

Reasonable Adjustment Policy

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Section 1 - Eligibility for reasonable adjustments

1.1 Introduction

The Chartered Institute for Securities and Investment (CISI) is committed to providing equal access to examinations for all candidates, ensuring there are no unnecessary barriers in line with the UK Equality Act 2010 and any successor legislation. Reasonable adjustments can be made for candidates taking examinations or assessments to alleviate or remove the effect of a disability which places the candidate at a disadvantage. Any reasonable adjustment granted by the CISI:

- must reflect the current needs of the individual candidate as far as is reasonably possible in the design of assessment.
- must not invalidate the assessment requirements set out in the specification for the relevant qualification.
- must not give the candidate an unfair advantage compared to candidates for whom reasonable adjustments are not being made.

Please note: Candidates who are taking CISI examinations at a school or college should contact the school or college where they intend to take their examination to make the necessary arrangements.

1.2 Candidates eligible for reasonable adjustments

The Equality Act 2010 defines disability as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to perform normal day to day activities. Candidates with the following conditions may be considered for reasonable adjustments:

- a medical condition, e.g. epilepsy or diabetes
- a physical impairment, e.g. cerebral palsy, multiple sclerosis
- a sensory impairment, e.g. visual or hearing impairment
- specific learning difficulties, e.g. dyslexia, dyspraxia
- social, emotional or mental health difficulties, e.g. autism, anxiety.

The CISI may also consider making reasonable adjustments for candidates with short term conditions which could affect their performance.

1.3 Nature of condition

1.3.1 Candidates with a medical condition

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, the candidate 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.

1.3.2 Candidates with a physical impairment

Most of the CISI's examination venues have facilities that accommodate the needs of candidates who have a physical impairment. This includes access for wheelchair users.

Candidates who require wheelchair access or other adjustments must contact the Customer Support Centre (telephone: +44 20 7645 0777; or email: customersupport@cisi.org) to make the necessary arrangements.

1.3.3 Candidates with a sensory impairment

The CISI standard qualifications are assessed via written examinations and assessments. Typically, these are delivered by pen and paper or computer-based testing, although reasonable adjustments may be put in place in accordance with this policy.

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 exam day. Where a candidate is visually impaired, an appropriate keyboard for narrative (pen & paper) examinations may be used.

Section 2 - Application process

2.1 Applying for a reasonable adjustment

Candidates seeking a reasonable adjustment must apply for the reasonable adjustment and have it approved **before** making an examination booking. The application is made by submitting the following documents to reasonableadjustment@cisi.org:

- a completed [Reasonable Adjustment Application Form](#)
- supporting documentation (see Section 2.1.1 for further information).

Please note: If a reasonable adjustment is approved only after an examination booking has been made, it may be necessary to reschedule the examination in order to accommodate the reasonable adjustment required.

Candidates must submit a new [Reasonable Adjustment Application Form](#) for each examination that they wish to sit.

Supporting evidence must be submitted in order to make the initial reasonable adjustment application, or to request any change to the reasonable adjustment arrangements and/or to the type or location of examination for which a reasonable adjustment is requested.

The CISI will keep the detail of any reasonable adjustment that has been approved, and the type of examination (MCQ or narrative) and location (at a test centre or using remote invigilation) for which it has been approved, on file, to be referenced in support of applications for future examinations of the same type and location.

2.1.1 Reasonable adjustment applications - supporting documentation

Applications for reasonable adjustments must be supported by a copy of the original, official documentation from a medical professional, educational psychologist 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. SpLD assessor.

All documentation must be provided on official, headed paper, be dated and contain the following information:

- the candidate's full name
- details of the nature and severity of the candidate's disability, and how it is likely to impact their performance in the examination or assessment
- recommendations for adjustments requested by the candidate for their examination or assessment.

All information disclosed by candidates will remain confidential.

In cases where changes might be expected in the way a candidate is affected by their condition, there must be recent and relevant evidence of assessments and consultations carried out by an independent expert. This is to determine the appropriate level of adjustment required.

Where a candidate has a previously agreed reasonable adjustment, for a condition that remains unchanged, the application form may be completed without submitting the supporting evidence again. However, CISI reserves the right to request updated supporting evidence for any reasonable adjustment application.

If a new reasonable adjustment application, or an application to change existing reasonable adjustment arrangements (including the type or location of examination or assessment for which the adjustment is required) is made without supporting documentation, it cannot be considered and will be declined.

2.1.2 Reasonable adjustment applications - submission time frame

Applications for reasonable adjustments **must** be submitted within the following time frames to allow for suitable arrangements to be put in place:

Type of examination	Submission time frame
Computer-based, multiple-choice (MCQ) examinations taken at a test centre	10 working days prior to the examination date
Computer-based, multiple-choice (MCQ) examinations taken via remote invigilation	15 working days prior to the examination date
Narrative examinations	20 working days prior to the examination date

Whilst the CISI aims to make arrangements for candidates who apply for a reasonable adjustment outside of the stated time frames this will not always be possible and may result in the request being declined.

