideration Guidance – Ref: AB/GUI/0002/Jun14/v1 document now discontinued</li> <li>• CMI Reasonable Adjustments and Special Consideration Claim Form – Ref: AB/FOR/0001/Jun14/v1 document now discontinued</li> <li>• Policy renamed as Reasonable Adjustments and Special Consideration Policy and Procedure</li> </ul>
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## Intended Audience

- CMI Quality Managers
- CMI Markers and Moderators
- CMI Partner Relationship Managers
- CMI Partner Engagement Managers
- CMI Awarding Body Support Team
- CMI Centres

All of CMI's policies are published on the [CMI Policies Webpage](#)

## Purpose

The purpose of reasonable adjustments and special considerations is to ensure that all Learners have a fair opportunity to demonstrate their knowledge, skills and understanding, while maintaining the comparability, validity and reliability of the assessment. These measures are not intended to make the assessment easier or to provide any unfair advantage, but to create an equitable assessment environment for all Learners.

CMI is committed to supporting the use of reasonable adjustments and special consideration as part of its assessment accessibility arrangements, in line with equalities legislation. These provisions are designed to support Learners with special education needs, disabilities, temporary illness, extenuating circumstances or injuries where it does not alter the integrity, demand or academic standards of the assessment.

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This policy ensures that CMI, along with its Approved and Registered Centres, makes appropriate reasonable adjustments and special considerations to remove or reduce any substantial disadvantage faced by learners. The goal is to provide fair access to assessment, allowing Learners to demonstrate the required knowledge, skills and understanding in line with the qualification's assessment criteria.

Access to fair assessment may be maintained through:

- Reasonable Adjustments – These are pre-planned arrangements made before the assessment to accommodate a learner's specific needs.
- Special Considerations – These are applied after the assessment to account for unforeseen circumstances that may have impacted a learner's performance.

This policy outlines the procedures for implementing reasonable adjustments and special considerations for CMI qualifications. It includes:

- Definitions of reasonable adjustments and special considerations.
- Eligibility criteria for Learners.
- Types of reasonable adjustments and special considerations that may be granted.

## Scope

This policy applies to CMI Awarding Body Staff, CMI Approved and Registered Centres, and all qualifications on the Regulated Qualifications Framework (RQF), Scottish Credit and Qualifications Framework (SCQF), and Credit and Qualifications Framework for Wales (CQFW).

### Exclusions:

This policy does **not** apply to CMI qualifications delivered within dual-accredited higher education programmes. In such cases, the policies of the respective higher education institution will apply.

## Regulatory Requirements

This policy meets the regulatory requirements set out by our regulators: Ofqual, the CCEA, Qualifications Wales, and SQA Accreditation.

[Ofqual - General Conditions of Recognition](#)

[Qualifications Wales - Standard Conditions of Recognition](#)

[CCEA Regulation - General Conditions of Recognition](#)

[Qualifications Scotland Accreditation - Regulatory Principles \(2021\)](#)

Regulator or Relevant Regulatory Body	Reference Details	Legislation/Regulatory Reference
Ofqual	General Conditions of Recognition	Condition No: G6. Arrangements for Reasonable Adjustments.  Condition No: G7. Arrangements for Special Consideration
Qualifications Wales	Standard Conditions of Recognition	Condition No: G6. Arrangements for Reasonable Adjustments.  Condition No: G7. Arrangements for Special Consideration
CCEA Regulation	General Conditions of Recognition	Condition No: G6. Arrangements for Reasonable Adjustments.  Condition No: G7. Arrangements for Special Consideration
Qualifications Scotland Accreditation	Regulatory Principles 2021	Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources

		<p>required to manage and administer qualification delivery and assessment.</p> <p>Principle 13. The awarding body and its providers must ensure that they have systems and processes which ensure the effective quality assurance of accredited qualifications.</p> <p>Principle 14. The awarding body and its providers must ensure that its qualifications and their delivery and assessment are fair, inclusive and accessible to learners.</p>
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## Reasonable Adjustments

### Definition

In line with Ofqual’s General Conditions of Recognition J1.8 - Definitions, a reasonable adjustment is defined as:

“An adjustment 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.”

A Learner does not necessarily have to be formally identified as disabled to be eligible for reasonable adjustments to assessment under this policy. Likewise, not all disabled Learners will require or be entitled to adjustments. In some cases, a Learner may have developed effective coping strategies that reduce or eliminate the need for additional support in the assessment context.

Reasonable adjustments are intended to reduce or remove the impact of a disability or difficulty that places a Learner at a substantial disadvantage during assessment, without compromising the validity, reliability, or integrity of the qualification.

