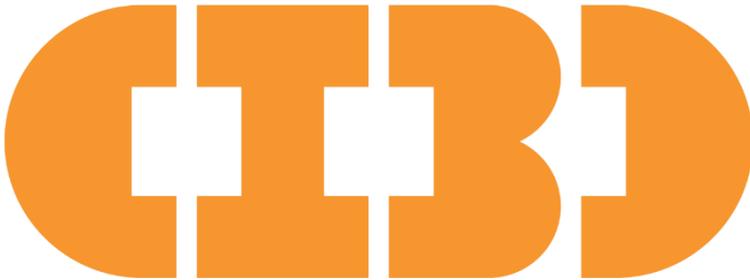


Department: Examination Board

Title: Reasonable Adjustments Policy



Contents

1	Definition of a reasonable adjustment.....	1
2	Reasonable adjustments for examinations	2
3	CIBD and Candidate responsibilities.....	2
4	Pre-assessment reasonable adjustments	3
5	Application for adjustments to the examination	7
6	Post-Assessment reasonable adjustment (Mitigating Circumstances).....	7
7	Possible reasonable adjustments for learning material	7
8	CIBD and learner responsibilities	8
9	Application for adjustments to learning material.....	8
10	Appeals	8

1 Definition of a reasonable adjustment

A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place an individual at a disadvantage when undertaking education, professional development or during an examination.

Please note that the provision of reasonable adjustments for learning or learning material delivery does not remove the need for candidates to follow the prescribed process for examinations nor does it impact on any decision to grant reasonable adjustments for examinations.

POSITION

NAME

DATE

Owner	Head of Examination Board	Abhishek Banik	13 Jan 26
Review	CEO	Tom Shelston	
Approval	GRC Chair	Steve Price	

This document is divided into two sections:

- **Reasonable adjustments for candidates who require additional support during the examination.**
- **Reasonable adjustments for learning material delivery**

2 Reasonable adjustments for examinations

2.1 Scope

These guidance notes are designed to assist candidates who are registered for a CIBD examination and who require additional support during the examination (pre-assessment reasonable adjustments) or whose performance is affected by extenuating circumstances (post-assessment reasonable adjustments) such as illness or technical issues during, or immediately prior to, the examination.

- 2.1.1 **Pre-assessment reasonable adjustments**, which are approved before an examination are intended to **allow attainment to be demonstrated**; for example, the production of a modified paper for a candidate with an impairment, whose need has previously been established. Where attainment cannot be demonstrated, even with special considerations, then a pass cannot be awarded as this would compromise the standards of the qualification. Any candidate who can demonstrate the required learning outcomes will be awarded a pass by the operation of the CIBD's reasonable adjustments policies and procedures.
- 2.1.2 **Post-assessment reasonable adjustments**, which may be given following an examination are intended to ensure that a candidate with a temporary illness, injury or technical issue at the time the assessment is conducted is **given some recognition** of the difficulty he/she has faced. These are also known as Mitigating Circumstances. See Mitigating Circumstances policy [[Mitigating Circumstances Policy](#)] for details on this.

Clearly, any post-assessment reasonable adjustments granted cannot take away the difficulty the candidate has faced and can only be a relatively minor adjustment to ensure that the integrity of the standard is not compromised, where sufficient work has been submitted to allow an accurate assessment of attainment.

When a reasonable adjustment has been applied, the examination will be marked to the same standards and assessment requirements as all other candidates.

3 CIBD and Candidate responsibilities

- 3.1 The CIBD has a responsibility to ensure that all its candidates have equal opportunities to reach their full potential. In some instances candidates may require adjustments to the examination conditions to give them an equal opportunity.
- 3.2 In making such adjustments, the CIBD must be satisfied that over-compensation does not occur which gives a candidate who has an adjusted examination condition, an unfair advantage over other candidates.
- 3.3 All pre-assessment reasonable adjustments must be determined and approved by the Chair of the Board of Examiners in advance of the examination date.
- 3.4 Candidates have a responsibility to inform the CIBD of their additional needs at the point of registration, to enable adequate adjustments to be made to the assessment process. The only acceptable exception to this is where the situation requiring a pre-assessment special

consideration only occurs immediately prior to the examination. In this case the Mitigating Circumstances policy must be followed [[Mitigating Circumstances Policy](#)].

