



**POLICY**

**FOR CANDIDATES REQUIRING**

**REASONABLE ADJUSTMENTS**

December 2009

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## **1. Introduction**

ALC Group operates in many countries and recognises that there are various provisions enacted in law to ensure that disabled people are not discriminated against. These provisions vary from country to country.

ALC recognises that some candidates require alternative arrangements for their examinations. This may be the result of a disability, medical condition or for religious reasons. The majority of the document focuses on reasonable adjustments for candidates who have disabilities, but it also covers candidates who may require adjustments based on religious grounds.

Examinations should be a fair test of an individual's knowledge and what they are able to do. If someone has a disability or learning difficulty, the usual format of the examinations may not be suitable. Adjustments may need to be made for them. They allow an individual to show their ability and knowledge without being disadvantaged by the assessment format itself.

This document defines the ALC Group policy in assisting candidates taking examinations.

## **2. Reasonable Adjustments Policy Statement**

ALC seeks to provide equal access to the examinations for all candidates, ensuring that there are no unnecessary barriers and that any reasonable adjustments for candidates preserve the validity, reliability and integrity of the qualification.

ALC will endeavour to accommodate the needs of candidates with a particular examination requirement, according to individual circumstances, ensuring such candidates are not disadvantaged in relation to other candidates and that certificates accurately reflect candidate attainment.

ALC will give every consideration to requested additional time, ensuring that there are no unnecessary barriers to the examination and candidate attainment. However, all requests will be considered on the information received. Requests for additional time which do not meet the ALC Reasonable Adjustments policy will be declined.

## **3. Candidates who may require reasonable adjustments**

The term "disability" has been defined as a physical or mental impairment which has substantial and long term adverse affect on a person's ability to perform normal day to day activities. The following individuals will be considered for reasonable adjustments:

- a permanent physical impairment, e.g. cerebral palsy, multiple sclerosis
- behavioural, emotional, social needs, e.g. chronic depression, autism

- a sensory impairment, e.g. hard of hearing
- specific learning difficulties, e.g. dyslexia

This list is not exhaustive and it should be noted that some candidate needs may fall within more than one of the categories set out above.

Although a temporary illness or injury or indisposition would not be covered by the DDA, we would still wish to accommodate candidates affected in such a way. ALC should be notified in writing, with supporting evidence, of the circumstances including date and venue.

#### **4. Overview of reasonable adjustment arrangements which may be permitted**

Applications for reasonable adjustments will be individually considered and decisions may vary according to the exact nature of the candidate's everyday needs and usual method of working. The reasonable adjustments include:

- Allocation of additional time
- Bilingual Dictionary
- Rest/Time Breaks
- Support of a British Sign Language (BSL) / English interpreter
- Support of a scribe/amanuensis
- Support of a reader
- Support of a personal assistant
- Use of assistive technology
- Re-sits, in the case of temporary illness/injury
- Use of appropriate examination locations

ALC will consider all requests in line with the ALC 'Reasonable Adjustments Policy statement'.

#### **5. Allocation of additional time**

Additional time may be permitted, as appropriate to the individual candidate, in line with this document ensuring such candidates are not disadvantaged in relation to other candidates.

The standard time extension sought for examinations is 25%. Up to 100% additional time may be allocated to a candidate dependent on their particular needs.

All requests for additional time will be considered on the information supplied (see procedures for requesting reasonable adjustments); however; in consideration of the amount of additional time requested ALC must ensure:-

- the credibility of the qualification is maintained
- the validity, reliability and integrity of the examination is preserved
- candidates are not given, or do not appear to be given an unfair advantage.

## **6. Detailed reasonable adjustment arrangements**

### **6.1 Support of Personal Assistant**

Some candidates may require someone to help with personal care/assistance during the examination. Such help should maintain the effectiveness of the examination.

### **6.2 Rest/Time Breaks**

ALC recognises that reasonable adjustments may be required by some candidates who suffer fatigue, physical or mental disabilities as well as religious obligations. These candidates may be disadvantaged by specific set times; to this end ALC will consider requests for rest and time breaks which may be consolidated into the decision of the amount of extra time permitted.

Breaks during the examination must be supervised by the accredited invigilator and the duration of the break agreed at the time that the request is approved. The candidate must not discuss the examination with any third party during any break period.

### **6.3 Support of a British Sign Language (BSL)/English interpreter**

ALC recognises that candidates who have a hearing impairment may be disadvantaged without a British Sign Language (BSL)/English interpreter. The role of the interpreter is to converse when requested to do so by the candidate. This role may include saying the word or phrase, re-phrasing, using sign language, or the use of writing.

