

## Reasonable adjustments policy

### 1.1 Rationale

CFA UK is committed to ensuring that there are no unnecessary barriers to assessment that prevent candidates from effectively demonstrating their competence.

### 1.2 Candidates eligible for reasonable adjustments are:

- 1.2.1 Candidates with physical disabilities, permanent or temporary e.g. visual or hearing impairment.
- 1.2.2 Candidates with known and long-standing learning difficulties e.g. specific learning difficulties/dyslexia.

### 1.3 Application details and procedures for candidates with long-term learning difficulties and other medical conditions

- 1.3.1 Candidates with long-term learning and medical conditions must notify CFA UK in writing before scheduling their test date to allow time for appropriate arrangements to be made.
- 1.3.2 Notification must be accompanied by original official documentation from a Doctor or other appropriately qualified expert. In the case of dyslexia, a psychologist's report must be submitted. The official documentation will be kept on file and so only needs to be submitted with the initial request and not for any subsequent examinations.
- 1.3.3 Candidates are only required to submit the application form and supporting documentation once. Adjustments must be added to an examination prior to scheduling. Candidates should not schedule an examination before receiving a response to the application. Candidates must submit the following documents to [examsupport@cfauk.org](mailto:examsupport@cfauk.org)

- A completed reasonable adjustments application form
- Supporting documentation

- 1.3.4 Once a request for a long term medical and /or learning condition has been received, it is evaluated, and appropriate action is considered subject to evidence. Reasonable adjustment requests will be reviewed and responded to within 10 working days. However, in most cases, requests are processed sooner.
- 1.3.5 Applications without verifiable, appropriate evidence such as an appropriate diagnostic report will not be considered.

## **1.4 Nature of condition**

### **1.4.1 Candidates with learning difficulties**

The policy relates to candidates with established disabilities requiring reasonable adjustments. Reasonable adjustments can be made for candidates with learning and physical disabilities, visual and hearing impairments.

Types of provision include: arranging extra time, use of a word processor, low vision aids, provision of a reader, provision of a writer, alternative accommodation.

In the case of candidates with specific learning difficulties (e.g. dyslexia), additional time may be granted. However, other arrangements such as the use of a writer/reader/communicator could be used.

### **1.4.2 Candidates with medical conditions**

Candidates who have medical conditions such as respiratory disorders, diabetes or epilepsy will have their requests considered individually to allow the appropriate arrangements to take place.

If a candidate has a medical condition that is considered long term but could unexpectedly affect a candidate's performance on the day of the examination (e.g. epilepsy), or if a candidate's appropriate arrangement requirements change, candidates are requested to inform CFA UK prior to the examination so the examination venue can be notified in advance and take appropriate action should the need arise.

### **1.4.3 Candidates with physical disabilities**

Most examination centres have facilities that accommodate the needs of candidates who have a physical disability. This includes access to wheelchair users.

Candidates may receive additional time and in appropriate circumstances, the use of a writer/reader/communicator. Candidates who require wheelchair access should contact the CFA UK office to make the necessary arrangements.

### **1.4.4 Candidates with visual impairments**

In most cases the needs of candidates who are visually impaired can be met by the allocation of additional time. The level of candidate disability in this area will

be determined by a medical report. Individual accommodation for visually impaired candidates may, if appropriate, be specially arranged.

#### 1.4.5 Candidates with hearing impairment

If a candidate has a hearing impairment, invigilator instructions in the test centre can be provided in written form before the examination begins. In exceptional cases on the advice of a medical doctor additional time can be given to a candidate with a hearing impairment or a communicator arranged for them.

### 1.5 Reasonable Adjustments

#### 1.5.1 Additional time

The length of additional time provided to a candidate is based on the explicit recommendation within the original official documentation from a doctor or other appropriately qualified expert submitted as evidence.

Candidates eligible for additional time could include those who have a physical disability, which affects their typing skills, visual impairment or a student who is dyslexic.

Each application, whatever the disability, is judged on an individual basis and is based on the supporting evidence supplied.

#### 1.5.2 Use of low vision aids

Where the needs of candidates with low visual impairment can be met with low vision aids, CFA UK will ensure that this provision is met or candidates will be permitted, at the discretion of the CFA UK office, to provide their own appropriate equipment e.g. magnifying glasses.

#### 1.5.3 Provision of a reader

The use of a reader will be provided in the event of a disability that cannot be addressed through other means. This action will be accommodated separately at the exam venue to ensure other candidates are not disturbed during the examination period. The actions of a reader may be used in conjunction with that of a writer. There are facilities available to record the special examination sitting.

#### 1.5.4 Provision of a communicator

The use of qualified communicators to meet the needs of candidates with hearing impairments is possible should this be required. Separate accommodation will be provided at the exam venue to ensure other candidates are not disturbed during the examination period.

#### 1.5.5 Alternative accommodation

In certain circumstances CFA UK will consider permitting a candidate to sit an examination at a venue other than the examination centre in order to meet their requirements. Such an arrangement may be invigilated by a CFA UK member of

staff or appointed invigilator. CFA UK is prepared to consider arrangements for candidates who are hospitalised or unable to travel due to medical conditions.

## **1.6 Review of Reasonable Adjustment decision (prior to exam sitting)**

1.6.1 Candidates who are dissatisfied with the reasonable adjustment granted to them may request that the decision is reviewed by the CFA UK Director of Education.

1.6.2 Subject to sufficient evidence being available, the Director of Education may uphold or mend the original reasonable adjustment granted and this will be communicated within 48 hours of the request for a review (subject to evidence being available).

## **1.7 Formal Appeal**

Where a candidate has been through the review process and remains dissatisfied with the reasonable adjustment granted, they have the right of formal appeal. This is granted on the following grounds only:

- The candidate is yet to sit the examination for which the reasonable adjustment is sought.
- The review process above has been followed and exhausted.
- The candidate is able to submit substantive additional information not submitted at the time of the initial application which is pertinent.
- The candidate has evidence that the reasonable adjustment policy has not been followed correctly by CFA UK.

Appeals will only be considered if the appeal request is submitted within 14 days of receipt of the reasonable adjustment review outcome.

## **1.8 Submitting an Appeal**

Appeals must be submitted by email to [examsupport@cfauk.org](mailto:examsupport@cfauk.org) detailing the candidate's case and posted with a payment form or a cheque for £100. This £100 appeal fee will be reimbursed in the event that the appeal is upheld. Appeals should be addressed directly to CFA UK Director of Education. Appeals will be acknowledged within 5 working days in writing.

## **1.9 Appeal process and outcome**

If an appeal is granted on the grounds stated in 1.7 a panel, including at least one member who is independent of the Awarding Body, will be convened. This appeal panel will meet within 28 days of receipt of the candidate's appeal submission. An email explaining the outcome of the appeal and any appropriate action will be delivered no more than 14 days after the panel has convened.

## **1.10 Independent Review**

If the candidate remains dissatisfied with the appeals process, a final independent review of the process may be instigated. This will be undertaken by an

independent reviewer. Requests for an independent review will only be considered if submitted within 14 days of receipt of the appeal outcome.

### **Contact**

All requests for reasonable adjustments should be made by sending the Reasonable Adjustments Application form to:

Reasonable Adjustments  
CFA Society of the UK  
Education Department  
3rd Floor, Boston House  
63-64 New Broad Street  
London EC2M 1JJ

Tel: 020 7648 6200

Email: [examsupport@cfauk.org](mailto:examsupport@cfauk.org)