Section 3 - Review process

3.1 Reviewing applications for reasonable adjustments

Applications for reasonable adjustments are evaluated and individually considered. Whether an application is approved depends on the supporting documentation provided and:

- the need of the candidate
- the effectiveness of the adjustment
- the cost of the adjustment

- the likely impact of the adjustment upon the candidate and other candidates.

An application may be declined if the reasonable adjustment:

- involves unreasonable costs to the Awarding Organisation
- involves unreasonable timeframes, or
- affects the security and/or integrity of the qualification.

The decision made may vary according to the exact nature of the candidate's needs. Candidates will normally be informed of the outcome of the decision by email within ten working days. However, if additional information or further correspondence is required in order to make the decision, the process may take longer to complete.

Candidates for whom reasonable adjustments are made will receive no additional consideration for the same condition during the assessment of their result.

Section 4 - Reasonable adjustments available

4.1 Reasonable adjustments available

The following is a non-exhaustive list of reasonable adjustments available; other adjustments may be considered on a case by case basis. It is important to note that the adjustments listed below may not be reasonable, permissible or practical in particular situations. A candidate may not need, or be allowed, the same adjustment for all assessments.

4.1.1 Allocation of additional time in examinations

The standard allowance of additional time permitted for CISI examinations is **up to 25%** of an exam's stated duration. The allowance of additional time is based on medical recommendation and is at the discretion of the CISI.

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.

4.1.2 Adapting assessment materials

For examinations delivered by pen and paper candidates can request changes to the format within reason (e.g. enlarged print question papers). The CISI also offers cream or yellow coloured paper for dyslexic learners.

For examinations delivered by remote invigilation via ProProctor, candidates can adjust the zoom function on the screen and / or change the screen colour during their examination.

For examinations delivered by remote invigilation using Test Reach, please contact reasonableadjustment@cisi.org to see a preview of the screens that are available on request.

4.1.3 Use of low vision aids

Where the needs of candidates with visual impairments 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). Please note that where a candidate wishes to provide their own equipment for an examination, this must be agreed in advance, and the CISI reserves the right for all such equipment to be scrutinized at the time of the examination.

4.1.4 Support of a reader

Candidates can request a reader if they have a visual impairment or specific learning difficulties which would benefit from the support of a reader. The reader will be able to read all or any part of the examination. They can only read the exact wording and must not give meanings of words, rephrase or interpret anything. They will only repeat instructions and questions on the paper when specifically requested to do so by the candidate. They cannot 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. The reader will be a CISI employee or other individual who has knowledge of the regulations, policies and procedures of CISI examinations.

Candidates using a reader will be accommodated separately at the examination venue to ensure other candidates are not disturbed during the examination period. Support 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 examination sitting.

Please note: A reader may be used only for examinations and assessments undertaken at a test centre. It is not possible to use a reader for examinations conducted via remote invigilation.

4.1.5 Support of a scribe

Candidates can request a scribe if they have limitations with writing down their answers such as a physical or visual impairment or a specific learning difficulty. The scribe's role will be to write down the candidate's dictated answers to the questions. The scribe will write down the answers exactly as they are dictated. They will not give factual help or offer any suggestions or advice which could be seen as giving the candidate an unfair advantage. The scribe will be a CISI employee or other individual who has knowledge of the regulations, policies and procedures of CISI examinations.

Separate accommodation will be provided at the examination venue to ensure other candidates are not disturbed by candidates using a scribe. Upon request, there are facilities available from the CISI to record the examination sitting.

Please note: A scribe may be used only for examinations and assessments undertaken at a test centre. It is not possible to use a scribe for examinations conducted via remote invigilation.

4.1.6 Hearing impairment

Candidates with a hearing impairment who are taking examinations at a test centre may request that their examination instructions are provided to them in writing.

Candidates with a hearing impairment who are taking examinations via remote invigilation, may request that their interaction with the invigilator / proctor is conducted in writing, using the live chat facility.

4.1.7 Alternative assessment 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 needs. Where alternative accommodation is required in London the CISI normally uses its premises. The examination takes place under the control of a chief invigilator or a full-time employee of the CISI. The CISI is prepared to consider making arrangements for candidates who are hospitalised or unable to travel due to medical conditions.

Section 5 – Appealing a reasonable adjustment decision

5.1 Querying a reasonable adjustment decision (prior to exam sitting)

Should a candidate be dissatisfied with the CISI's decision to decline a reasonable adjustment application the candidate can raise a reasonable adjustment query in line with the [CISI's Appeals Policy](#).

To raise a query the candidate should write to reasonableadjustment@cisi.org requesting that the decision to decline their reasonable adjustment application be reviewed by the CISI Assistant Director Qualifications.

The Assistant Director Qualifications may either uphold the original decision or change it and this will be communicated to the candidate by email within five working days of the query being received.

5.2 Appealing against a reasonable adjustment decision (prior to exam sitting)

Where a candidate has exhausted the query process and remains dissatisfied with the outcome, they may formally appeal the reasonable adjustment decision, in line with the [CISI's Appeals Policy](#).

Please note: If a reasonable adjustment query or appeal is received after an exam booking has been made, and the decision is taken to allow the reasonable adjustment, it may be necessary to change the date and/or time of the exam booking in order to accommodate the reasonable adjustment requirements.