### **6.4 Support of a Scribe/Amanuensis**

A scribe is defined as someone who, in an examination, writes down the candidate's dictated answers to the questions. The scribe must write down the answers exactly as they are dictated. They must not give factual help nor offer any suggestions or advice which could be seen as giving the candidate an unfair advantage. Support of a scribe may be required by candidates who have a physical impairment, a visual impairment or a specific learning difficulty.

## 6.5 Use of Assistive Technology

Where possible, the candidate should use their own equipment. Such equipment should be verified in order to ensure there is no hidden information or access to information which would give an unfair advantage to the candidate. If their own equipment cannot be used, assistive technology which mirrors that of the candidate may be provided. The list below is indicative of the most common assistive technologies available, but should be used as a guideline only.

### Hardware

- Alternative keyboards and mice including:
  - Braille labelled keyboards or home-row key indicators
  - Joysticks/trackerballs/mouse keys on the keyboard
  - Mouth Stick
- Braille Display
- Switches (alternative input to keyboard and mouse, used by candidates with physical disabilities)
- Headphones and volume adjustment for use with voice output/input software packages

### Software

- Operating System Accessibility features such as sticky keys, filter keys, mouse speed adjustments
- Screen magnification software
- Screen reading software (supporting both users with visual impairment and dyslexic users)
- Voice Recognition software

ALC recognises that it may be necessary for a candidate to use a personal computer (PC) in certain circumstances. The candidate must only have access to the relevant programmes and the PC must be checked by the invigilator prior to the commencement of the examination. Training Providers must notify the relevant Examinations Officer that a PC is necessary so that we can ask the invigilator to arrive early to check that the PC is 'clean' - access to relevant applications only (e.g. word processing).

## 6.6 Support of a Reader

ALC recognises that candidates with a visual impairment or specific learning difficulties may require the support of a reader. A reader is defined as a person who will read to a candidate all or any part of the examination or candidate's answers. The reader should only read the exact wording and must not give meanings of words, rephrase or interpret anything. The reader should only repeat instructions and questions on the paper when

specifically requested to do so by the candidate. The reader should not advise the candidate which questions to do, when to move on to the next question, or the order in which the questions should be answered.

## **6.7 Use of appropriate examination locations**

ALC recognises that examinations may be carried out in various locations i.e. ALC premises, hotels. Every location used will comply with the current Disability Access regulations as well as the current Health and Safety Regulations and allow for access by a disabled person as well as provide adequate disabled facilities.

## **6.8 Temporary illness/injury**

Should candidates suffer temporary illness or indisposition at the time of examination, reasonable adjustments may be considered. It is the candidate's responsibility to notify the appointed invigilator or other appropriate member of staff that there is a problem immediately. ALC will not consider any appeals from the candidate if this procedure is not followed prior to the candidate leaving the examination venue.

## **6.9 Other reasonable adjustment arrangements**

The reasonable adjustment arrangements listed are not intended to be comprehensive. Other reasonable adjustments will be considered in line with their access to assessment policy.

# **7. Procedures**

Details of requesting reasonable adjustments for candidates with a particular examination requirement.

Requests for reasonable adjustments must be made in writing to the Examinations Administrator at ALC, completing **both** the 'Reasonable Adjustment' form and the Monitoring Form. Requests must be sent a minimum of two weeks before the examination date in order that ALC may submit the form to the appropriate Examinations body.

Completed forms with supporting documentary evidence, should be sent to the relevant ALC Office (refer our web site for list of all offices) and should be labelled as 'Strictly Private and Confidential'.

# **8. Documentary Evidence**

## **Disabilities**

Documentary evidence, relating to the nature and severity of the disability, from an

appropriate independent professional expert must be provided. Sources of appropriate documentary evidence are shown below. Where appropriate, the information should be recent evidence (within two years of the request).

<b>Disability</b>	<b>Examples</b>	<b>Source of Evidence</b>
Physical	Cerebral palsy, spina bifida	Appropriate professional
Behavioural, emotional or social	Schizophrenia, chronic depression	Appropriate professional
Visual	Blindness	Appropriate professional of Certificate of Registration as blind or partially sighted
Hearing	Hearing Impairment	Appropriate professional
Specific Learning Difficulties	Dyslexia	Report from a Learning Support professional or educational psychologist

Information about someone's disability is deemed 'sensitive personal data' and therefore ALC is required to take additional precautions when dealing with sensitive personal data because of the nature of the information.

