

Reasonable Adjustments Policy

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1. Overview of the Policy

1.1 Purpose of the Policy

This Reasonable Adjustments policy (the Policy) defines and sets out the scope of Reasonable Adjustments, clarifies the responsibilities of UAL Awarding Body (us, we, our etc) and UAL Approved Centres and explains the process and timelines for approving Reasonable Adjustments. It also clarifies which Reasonable Adjustments require our approval before being applied by UAL Approved Centres.

1.2 Communication of the Policy

UAL Approved Centres must inform all staff involved in the management, delivery, assessment and quality assurance of UAL Awarding Body qualifications of the provisions of the Policy. It is vital that all learners registered on UAL Awarding Body qualifications are also made aware of the contents of the Policy when they register and understand how to apply for Reasonable Adjustments via their centre.

We will ensure that the Policy is communicated to all UAL Approved Centres via our website and through external communications.

1.3 Definition

The Equality Act 2010 requires Awarding Organisations, either directly or through their approved centres, to make Reasonable Adjustments to qualification delivery and assessment to ensure a learner who has a disability as defined in the Act is not placed at a substantial disadvantage in comparison to learners with no disabilities.

In this context, a Reasonable Adjustment is any intervention by UAL Awarding Body or a UAL Approved Centre that is designed to mitigate any disadvantage during the delivery and/or assessment of a UAL Awarding Body qualification due to the effects of a mental or physical disability, difficulty or learning need. In simple terms, Reasonable Adjustments are designed to provide a level playing field for all learners ensuring that no learner is unfairly disadvantaged, or advantaged.

To be fully effective, Reasonable Adjustments must be tailored to individual needs and be implemented before delivery and/or an assessment activity takes place.

UAL Awarding Body aims to ensure open access to all its qualifications and to allow all learners eligible for adjustments to demonstrate their knowledge, skills and understanding to the level of attainment required for the qualification without any impediment.

UAL Approved Centres are permitted to apply for Reasonable Adjustments on behalf of registered learners in line with UAL Awarding Body's obligations under the Equality Act 2010 and within the provisions of the General Data Provision Regulation 2018.

1.4 Our commitment

We aim to promote and ensure equality of opportunity and fair access to all our products and services including our qualifications.

We are committed to protecting the rights of the individual learner; which includes assisting them in accessing our qualifications and assessments in a manner appropriate to their needs, as far as reasonably practicable. This must be done without compromising the reliability or validity of the assessment outcomes or giving any learner an unfair advantage over other learners undertaking the same or similar qualifications and assessments.

It is imperative that achievement of our qualifications provides all employers, Higher Education Institutions (HEIs) and other stakeholders with a trusted and realistic indication of the learner's ability.

We are committed to achieving this by:

- Recognising the varied needs of learners at the development stage of our qualifications by ensuring an inclusive design approach is adopted and can be built into the delivery and assessment of every qualification
- Supporting UAL Approved Centres in making appropriate Reasonable Adjustments to standard teaching/assessment arrangements for our internally assessed qualifications
- Making appropriate Reasonable Adjustments to standard teaching/assessment arrangements for our externally assessed qualifications.

2. Responsibilities

2.1 UAL Approved Centre responsibilities

UAL Approved Centres have a responsibility to establish a process through which learners can declare, as early as possible, any disabilities or difficulties they may have in accessing qualification delivery or assessment. You must design any centre-devised assessment activities or material in an accessible and inclusive way and ensure that language is clear, unambiguous and free from jargon. It is the responsibility of your centre to actively identify (normally at enrolment during the initial diagnostic interview) and mitigate undeclared conditions for which the application of Reasonable Adjustments may be appropriate.

All supporting evidence and details of decisions made must be recorded, held on file for two years, and made available upon request to UAL Awarding Body, for example to inform appeal investigations or as part of our monitoring process.

