

Reasonable adjustments process

1. Purpose

- 1.1. The purpose of this document is to outline the process to be followed when a candidate requests an adjustment to accommodate a disability, specific learning difficulty or medical condition so that they are able to participate fully in the assessment process.

2. Candidates requiring reasonable adjustments

- 2.1. Candidates requiring reasonable adjustments to standard arrangements for their assessment should complete a Reasonable Adjustments Form and submit it to examinations@iod.com, together with evidence from an appropriate professional, such as a doctor's letter, testifying to the nature of the disability.
- 2.2. The reasonable adjustments form is available from [the IoD website](#) or on request from examinations@iod.com.
- 2.3. A member of the assessment team will review the application and recommend to the Head of Content and Assessment what adjustments should be made.
- 2.4. The Head of Content and Assessment will write to the candidate confirming what, if any adjustments will be made in respect of the candidate's disability within 10 working days of the request being received.

3. Standard adjustments

- 3.1. The following standard adjustments are in existence and will be applied unless the candidate can provide evidence from a relevant qualified professional that they require alternative or additional adjustments.
 - 3.1.1. **Dyslexia** – candidates with dyslexia will be granted 25% more time to complete any of the IoD's examinations.
 - 3.1.2. **Dyspraxia** – candidates with dyspraxia will be granted 25% more time to complete any of the IoD's examinations.
 - 3.1.3. **Visual impairment** – the following adjustments are available within the online examination system:
 - Large font

There is a zoom feature which can help candidates who have problems with close working and small fonts can be accommodated without the need for external screen magnifiers or other 'bolt-on' additions to the test.
 - Dyslexia-friendly font

A font is available in which every letter is individually shaped or weighted, eliminating the common reading errors for candidates with dyslexia. This font can increase the ease of reading for people with dyslexia, while offering those without dyslexia some reading benefits as well.

- High contrast for candidates with low vision

Use of black text set against a yellow background provides contrasting colours between the foreground and background to make the text clearly distinct.

- Monochrome for candidates with colour blindness

The use of colour combinations which make colours difficult to distinguish for people with colour blindness has been avoided. However, for additional support grayscale (monochrome) styling is available to further assist candidates.

4. Appeals

- 4.1. If the candidate thinks that the adjustments do not go far enough to allow them to have a fair attempt at the examination, they will have the opportunity to make an appeal.
- 4.2. If the appeal process cannot be concluded before the date of the booked examination, the candidate will be given the option to undertake that examination with any adjustments previously confirmed. Note that in this case the candidate will not be able to apply for any special considerations relating to this adjustment following the examination.
- 4.3. Alternatively, the examination will be cancelled and rearranged for the next available session free of charge.
- 4.4. Any appeal should be submitted on an appeals application form to examinations@iod.com within 5 working days of the decision being made.
- 4.5. The Appeals Application Form is available from examinations@iod.com.
- 4.6. It is the responsibility of the candidate to ensure the Appeals Application Form includes a clear statement of the grounds on which the appeal is being made and is accompanied by supporting evidence.
- 4.7. All appeals should be accompanied by a fee of £150. If the appeal is upheld the fee will be refunded.
- 4.8. The Chair of the AC will require that an independent person with relevant skills should review the case and make a recommendation to the AC within 10 working days.
- 4.9. This independent person can be, but doesn't have to be, a member of the AC (including the Chair) or a member of the ASC (including the Chair).
- 4.10. The person cannot be a member of IoD staff, a Lead Examiner, an item writer, a member of the Diploma marking team or a consultant with a vested interest, whether real or perceived, in the outcome of the review.
- 4.11. The person carrying out the review will present their conclusions to the AC. The committee will come to a final decision within 10 working days.
- 4.12. The decision will be communicated to the candidate by the Chair of the AC and a synopsis of the case will be made available to the ASC.
- 4.13. There is no further right of appeal.

5. Recording

- 5.1. Whether successful or unsuccessful, full records of the appeal and its outcome will be kept for three years.

6. Supporting documents

- Reasonable Adjustments Application Form
- Appeal Application Form