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HE Reasonable Adjustments Procedure	HEPRO013	2

DEPARTMENT	Higher Education		
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Reasonable Adjustments Procedure for Higher Education

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1. Procedure Statement

1.1. Activate Learning has a duty under the Equality Act 2010 to consider reasonable adjustments where disabled applicants or students would otherwise be placed at a substantial disadvantage.

1.2. Activate Learning is committed to a fair, transparent, accessible and equitable Higher Education (HE) student journey experience. The reasonable Adjustment Procedure detailed below is aimed at ensuring that if you require a reasonable adjustment, you are aware of what this means, you know how to inform us, and you understand what reasonable adjustment(s) may be provided to meet your needs.

2. How to inform us if you require a reasonable adjustment?

2.1. If you have a disability, mental health concerns or additional learning needs, you are encouraged to let us know about this **as early as possible at any stage** of the application and enrolment process so that we can consider appropriate reasonable adjustments to support you.

- You may be asked to provide relevant supporting evidence where this is needed to understand the impact of your disability or determine appropriate reasonable adjustments.

2.2. **Pre-application –** You can contact us in a number of ways, including via the ‘Enquiry’ or

'Book a call' function on our higher education website Higher Education Activate Learning, or by emailing adviceandadmissions@activatelearning.ac.uk, or by calling 0800 612 6008

2.3. **During the admissions process –** You are invited to declare any disabilities or learning needs on your application form. Our HE Study Support Tutors, and/or the HE Programme Coordinator will contact you to discuss any additional needs you have at this point and any reasonable adjustments that we may be able to put in place to support you, such as supporting you through an interview, if required, or advising you on funding options.

2.4. **Pre-enrolment –** Prior to enrolment, you will be sent joining instructions which detail the requirements for enrolment and what you need to do to enrol with Activate Learning and register with your awarding university, where relevant. You will also be notified of any bursaries and additional study support funding which you may be eligible for, including a Disabled Student Allowance (DSA).

3. You are encouraged to apply for any funding to which you may be entitled through Disabled Students' Allowances via Student Finance England or another relevant funding body. Disabled Students' Allowances provide additional support but do not replace Activate Learning's responsibility to consider reasonable adjustments

3.1. If you require any further information, support or guidance about the requirements or the additional funds available, please contact AdminHE@activatelearning.ac.uk

3.2. **Point of Enrolment –** The enrolment form provides the opportunity to declare any disability or additional learning needs you may have at this point. This information is recorded on your student record and therefore available to access by our HE Study Support Tutors, HE Programme Coordinators and teaching staff. Normally, you will be initially contacted by one of our HE Study Support Tutors to discuss your needs and any reasonable adjustments that may be required.

3.3. **Post-enrolment** – If you have not declared a disability, mental health concern or additional learning needs prior to, or at the point of enrolment, but would like to discuss any needs you may have at this point, then please contact our HE Study Support Tutors by emailing HEsupportservices@activatelearning.ac.uk or submit a request for study support via the HE Student Hub on your Activate Learning Online (ALO) programme site, or speak to your HE Programme Coordinator.

4. How will we decide what a reasonable adjustment is?

4.1. In determining what is reasonable, Activate Learning will assess each individual circumstance as well as the practicality and effectiveness of a proposed adjustment. Other factors, such as the impact on the learner, the need to maintain academic and professional standards as required by awarding and professional bodies, as well as health and safety, will also be taken into consideration.

4.2. Determining what reasonable adjustments may be required, will also depend on:

a) the specific requirements of the qualification
b) the types of assessment and activities that students are normally required to undertake
c) the specific needs and circumstances of the individual learner
d) the effectiveness of the reasonable adjustment(s) in supporting the needs of the learner
e) the cost of the reasonable adjustment(s)
f) how practical it is to make the adjustment(s) and the disruption it may cause to the learner and others in making it.

4.2.1. Reasonable adjustments for assessment may include:

I. modified papers (for example, large print or coloured exam papers)
II. access to assistive software (for example, voice recognition systems or computer readers)
III. help with specific tasks (for example, another person might read questions to the student or write their dictated answers)
IV. changes to how the assessment is done (for example, an oral rather than a written assessment, word-processing rather than hand-writing answers)
V. extra time to complete assessments
VI. alternative methods of assessment, where these assess the same learning outcomes and comply with the requirements of the relevant awarding organisation, partner university or professional body

VII. deferral of an assessment

4.2.2. Reasonable adjustments are approved or set in place **before** the assessment or activity takes place; they constitute an arrangement to give you equitable access to the assessment or activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of your work.

5. Special Considerations

5.1. Special consideration can be applied **after** an assessment, if there was a reason you may have been disadvantaged during the assessment. Any requests to an awarding organisation for Special Considerations, must be made by Activate Learning within the set time frame required of the awarding organisation.

5.2. If you are fully prepared and present for a scheduled assessment, and are fully aware of the assessment requirements, **you may be eligible for Special Consideration** if:

a) Your performance is affected by circumstances beyond your control: For example, recent personal illness (e.g. severe asthma attack, sever migraine or broken limb), accident, emotional distress (e.g. recent bereavement of a close family member, severe domestic crisis at the time of the assessment), serious disturbance during the assessment (e.g., fire or accidental event).
b) Alternative assessment arrangements which were agreed in advance of the assessment prove inappropriate or inadequate.
c) Part of an assessment has been missed due to circumstances beyond your control.
d) There is a sufficient difference between the part of the assessment to which Special Consideration is applied, and other parts of the qualifications that have been achieved, to infer that the learner could have performed more successfully in the assessment.

5.3. Special consideration, if successful, may result in a post-assessment adjustment to your mark. The size of the adjustment will depend on the circumstances and reflect the difficulty you faced.

5.4. All documents relating to reasonable adjustments and special considerations will be saved and stored securely. Awarding organisations will be given access to any information or documents regarding reasonable adjustments and special considerations, when requested.

6. Appeals

6.1. If you are not satisfied with the decision made by Activate Learning with regards to a reasonable adjustment request, you have the right to appeal. Any appeal must be submitted by completing the customer feedback form on our website:Customer feedback - Activate Learning with supporting evidence as appropriate.

6.2. While an appeal will be **considered and concluded within 15 working days of receipt**, this may prevent you from sitting the exam or taking an assessment on the chosen date.

- If your appeal is not upheld or permitted, a Completion of Internal Procedures letter will be issued within 14 working days, clearly outlining the outcome and reasons. You will also be informed of your right to submit a complaint to the Office of the Independent Adjudicator for Higher Education within 12 months of receiving our completion of internal procedures letter, along with guidance on accessing advice and support.

7. Confidentiality

8. We take your privacy seriously and will treat any request relating to reasonable adjustments with strict confidentiality.
9. Personal information submitted will only be seen by staff authorised to process and consider your request.
10. Information will only be shared with authorised individuals who need it to assess, implement or review reasonable adjustments, or where disclosure is required by law, an awarding organisation, partner university or professional bodyRecords will be securely stored and managed in line with our Information Security and Data Protection Policy & Procedure, and relevant legislation (the Data Protection Act 2018)
11. We recognise that information shared may include sensitive personal data (such as health or disability-related details), and this will be handled with particular care.

12. References

Other related policies and procedures include:

- Admissions Policy
- Admissions Procedure for Higher Education

- Assessment and Verification Procedure for Higher Education
- Compliments, Comments and Complaints Procedure
- Exam Access Arrangements
- Fitness to Study and Reside Policy