Requests for adapted delivery timeframes

If a UAL Approved Centre wishes to request that a learner undertakes a UAL Awarding Body qualification over an extended timeframe, different to that of their respective cohort(s), UAL Approved Centres must contact quality.awarding@arts.ac.uk to request this as soon as the centre is aware of the requirement. UAL Approved Centres will be asked to provide a rationale for the request and supporting evidence as appropriate. This process relates to both internally and externally assessed qualifications and is separate to respective Reasonable Adjustments application procedures and expectations for both internally and externally assessed qualifications detailed below.

UAL Approved Centres must have due regard to potential funding implications of adapted delivery timeframes. UAL Awarding Body advises that UAL Approved Centres contact the Education and Skills Funding Agency, or respective body responsible for publicly funded programmes of learning within their respective jurisdiction to inform decision making.

Internally Assessed qualifications

For Reasonable Adjustments requests relating to UAL Awarding Body qualifications that are **internally assessed** and externally moderated, UAL Approved Centres **do not** need to apply directly to UAL Awarding Body before deciding upon and applying Reasonable Adjustments.

Externally Assessed qualifications

For UAL Awarding Body qualifications that are **externally assessed** and moderated, centres **must** apply directly to UAL Awarding Body before applying Reasonable Adjustments.

Each application will be determined on a case by case basis, although consideration will be given to similar past cases to support comparability and fairness over time.

Proposed adjustments may not be considered reasonable if they:

- Do not meet the published criteria
- Involve unreasonable costs or implications for the Awarding Body
- Involve unreasonable timeframes
- Affect the validity and/or integrity of the qualification or assessment.

2.2 UAL Awarding Body responsibilities

UAL Awarding Body has a responsibility, in line with regulatory Conditions of Recognition G6.1 and G6.2, to have in place clear arrangements for making Reasonable Adjustments in relation to qualifications it makes available. These arrangements must be published and must feature clear details relating to how a learner qualifies for a Reasonable Adjustment and what Reasonable Adjustments will be made.

We have a responsibility to ensure that Reasonable Adjustments are appropriate, evidence based and do not advantage or disadvantage learners, whether in regard to internally or externally assessed qualifications.

For internally assessed qualifications UAL Awarding Body is additionally responsible for:

- Monitoring the appropriateness of centre-determined Reasonable Adjustments
- Monitoring the implementation of Reasonable Adjustments by centres

For externally assessed qualifications UAL Awarding Body is additionally responsible for:

- Reviewing and approving applications for Reasonable Adjustments
- Ensuring the approved Reasonable Adjustments are appropriately applied
- Evaluating the impact of Reasonable Adjustments.

3. Reasonable Adjustments

3.1 Making Reasonable Adjustments

Reasonable Adjustments must:

- Uphold the validity and integrity of the assessment and qualification
- Mitigate and prevent any potential or actual advantage or disadvantage
- Reflect the learner's normal, preferred way of working, as far as reasonably possible
- Be based on the individual needs of the learner and any formal guidance or advice provided by a qualified legal, or medical practitioner such as a doctor, or educational psychologist
- Respect learner confidentiality and avoid drawing undue or unwanted attention to the learner from other learners as far as is reasonably practicable
- Enable the production of learner assessment evidence which:
 - can be authenticated
 - is assessable
 - meets the assessment criteria
 - is capable of being internally verified and externally moderated.

3.2 Examples of Reasonable Adjustments

Examples of Reasonable Adjustments include:

- Adaptations to assessment methods, for example from a written assessment to a spoken assessment, removing reliance on centre-based technical equipment and permitting remote assessment
- Adaptations to assessment materials, such as printing in a larger format, Braille, or on coloured paper, or permitting the use of electronic devices and assistive software such as screen readers and voice activated software
- Adaptations to assessment conditions, for example permitting extra time, removal of visual stimuli, addition of a clock or time reminders, different location/separate room and invigilation
- Provision of assessment aids, for example magnifiers, coloured overlays, tinted spectacles, bilingual translation dictionaries, assistive technology, a sign language interpreter or scribe (amanuensis).

This list is not exhaustive and UAL Awarding Body will advise UAL Approved Centres to contact quality.awarding@arts.ac.uk with any queries regarding Reasonable Adjustments.