ALC will accept three types of documentary evidence:

- A copy of the original medical/psychological evidence
- A letter from the professional expert which summarises the medical/psychological evidence
- A letter from another awarding body

In all cases, the evidence should be accompanied by written consent.

### **Religious Obligations**

Candidates who for religious reasons need to take a break will be expected to provide an explanation for the requirement for a break as well as a signature and contact details for an appropriate religious authority (e.g. imam, minister, rabbi or priest).

## **9. Details of authorising specific reasonable adjustments**

The Examinations Administrator will submit each request to the relevant Examinations Body in line with the prevailing assessment policy. Candidates will be informed in writing

of the decision. If any further clarification is required this may be requested by telephone or e-mail.

## **10. Disclosure and Confidentiality**

ALC will not pass on in written form any sensitive information without the candidate's expressed consent. ALC will:

- Obtain details of the candidate's needs
- Keep a record of the details
- Advise him to whom the information will be passed and for what the information will be used
- Obtain his written consent to pass on the information to the relevant parties

ALC will keep in confidence all correspondence and documentation received in accordance with prevailing legislation.

## **11. Record Keeping/Monitoring and Reporting**

The Examinations Manager will record and evaluate all candidate requests, outcomes and feedback.

Information will be kept secure (either in a locked filing cabinet or for electronic information with associated passwords). Information will be destroyed five years after the candidate has finished his course/examination. This information will be available to the candidate if requested.

## 12. Reasonable Adjustments Form

Candidates who require reasonable adjustment arrangements must advise ISEB at least one week before the date of the examination. The information on this form is used internally within ISEB only and will not be shown on the candidate's certificate.

<b>Examination Details</b>	
Examination Date	
Candidate's Name	
Candidate's Address	
Candidate's email address	
Candidate's phone number	

<b>Reasonable adjustments (tick or complete as appropriate)</b>			
Reader		Scribe	
BSL/ English Interpreter		Lip Speaker	
Large Print		Braille	
Audio		Coloured Paper	
Rest Period / Break			
Hardware (Please specify)			
Software (Please specify)			
Any other (Please Specify)			

I require		minutes additional time.
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The standard time extension for examinations is 25%. Up to 100% additional time may be allocated to a candidate dependent on their particular needs. If there are additional requirements they should be documented and will be approved on a case by case basis.

Please indicate the form of evidence that supports the candidate's request: - the original Health professional/ ed. psychologist report. - a summary of the Health professional/ ed. psychologist report - a letter from another awarding body approving reasonable adjustments. - a written statement signed by an appropriate religious authority - Other (please give details) ..... ..... .....	
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Signed: .....Candidate

Signed: .....Course Director

Date: .....

Forms should be returned to your nearest ALC Office. For further information please email [learn@alc-group.com](mailto:learn@alc-group.com)

<b>INTERNAL USE ONLY</b>	
<b>Amount of Additional Time Approved</b>	
<b>Approved By</b>	
<b>Training Provider Contacted (Date)</b>	
<b>Information Recorded</b>	

### 13. Monitoring Form

This part of the form will be kept separate from the rest of this document. It will be used for monitoring purposes only. No personal details should be printed on this page.

Type of Disability/ Difficulty

Physical	
Behavioural, Emotional and Social	
Sensory	
Specific Learning Difficulty	

## 14. Sample Consent Form to Pass on Information

Information about disability is classed as 'sensitive personal data' and will be processed by the ISEB in accordance with the Data Protection Act 1998.

ISEB has a duty under the Disability Discrimination Act 1995 to make 'reasonable adjustments' for disabled candidates. In order to make these adjustments, some information regarding your disability may have to be disclosed to various members of staff within the Information Systems Examinations Board (ISEB) the Examination Institute for this qualification as well as the Training Provider you have registered with.

Detailed information about your impairments or medical information will not be passed on unless it is deemed relevant to making reasonable adjustments.

You can request that no information about your disability is passed on to others, or that you can request that information is restricted to certain people. However, you should be aware that if you do this, it could limit the types of adjustments that ISEB can make for you.

You should also be aware that even if you have asked for information about your disability not to be passed on to other members of staff and/or Training Provider, there could be certain instances where this may still have to be done for reasons of health and safety, emergency or public policy.

I consent to data regarding my disability to be passed on (please circle):

**Yes No Restricted**

If you have circled 'restricted' please indicate below who you consent to information being passed to:

.....  
.....

Candidate Name: .....

Candidate Signature: .....

Date: .....

Staff Signature: .....

Date: .....