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Further information on the legal definition of disability is available in the statutory guidance on the Equality Act 2001, which can be accessed here:

<https://www.gov.uk/definition-of-disability-under-equality-act-2010>

## Examples

The following are examples of potential reasonable adjustments that may be made to ensure fair access to assessment. This list is not exhaustive, and adjustments should always be tailored to the individual needs of the Learner:

- **Changing usual assessment arrangements**, for example, allowing additional time to complete an assessment activity.
- **Adapting assessment materials**, for example, providing materials in alternative formats such as Braille or large print.
- **Providing assistance during assessment**, for example, the use of a reader, scribe, or sign language interpreter.
- **Altering the assessment environment**, for example, minimising visual distractions for autistic Learners by adjusting the layout or removing adverse visual stimuli.
- **Modifying the assessment method**, for example, replacing a written assessment to an oral assessment, where appropriate and valid.
- **Using assistive technology**, for example, screen readers, speech-to-text or voice-activated software.
- **Changing screen or paper presentation**, for example, using coloured overlays for onscreen assessments or printing assessment materials on coloured paper.
- **Allowing the use of coloured transparencies**, for example, enabling Learners to use overlays to view printed exam materials more clearly.

Changes to assessment methods for learners at Registered Centres will be coordinated by CMI.

## Individual Consideration

A reasonable adjustment is unique to an individual Learner. For an adjustment to be considered reasonable, it will depend on a number of factors, including, but not limited to:

- The specific assessment requirements of the qualification.
- The nature and format of the assessment.
- The particular needs and circumstances of the Learner.
- The effectiveness of the proposed adjustment.
- The potential impact of the adjustment on both the Learner and others.

## Where an adjustment may not be approved:

- It cannot be demonstrated that the adjustment reflects the Learner's **usual way of working**.
- The adjustment would incur **unreasonable costs** for the CMI Centre.
- It is deemed **impractical or unfeasible** due to significant time constraints or logistical challenges.
- The adjustment would compromise the **security, integrity, or validity** of the assessment or the qualification.

## Application Process for Reasonable Adjustments

### Approved Centres

Where a reasonable adjustment is required:

- Learners must advise the CMI Centre that they may require reasonable adjustments to be made (This **must** be in advance of the **current** delivery/assessment methods being used).
- 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.
- 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 will need to submit a formal request to CMI for the Reasonable Adjustment using the **Reasonable Adjustment, Special Consideration, Extensions Application (Qualification and/or Apprenticeship) Form**, which is available on CMI Partner Connect. CMI will confirm any decisions within 20 working days.
- Where the reasonable adjustment has been approved and involves an **alternative assessment method**, the Centre must additionally complete the **Centre-Devised Assessment/Brief Application**, which can be accessed on CMI Partner Connect. This application must be approved before undertaking the assessment. CMI will confirm any decisions within 20 working days.
- Where a reasonable adjustment has been approved, Centres **must** declare on the CMI moderation system that a reasonable adjustment has been granted, and a copy of the agreed reasonable adjustment should be downloaded from CMI Partner Connect and added to the Moderation claim.
- All information related to reasonable adjustments must be treated as confidential and handled in accordance with relevant data protection legislation.
- If a reasonable adjustment request is declined, the Learner may appeal the decision through the Centre's internal appeals process, or in accordance with CMI's appeals procedures.

## 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.
- The CMI Registered 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.
- 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.
- The Centre makes the initial decision on whether the learner meets the requirements to submit a request. The CMI Registered Centre will need to submit a formal request to CMI for the Reasonable Adjustment using the **Reasonable Adjustment, Special Consideration, Extensions Application (Qualification and/or Apprenticeship) Form**, which is available on CMI Partner Connect. CMI will confirm any decisions within 20 working days.
- If a reasonable adjustment is granted and requires an alternative assessment method, this will be designed by the CMI Assessment Specialist. 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 Assessment Specialist will send the alternative assessment method to the CMI Moderator and copy it to [assessmentchecking@managers.org.uk](mailto:assessmentchecking@managers.org.uk) and the Centre's Quality Manager.
- The alternative assessment method will be internally quality assured by the Centre's Quality Manager. This will be managed within CMI Partner Connect.
- The Centre must inform the Learner of the outcome of the application and the changes to delivery and/or assessment.
- The CMI Marker will undertake the alternative assessment method and conduct the marking of the assessment. 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 to the CMI Lead Moderator.
- The assessment decision and associated evidence will be internally quality assured by the CMI Lead Moderator.
- Upon verification of the assessment decision, the result will be sent by the CMI Lead Moderator (Marking) to [eamarking@managers.org.uk](mailto: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 of 3 submissions is reached.
- Where a reasonable adjustment or special consideration has been agreed upon by CMI, a record of the decision by CMI should be submitted as evidence by the Centre as part of the marking process. This can be done by downloading the approved form from CMI Partner Connect in a pdf

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format. All information related to reasonable adjustments must be treated as confidential and handled in accordance with relevant data protection legislation.

- If a reasonable adjustment request is declined, the Learner may appeal the decision through the Centre's internal appeals process, or in accordance with CMI's appeals procedures.

## Special Considerations

### Definition

In line with Ofqual's General Conditions of Recognition J1.8 - Definitions - Consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the Learner's ability to -

- (a) Take an assessment, or
- (b) Demonstrate his or her level of attainment in an assessment

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 the allotted time.

Circumstances in which special consideration may be sought will usually relate to the Learner missing the CMI Centre's deadline for submission of the work.

