

Reasonable Adjustments Policy and Procedure for Financial Capability Qualifications

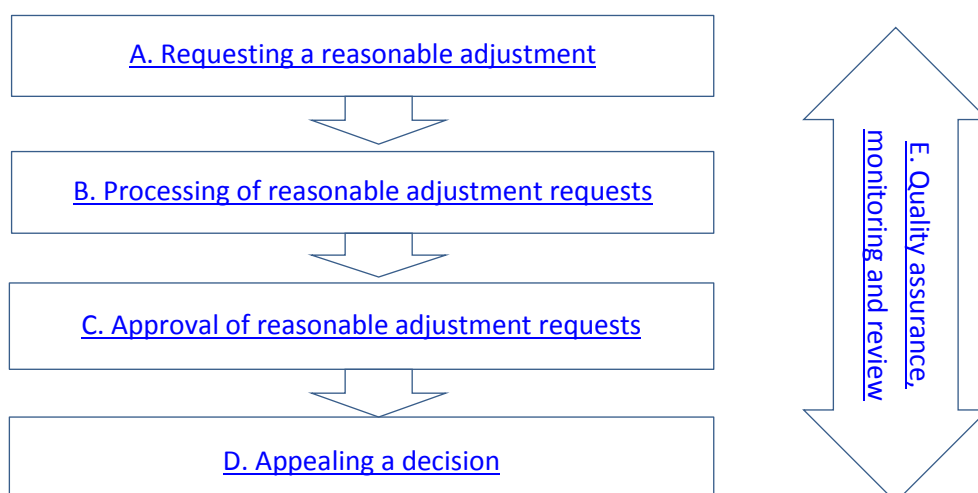
The Reasonable Adjustment Policy and Procedure for Financial Capability Qualifications applies to students for whom the standard arrangements for learning materials, the delivery of, and response to, the assessment may adversely affect their ability to demonstrate their true performance level.

Summary of Policy

The London Institute of Banking & Finance is committed to providing an inclusive educational experience for its centre's students, regardless of any disabilities or learning difficulties they may have and realises that, without reasonable adjustment, students may be prevented from demonstrating their true level of ability during an assessment. This policy is designed to ensure that The London Institute of Banking & Finance

- provides an assessment and awarding system that supports equality and fairness to its students
- maintains the integrity and security of the assessment process.

The Reasonable Adjustments Policy recognises, but is not limited to, the protected characteristics identified in the Equality Act 2010. It also applies to those students who have a specific learning difficulty or disability that has been notified prior to the assessment. The London Institute of Banking & Finance will, subject to approval, put into place reasonable adjustments to mitigate the impact of the identified disadvantage.



Section A - Requesting a reasonable adjustment

- 1.1** The London Institute of Banking & Finance recognises, but is not limited to, two major categories of special educational need, which may lead to the provision of reasonable adjustments:
- Permanent or long standing disability, illness or special educational need, e.g. blindness, diabetes, dyslexia;
 - Temporary disability, illness or indisposition, e.g. broken arm, chronic pain.
- 1.2** For requests based upon permanent or long-standing disability, illness or special educational needs the centre¹ on behalf of the student should advise The London Institute of Banking & Finance when applying for the relevant award.
- 1.3** For requests based on temporary disability, illness or indisposition the centre should advise The London Institute of Banking & Finance of the request at the earliest opportunity.
- 1.4** Each request must be:
- Supported by relevant independent evidence from a medical professional, educational psychologist or other recognised educational expert;
 - Made to The London Institute of Banking & Finance at least six weeks prior to the date when the adjustment will need to be in place. If a request comes in after the recommended six weeks, The London Institute of Banking & Finance will assess each request on a case by case basis and may not be able to put the adjustment in place in time for the assessment.
- 1.5** Centres applying to The London Institute of Banking & Finance for reasonable adjustments on behalf of an individual student should use the [application form for centre applications](#) and return this to the Assessment Operations team.
- 1.6** Given the individual nature of reasonable adjustments, centres are recommended to contact Assessment Operations on telephone +44 (0)1227 818609, option 3. This will allow both the centre and The London Institute of Banking & Finance to fully understand the nature of the request and advise on the type of supporting evidence required.
- 1.8** The centre is not required to provide Special Educational Needs (SEN) statements for each individual request made; however confirmation must be made that relevant supporting evidence is available at the request of the Assessment operations team.

¹ Centres are organisations who are involved with any part of the delivery of qualifications on behalf of The London Institute of Banking & Finance. Centres may be schools, colleges or any other venue where the delivery of learning, including teaching and / or assessments, leading to a The London Institute of Banking & Finance qualification is conducted.

- 1.9** The London Institute of Banking & Finance is not responsible for obtaining evidence to support a request for reasonable adjustments, but will provide advice on its requirements and the consequent suitability of any evidence.
- 1.10** The London Institute of Banking & Finance reserves the right not to put in place reasonable adjustments if appropriate evidence is not provided.
- 1.11** The London Institute of Banking & Finance will:
- Only implement a reasonable adjustment that maintains the reliability and integrity of an assessment; and
 - Not implement any reasonable adjustment that invalidates the assessment requirements for an award.
- 1.12** In cases where reasonable adjustments are implemented in response to a specific centre request under this policy, The London Institute of Banking & Finance will not normally consider further compensation for the identified disadvantage.
- 1.13** Any information supplied by the centre in respect of a claim for reasonable adjustments will be treated as confidential and will only be supplied to staff on a need to know basis. Information on the reasonable adjustment may be shared with electronic testing centres administering examinations on The London Institute of Banking & Finance's behalf.
- 1.14** If, at any time, The London Institute of Banking & Finance finds that a reasonable adjustment claim was fraudulent, The London Institute of Banking & Finance reserves the right to withdraw any award made as a result of assessments undertaken with reasonable adjustment.

Section B - Processing of reasonable adjustment requests

- 2.1** Each request will be acknowledged within five working days. Subsequently, and normally within a further ten working days, the Assessment Operations team will contact the centre with the outcome.
- 2.2** If the Assessment Operations team are unable to immediately identify or agree an adjustment(s) they will advise the centre in writing of the timescale for resolving the matter and will ensure that the centre is kept fully informed of progress.

Section C - Approval of reasonable adjustment requests

- 3.1** The Assessment Operations team will confirm the reasonable adjustment in writing.
- 3.2** The London Institute of Banking & Finance aims to implement an equitable assessment / examination system that does not disadvantage any of its students or call into question the security or integrity of

its qualifications. Therefore, when a centre makes an application for reasonable adjustments, each application is judged upon its individual merits

- 3.3** Should the student's circumstances change or s/he wishes to request a further adjustment the centre should contact the relevant team as set out above. The centre may be required to provide additional evidence to support any changes to the reasonable adjustment.

Section D - Appealing a decision

- 4.1** Should a centre be unhappy with the result of a request for reasonable adjustment they may appeal the outcome in accordance with the [Appeals Policy](#).

Section E – Quality assurance, monitoring and review

- 5.1** Records of all applications for reasonable adjustments, and their outcomes, are maintained by The London Institute of Banking & Finance for a period of at least five years, and are subject to regular monitoring and review by The London Institute of Banking & Finance's Concessionary Board.
- 5.2** The policy and procedures are formally approved by The London Institute of Banking & Finance's Concessionary Board.
- 5.3** The policy and procedures have been developed to comply with all relevant legislation, including the Equality Act 2010, and have been externally benchmarked to be in line with recognised best practice.
- 5.4** The London Institute of Banking & Finance is subject to regulation by the qualifications regulatory authorities, Ofqual, Qualification Wales and CCEA.