



Reasonable Adjustments Policy

April 2024

ICA Reasonable adjustments policy for learners

The ICA is a UK based organisation with an international footprint. This policy is intended to apply to all learners irrespective of their location or nationality, but it is based on UK legislation.

The UK Equality Act 2010 (previously the Disability Discrimination Act 1995) aims to end the discrimination that many disabled people face, and it is now unlawful for educational institutions to discriminate against disabled people.

ICA is committed to ensuring that all training does not discriminate against learners with a disability, and assessments are a fair test of an individual's knowledge and proficiency. If someone has a disability or learning difficulty, the usual format of training delivery or assessments may not be suitable and in certain circumstances adjustments may need to be made for them. This approach is intended to allow an individual to show their ability and knowledge without being disadvantaged by the training delivery method or the assessment format itself.

Who is entitled to reasonable adjustments?

The Equality Act 2010 defines disability as a physical or mental impairment which has substantial and long-term adverse effect on a person's ability to perform normal day-to-day activities.

The following individuals will be considered for reasonable adjustments:

- permanent physical impairment, e.g., cerebral palsy and multiple sclerosis
- behavioural, emotional or social needs, e.g., chronic depression and autism
- a sensory impairment, e.g., hearing or visual impairment
- specific cognitive difficulties, e.g., dyslexia and memory loss
- motor difficulties, e.g., hand-eye coordination and difficulty moving hands or arms.

This list is not exhaustive and it is recognised that certain learners may have other reasons for requiring adjustment or may fall within more than one of the categories. Furthermore, some learners may have temporary conditions that require adjustments and these will also be taken into account.

Reasonable adjustment

ICA will endeavour to accommodate the needs of learners with a particular requirement, according to individual circumstances, with the intention that such learners are not disadvantaged in relation to others. ICA will endeavour to ensure that the delivery of training is accessible to all, and awards accurately reflect learner attainment. All requests will be considered based on information provided and evidence received from learner. Some adjustments may not be considered reasonable if they:

- do not meet the published criteria
- involve unreasonable costs to ICA
- involve unreasonable time frames
- affect the security and integrity of the learner
- are not accompanied by sufficient evidence for verification of the disability.

It is important that reasonable adjustments **do not** give the learner an advantage over other learners.

Delivery methods should not offer any advantage to a learner over others, and any adjustments to assessments must not affect their reliability or validity.

Adjustments must not put in jeopardy the health and well-being of the learner or any other person.

Requesting adjustments to an assessment

Enrolment forms for ICA courses include a section that asks if the applicant has a disability they wish to have considered. Declarations of such a disability will be followed-up by the learning support team when more information and documentary evidence will be requested and captured in the confidential ICA reasonable adjustment form.

Applications and requests for reasonable adjustments, after enrolment, may be made via the confidential ICA reasonable adjustments form available from <https://www.int-comp.org/help-and-support/contact-us/>.

If a request is made after the original course enrolment, ICA will endeavour to deal with the request as soon as possible. If the application is made within 14 working days of the assessment date or deadline, ICA will make every effort to consider and provide accommodations, but these cannot be guaranteed at such short notice. In terms of training, sufficient time is required to address the learner's needs and provide appropriate accommodations, and this will vary depending on the nature of the accommodation.

Any evidence provided of a learner's needs should reflect their normal way of working.

The evidence required will depend on the reasonable adjustment being requested. Some examples of documents that could be used to support an application are:

- A letter from a doctor, hospital consultant or a psychiatrist
- Educational Psychologist's report
- An official assessment of a learning disorder or disability

Other documents not listed may also be used as evidence. If there are any doubts or need for further clarification, please contact ICA (details at the end of this document).

All evidence the learner provides must:

- specify the learner's disability
- be dated
- include details of the author (e.g., name and position)
- be relevant to the application being made.

As it is a legal duty, we will only reject applications for a reasonable adjustment in circumstances where:

- Any adjustment may create a serious loss of validity or independence of an assessment
- Any adjustment may constitute a serious safety hazard
- Any adjustment that offers an unfair and unequitable advantage over other learners

ICA will consider each request and if further information or clarification is required, ICA may request this by telephone or email.

Responsibilities for the provision of reasonable adjustments

ICA will take reasonable steps to source special equipment and resources where these are required, but such provision may be chargeable.

Appealing a declined reasonable adjustment request

If a learner, for any reason, considers that they have been wrongly refused access to alternative methods of training delivery or to a fair assessment and wishes to appeal, they may make an appeal or complaint as explained in the ICA Appeals and Complaints Policies.

Disclosure and confidentiality

Information about a learner's disability is deemed 'sensitive personal data' under the UK Data Protection Act 2018 and therefore ICA are required by that law to process the information 'fairly and lawfully'. ICA will keep all correspondence and documentation received in confidence. Any documentation, referring to particular learners, will only be kept for the duration of the learner's period of study with ICA (normally not more than 2 years from the date of enrolment).

A learner's information will only be made available to other parties on a 'need to know' basis as allowed by the UK Equality Act 2010. This will include ICA administrative staff and the assessor as well as people who may be required to assist the learner during the assessment or interview, such as a scribe or sign language interpreter.

ICA will keep confidential records of reasonable adjustment applications, the decisions made regarding these applications, the reasons for making any changes and any appropriate evidence supporting the decision.

ICA's full Privacy Policy can be found here: ICA Privacy Policy ([int-comp.org](https://www.int-comp.org))

Contact

If you have any queries about the contents of the policy or wish to make an application for a reasonable adjustment, please contact the Learning Support team via our website <https://www.int-comp.org/help-and-support/contact-us/> or telephone +44(0)121 362 7533



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