

CISI Candidate Policy 1: Reasonable Adjustments

This policy relates to candidates requiring reasonable adjustments prior to the examination. Reasonable adjustments can be made for candidates with learning and physical disabilities, long-term medical conditions and visual and hearing impairments. Types of provision include: arranging additional time, low vision aids, provision of a reader, provision of a writer, alternative accommodation.

1.1 Rationale

It is the CISI's policy to ensure that there are no unnecessary barriers to assessment that prevent candidates from effectively demonstrating their competence. The CISI will consider the needs of all potential candidates when developing qualifications, associated tasks and assessments. In doing so the CISI will ensure:

- 1.1.1 We reflect the current needs of the individual candidates and, as far as is reasonably possible in the design of assessments, their usual methods of working.
- 1.1.2 Candidates are not given an unfair advantage compared to candidates for whom reasonable adjustments are not being made.
- 1.1.3 We do not invalidate the assessment requirements set out in the specification for the relevant qualification.
- 1.1.4 All information disclosed by candidates requesting a reasonable adjustment will remain confidential.

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.
- 1.2.3 Candidates with long-term medical conditions.

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 the CISI directly in writing (by letter or email) when making their examination booking. Please note, all applications for reasonable adjustments **must** allow seven days before the examination date to enable suitable arrangements to be put in place.

- 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 or a report from another suitably qualified specialist (e.g. an SpLD assessor). The official documentation will be kept on file and so only needs to be submitted with the initial request and not every time a reasonable adjustment sitting is required. The documentation provided must include clear recommendations for adjustments relating to multiple choice examinations.
- 1.3.3 Candidates are required to submit a separate request for reasonable adjustments for each examination sitting. Candidates for whom reasonable adjustments are made will receive no additional consideration during the assessment of their result.
- 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.
- 1.3.5 In cases where it might be expected that there could be changes in the way the candidate is affected by the difficulty, there will have to be recent and relevant evidence of assessments and consultations carried out by an independent expert. This is in order to determine the appropriate level of adjustment required.

1.4 Nature of condition

1.4.1 Candidates with learning difficulties

- 1.4.1.1 In the case of candidates with specific learning difficulties such as dyslexia for example, candidates may receive additional time and in appropriate circumstances, the use of a writer / reader / communicator.

1.4.2 Candidates with medical conditions

- 1.4.2.1 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.
- 1.4.2.2 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), candidates must inform the CISI when booking the examination so the examination venue can be notified in advance and appropriate action taken should the need arise.

1.4.3 Candidates with physical disabilities

- 1.4.3.1 Most of our examination centres have facilities that accommodate the needs of candidates who have a physical disability. This includes access for wheelchair users. Candidates may receive additional time and in appropriate circumstances, the use of a writer / reader / communicator. Candidates who require wheelchair access must contact the Customer Support Centre (tel: +44 20 7645 0777 or at customersupport@cisi.org) to make the necessary arrangements. However, candidates who are taking examinations at a college / school should contact the college / school where they intend to take their examination to make the arrangements.

1.4.4 Candidates with visual impairments

1.4.4.1 In most cases the needs of candidates who are visually impaired can be met by the allocation of additional time and enlarged question papers. Candidates who are blind or severely visually impaired can request a reader and writer (see 1.5.3 & 1.5.4). The medical evidence must make clear what reasonable adjustments would be appropriate for the candidate's level of visual impairment.

1.4.5 Candidates with hearing impairments

1.4.5.1 The CISI only offers written examinations; no oral / aural assessments are included in the CISI's provision. If a candidate has a hearing impairment, details of the examination conduct will be provided in written form to the candidate before the examination takes place on the day of the examination. If it is considered necessary, additional time will be given to a candidate. In some instances a communicator could be used.

1.5 Reasonable adjustments

1.5.1 Additional time

Additional time is usually up to an extra 25% of an examination's duration. The length of additional time is based on medical recommendation. Candidates eligible for additional time could include those who have a physical disability, which affects their writing skills, visual impairment or a candidate who is dyslexic. Each application, whatever the disability, is judged on an individual basis and is based on the supporting evidence supplied. The length of additional time is at the discretion of the CISI. Original official medical or qualified documentation is required. Candidates for whom English is a foreign language are not entitled to additional time to complete their examination; taking other material into the examination room such as dictionaries is not permitted.

1.5.2 Use of low vision aids

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

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 examination venue to ensure other candidates are not disturbed during the examination period. The reader will be a CISI employee who has knowledge of the regulations, policies and procedures of CISI examinations. The actions of a reader may be used in conjunction with that of a writer. Upon request, there are facilities available from the CISI to record the special examination sitting.

1.5.4 **Provision of a writer**

In the event of a candidate being unable to record their answers in writing, the CISI will provide a writer to record their answers. The writer will be a CISI employee who has knowledge of the regulations, policies and procedures of CISI examinations. In this case, separate accommodation will be provided. Upon request there are facilities available from the CISI to record the examination.

1.5.5 **Provision of communicator (Sign language)**

The use of qualified sign language interpreters to meet the needs of candidates with hearing impairments is possible should this be required. Candidates will need to specify whether they require British Sign Language or Sign Supported English. Separate accommodation will be provided at the exam venue to ensure other candidates are not disturbed during the examination.

1.5.6 **Alternative accommodation**

In certain circumstances the CISI will consider permitting a candidate to sit an examination at a venue other than the examination centre in order to meet their requirements. The examination takes place under the control of a chief invigilator or a full time employee of the CISI. Where alternative accommodation is required in London, the CISI uses its premises for these special sittings. The CISI is prepared to make arrangements for candidates who are hospitalised or unable to travel due to medical conditions.

1.6 **Contact details**

1.6.1 All requests for reasonable adjustments should be made to:

Reasonable Adjustments Department
Chartered Institute for Securities & Investment
20 Fenchurch Street
London
EC3M 3BY

E-mail: ReasonableAdjustments@cisi.org

1.7 **Review of reasonable adjustment decision (prior to exam sitting)**

1.7.1 Candidates who are dissatisfied with any CISI decision relating to a reasonable adjustment may request that the decision is reviewed by the CISI Director of Global Learning.

1.7.2 Subject to sufficient evidence being available, the Director of Global Learning may either uphold the original decision or change it and this will be communicated within 48 hours of the request for a decision review.

1.8 **Formal appeal against a reasonable adjustment decision**

1.8.1 Formal appeals against a reasonable adjustment decision will only be accepted on the following basis:

- The candidate is yet to sit the examination to which the appeal against the reasonable adjustment decision relates.
- The decision review process outlined in 1.7 above has been exhausted.
- The candidate is able to provide substantive additional information not previously considered.
- The appeal request is submitted within two weeks of receipt of the decision review outcome.

1.8.2 If an appeal is granted on the grounds stated in 1.8.1 above, a panel will be convened and will include at least one member who is independent of the CISI.

The appeal panel will meet within four weeks of receipt of the candidate's appeal submission.

A letter explaining the outcome of the appeal and any appropriate action will be sent no later than two weeks after the panel has convened.

Where the outcome of an appeal brings into question CISI policy relating to reasonable adjustments, the CISI will take appropriate action to review its policy to ensure fairness to all candidates.