3.3 Evidence requirements

Where your learners require arrangements for Reasonable Adjustments, they must provide you with evidence of their learning needs or medical condition in order to qualify. You must ensure that a suitably qualified member of staff checks that the evidence is current and relevant to the learner.

All supporting evidence and details of decisions made must be recorded, held on file, and made available upon request to UAL Awarding Body, for example to inform appeal investigations or as part of our monitoring process.

3.4 Procedure and timescales when applying for Reasonable Adjustments (Externally Assessed qualifications only)

Step 1: Submit application form ARA1

You must apply for Reasonable Adjustments on behalf of each individual learner using a separate application for Reasonable Adjustments form (ARA1) available to download from the UAL Awarding Body website. The deadline for application is 28 January 2022. Applications must be sent to quality.awarding@arts.ac.uk.

Each request must indicate the nature of the learner's disability/learning need, adjustment required, form of evidence provided, and must be signed by the staff member at your centre who is accountable for confirming the adjustment needs to take place and has reviewed the learner's evidence.

If the QAE team requires further information upon which to base their decision, we may ask you to submit a copy of the records of decisions taken place by your team. If we decide not to approve the application, we will provide you with a clear explanation and you will have the right to challenge the decision.

Step 2: QAE team collates and presents applications to the Chief Examiner for consideration at the UAL Board of Examiners

The UAL Board of Examiners will carefully consider each application, consider whether any adjustments are required to the assessment content, and make a decision to accept or reject each application.

Step 3: Decision is confirmed and follow up actions made where appropriate

The QAE team will inform the centre of the Board of Examiners decision prior to the assessment window.

3.5 Right of appeal

Requests to appeal the outcome of a Reasonable Adjustment application must be made within 10 working days of receiving notification of the outcome. The request to appeal must be sent via email to quality.awarding@arts.ac.uk.

An appeal can only be requested on one or more of the following grounds:

- The procedures through which the original application should have been processed were not followed;
- The outcome is considered unreasonable;
- New material evidence is produced, which the applicant was not able to disclose with the original application for valid reasons.

The request for an appeal will be reviewed by a Quality Assurance and Enhancement Officer that has not been connected to the original Reasonable Adjustment application in any way.

Within 5 working days the applicant will be notified if the grounds for appeal have been met.

If the Quality Assurance and Enhancement Officer decides that the grounds for appeal have been met, they will carry out a review of the application. At the end of the review the Quality Assurance and Enhancement officer will write to the appellant outlining their final decision.

The following outcomes are possible:

- The original outcome is upheld; or
- The Officer recommends that the matter is referred back for reinvestigation.

The outcome of the appeal will be communicated to the appellant in writing within 20 working days of receipt of the appeal request.

4. Confidentiality of data and information

UAL reserves the right to sample your Reasonable Adjustment evidence to enable it to demonstrate legal and regulatory compliance.

As a joint controller of learner data as set out in the UAL Approved Centre Agreement with each UAL Approved Centre, UAL may require and request access to data categorised as 'sensitive' under the provision of the GDPR. UAL will handle all such data in strict accordance with the requirements of the GDPR as set out in its Privacy Notice.

UAL will ensure that such information is kept secure, used only for the purposes of the request by a limited number of staff, and deleted once that purpose has been met. UAL will not disclose this information to third parties unless legally required to do so.

UAL will aim to access and retain original evidence or copies of evidence and will collect the minimum amount of data necessary to fulfil its purposes. All UAL approved centres are required to retain any UAL qualification relevant documentation securely in line with your document archiving and retention procedures.

Appendix

Links to regulatory Conditions

UAL Awarding Body is required to comply with all Conditions of Recognition produced by the three UK qualifications regulators, Ofqual, Qualifications Wales and CCEA Regulation.

The Policy is underpinned by the below regulatory Conditions:

Regulatory body	Relevant Condition
<u>Ofqual</u>	G6 – Arrangements for Reasonable Adjustments
<u>Qualifications Wales</u> <u>CCEA Regulation</u>	J1 – Interpretation and definitions