- 3.5** The Chair of the Board of Examiners, or delegated authority, will consider each case on an individual basis and will notify the candidate by email of any dispensation. This is normally within 3 weeks of their application.
- 3.6** All requests for reasonable adjustments will be reviewed on an individual basis and all the information received will be considered.
- 3.7** The CIBD reserves the right to carry out independent checks on supporting documentation supplied.
- 3.8** Supporting documentation will be retained solely for the purposes of decision making then will be permanently deleted within three months of the publication of the relevant exam results to the candidate.
- 3.9** All examination registration closure dates are published in the Qualifications section on the CIBD website [[Learning & Qualifications](#)].

4 Pre-assessment reasonable adjustments

- 4.1** These apply where the student has a known condition that requires special arrangements for their examination.
- 4.2** Examples of Disabilities, Effects and Adjustments:

Disability type	Example of effect	Typical adjustment
Communication and Interaction	Written/word-process communications difficulties, autism	Extra time, scribe
Cognition and Learning	Learning difficulty, dyspraxia, dyslexia	Extra time, reader, scribe
Sensory and Physical Needs	Restricted language/vocabulary, unsighted, colour blindness	Modified paper (congenital deafness), large print, coloured paper, extra time
Behavioural, Emotional and Social Needs	Obsessive-compulsive disorder (OCD), Asperger's syndrome, Tourette's syndrome	Prompter, rest breaks, alternative venue (if registered to sit as part of a group booking)

- 4.3** Candidates with any condition are required to produce written evidence from a qualified professional to support their claim and to submit evidence with their request to the CIBD for approval.

4.4 Adjustments available:

Adjustment	Example	Comments
Extra time	Up to 25% for eligible candidates	Candidate must provide evidence as to why this is required
Reader	For example, temporary visual impairment	<p>The reader:</p> <ul style="list-style-type: none"> • must read accurately • must only read the rubrics and questions but not explain or clarify • must repeat instructions given on the question paper only when specifically requested to do so by the candidate • must abide by the regulations; failure to do so can lead to the disqualification of the candidate • must not advise the candidate regarding which questions to do, when to move on to the next question, or the order in which questions should be answered • may enable a visually impaired candidate to identify diagrams, graphs and tables but must not give factual information nor offer any suggestions, other than that information which would be available on the examination for sighted candidates • may read back, for a visually impaired candidate, what has been written in the answer • may, if requested, give a visually impaired candidate the spelling of a word which appears on the examination but otherwise spellings must not be given • must not be related to the candidate.

Modified enlarged examination papers	Where candidate has a visual impairment and enlarged text would allow them access to fair delivery and assessment	<p>Dependent upon browser, possible adjustments might include:</p> <ul style="list-style-type: none"> • Examination text is fully adjustable via screen settings which can be changed prior to starting the examination. • Text and zoom size. • Background and text colour • Font type. • Modifiable screen contrast, or a filter could be used to reduce glare.
Scribe ¹	Where a candidate is unable to word-process their answers, and instead needs to dictate them. For example, due to physical injury to hands, severe cerebral palsy and so forth.	<p>The scribe:</p> <ul style="list-style-type: none"> • must not give factual help to the candidate or indicate when the answer is complete • must not advise the candidate regarding which questions to do, when to move on to the next question, or the order in which questions should be answered • must word process accurately what the candidate has said. • must draw or add to maps, diagrams and graphs strictly in accordance with the candidate's instructions • must abide by the regulations; failure to do so can lead to the disqualification of the candidate. • The use of computer software that produces a hard copy of the candidate's dictated speech may also be considered.

¹ Voice recognition software is classified as a form of scribe. A scribe may also act as reader if appropriate.

Prompter ²	Where candidate has no sense of time, suffers from obsessive-compulsive disorder and so forth.	<p>The prompter:</p> <ul style="list-style-type: none"> • must not speak to the candidate, give factual help or offer any suggestions • must not advise the candidate regarding which questions to do, nor the order in which questions should be answered • must only tap on the desk or on the candidate's arm, depending on what is normal practice, in order to remind the candidate that he or she must pay attention to the question • must abide by the regulations; failure to do so can lead to the disqualification of the candidate. • Hearing impairment support - For candidates who communicate by using sign language, support to ensure that instructions from the remote invigilator (proctor) are understood.
Paper alternatives	Where it is not possible for candidates to take an online test, there may be paper-based alternatives to the CIBD Examinations. These must be taken in an independently supervised session, which the CIBD will organise.	<p>Possible adjustments for where any paper examination is required might include:</p> <ul style="list-style-type: none"> • paper size (depending on text size) • text/paper colour.