### Examples

The following examples reflect where special considerations may be applied. This is not an exhaustive list:

- Incapacitating illness of the Learner
- Terminal illness of the Learner
- Emotional or mental health issues
- Serious injury affecting the Learner
- Recent bereavement of a close family member or friend
- Terminal illness of a parent or sibling
- Accidents or Emergencies - for example, a serious car accident
- Serious domestic/family crisis
- Serious disturbance during the assessment

- Accidental or unexpected events at the time of the assessment (for example, being given the wrong examination paper)
- Flare-up of a congenital illness, such as Asthma, Diabetes, or Epilepsy
- Physical assault trauma or being a witness to a seriously distressing event
- A change of employment relating to the CMI qualification impedes completion of the qualification
- Natural disasters, for example, earthquakes, hurricanes, and tropical storms.

A claim based on family or work commitments, financial issues, or other general personal difficulties is generally not considered grounds for Special Consideration.

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**.

### Application Process for Special Considerations

Where a special consideration is required:

- Learners must notify their CMI Centre as soon as possible if they believe their performance in an assessment has been adversely affected by unforeseen circumstances. This includes cases where a total loss of work has occurred, for example, IT failure or destruction of physical evidence.
- The CMI Centre is responsible for reviewing each request based on individual circumstances and needs, providing appropriate support to the Learner and identifying any barriers that may affect qualification completion or assessment delivery.
- The CMI Centre must submit a formal request to CMI for the Special Consideration using the **Reasonable Adjustment, Special Consideration, Extensions Application (Qualification and/or Apprenticeship) Form**, which is available on CMI Partner Connect. CMI will confirm any decisions within 20 working days. All requests should be supported by relevant evidence where appropriate.
- All information related to special considerations must be treated as confidential and handled in accordance with relevant data protection legislation.
- CMI will communicate the decision in writing directly to the Centre using CMI Partner Connect
- If approved, the Centre can put in place any remedial actions deemed reasonable.
- If the reasonable adjustment requires an Approved Centre to create a bespoke assignment brief (for example, to cover a professional discussion or presentation), this must be submitted through the **Centre-Devised Assessment Form** prior to undertaking the assessment. CMI will confirm any decisions within 20 working days.
- If the 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).

- Where a 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, they select that a special consideration has been granted on the questions and download a copy of the approved application through CMI Partner Connect. This can be downloaded in a PDF format
- Should the CMI decision be to not grant a special consideration, and the Centre disagrees, the Centre is able to use the CMI Appeal process and can raise an appeal through CMI Partner Connect. CMI's Appeals Policy and Procedure can be accessed on the [CMI Policies Page](#).

## Typical Outcomes

Due to the flexible nature of CMI qualification assessments (i.e., no fixed exam dates), special considerations are typically addressed by:

- Granting an extension to the original submission deadline.
- Providing another opportunity to complete the assessment, subject to the expiry date of the Learner's qualification registration.

These arrangements also apply in cases where a Learner experiences **data loss** or **technical failure**, such as the loss or destruction of work due to IT issues or failure to back up.

## MOD Centres

MOD-registered learners should contact [awardingbody@managers.org.uk](mailto:awardingbody@managers.org.uk) if they wish to apply for reasonable adjustment, special consideration or an extension to their qualification expiry/end date.

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.'

## Qualification Expiry Date Extensions

In certain cases, extending a Learner's submission deadline or rescheduling assessments may require the extension of the Learner's qualification registration period.

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CMI will consider extensions to the registration period **only** in exceptional circumstances, including, but not limited to:

- Long-term illness or medical conditions.
- Redundancy or significant changes in employment status.
- Caring responsibilities for a family member
- Unavoidable and sustained work-related pressures

When a Learner's registration has exceeded the registration period, then they become lapsed. CMI can, at its discretion, reinstate the Learner and provide an extended Learner registration period. However, this will depend on the certification end date of the relevant qualification.

**Process:**

- Learners should notify the Centre that they wish to apply for an extension to their qualification expiry/end date.
- The Centre makes the initial decision on whether the Learner meets the requirements to submit a request.
- The CMI Centre must submit a formal request to CMI for the Special Consideration using the **Reasonable Adjustment, Special Consideration, Extensions Application (Qualification and/or Apprenticeship) Form**, which is available on CMI Partner Connect. All requests should be supported by relevant evidence where appropriate.
- CMI will review the request and confirm any decisions within 20 working days on CMI Partner Connect.

For further information on Learner Extensions, please refer to the Qualification Extension Guidance document, which can be found on the [CMI Policies Page](#)

## Appeals

If a Centre remains dissatisfied following the outcome of a Reasonable Adjustment or Special Consideration request that has been submitted, it may submit an appeal in line with our Appeals Policy. The CMI Appeals Policy and Procedure can be accessed on [CMI's Policy Page](#). An appeal can be applied for through CMI Partner Connect by completing an Appeal Form in CMI Partner Connect.

## Monitoring and Review

This policy will be reviewed in line with CMI's Document Control Policy.