² A prompter may also act as a Reader if appropriate

5 Application for adjustments to the examination

- 5.1 Candidates who are registered with the CIBD and who require additional support when sitting an examination must apply for additional support by emailing examinationboard@cibd.org.uk, no later than 2 weeks after the closure of the final registration date.
- 5.2 The CIBD may reject requests in cases where the requested adjustments would undermine the following principles:
- Reasonable adjustments must not invalidate the assessment requirements set out in the qualification specifications.
 - Reasonable adjustments must not give the learner an unfair advantage compared to other candidates for whom a reasonable adjustment has not been granted.

6 Post-Assessment reasonable adjustment (Mitigating Circumstances)

- 6.1 An application for post-assessment reasonable adjustments will not change the assessment criteria applied by the examiner for the examination in question.
- 6.2 Where evidence of extenuating circumstances is provided by the candidate, he/she may have the opportunity to take the assessment at a later date as if for the first time, with no cap on their marks. Adjustments in marks may be made for candidates who correctly submit an application for Mitigating Circumstances, where an application is successful [[Mitigating Circumstances Policy](#)].

7 Possible reasonable adjustments for learning material

7.1 Scope

These guidance notes are designed to assist learners who are registered for a CBD course/qualification and who require additional support for their learning. These may apply where the student has a known condition that requires reasonable adjustments to be made or as soon as any change in a learners circumstance occurs, that might impact their academic ability to complete the course/qualification.

- 7.1.1 The following are examples of Disabilities, Effects and Adjustments that the CIBD may be able to provide additional support for.
- 7.1.2 Note this is not an exhaustive list and learners must submit applications for CIBD to review any adjustment they feel additional support is required for.

Disability type	Example of effect	Typical adjustment
Communication and Interaction	Written/word-process communications difficulties, autism	Online tutorials - provision of training materials in recorded videos for review in own time; ability for participant to be accompanied by a reader or scribe
Cognition and Learning	Learning difficulty, dyspraxia, dyslexia	Online tutorials - As above Online learning material - text size to be adjustable and materials to be printable for candidates to utilise different colour papers, overlays etc.

Sensory and Physical Needs	Restricted language/vocabulary, unsighted, colour blindness	As above; use of captions/transcripts for video calls.
Behavioural, Emotional and Social Needs	Obsessive-compulsive disorder (OCD), Tourette's syndrome, Autism	Ensure ability to take breaks/pause learning, ability to ask questions in writing or offline.

8 CIBD and learner responsibilities

- 8.1** Learners have a responsibility to inform the CIBD of their additional needs at the point of registration, to ensure that appropriate adjustments can be agreed and implemented before the learning begins. If a change in circumstances arises after registration, the CIBD will do its best to accommodate the change in requirements.
- 8.2** The Head of Education and Professional Development will consider each request and learners will be informed of the outcome as soon as possible and normally within 3 weeks of the request being made.
- 8.3** All requests for reasonable adjustments will be reviewed on an individual basis and all the information received will be considered.
- 8.4** The CIBD reserves the right to request supporting documentation and to carry out independent checks to verify this. Supporting documentation will be retained solely for the purposes of decision making then will be permanently deleted within three months of the publication of receiving the request.

9 Application for adjustments to learning material

Candidates who are registered with the CIBD and who require additional support when undertaking CIBD learning must apply by e-mail to examinationboard@cibd.org.uk at the point of registering for the course or as soon as the need is identified if after that.

10 Appeals

If a candidate wishes to appeal against a decision to decline a request for a reasonable adjustment, they must refer to the CIBD appeals procedure which is available on the website [[Appeals Policy](#)].

This policy shall be reviewed and appropriately updated on an annual basis. It shall also be reviewed and appropriately updated when there are any changes to relevant regulations on information security and/or data protection.

Change control (most recent at the top)

Version No.	Description	Author	Approval	Effective Date
2.1	Reasonable Adjustments	IBD Exam Board	Chair of Board of Examiners and Council	April 2023
3.1	Reasonable Adjustments	CIBD Exam Board	Chair of Board of Examiners and Council	13 th January 2026

Policy name, version number and date

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