

Higher education reasonable adjustments policy

1.0 Introduction

- 1.1. This policy applies to students for whom the standard learning, teaching, and assessment arrangements for learning materials, and the delivery of, and response to, the assessment may adversely affect their ability to demonstrate their true performance level.

2.0 Requesting reasonable adjustments

- 2.1. We recognise two major categories of special educational need which may lead to the provision of reasonable adjustments
 - 2.1.1. permanent or long-standing disability, illness, mental health condition or special educational need, e.g., blindness, diabetes, anxiety, dyslexia
 - 2.1.2. temporary disability, illness or indisposition, e.g., broken arm, chronic pain.
- 2.2. For requests based upon permanent or long-standing disability, illness, mental health condition or special educational needs, you should advise us of your request when applying for the relevant award.
- 2.3. For requests based upon temporary disability, illness or indisposition, you should advise us of your request at the earliest possible opportunity.
- 2.4. A formal request should be submitted to us using the [higher education reasonable adjustment form](#) which can be found on the [policies page of our website](#) or on your VLE, together with all supporting evidence.
- 2.5. Each request must be
 - 2.5.1. supported by appropriate independent evidence from a medical professional, educational psychologist, mental health professional or other recognised educational expert supplied to us by or on behalf of yourself
 - 2.5.2. made to us at least six weeks before the date when the adjustment will need to be in place.
- 2.6. We'll endeavour to implement a reasonable adjustment where less than six weeks' notice is provided, in particular for cases of temporary disability, illness or indisposition. Where an adjustment can't be implemented because

of late notification, the circumstances will be reported to the Module and / or Programme Assessment Board when your assessment results and / or award are considered.

- 2.7. We're not responsible for obtaining evidence to support a request for reasonable adjustments, but will provide advice on its requirements and the consequent suitability of any evidence.
- 2.8. We reserve the right not to put in place reasonable adjustments if you don't provide appropriate evidence.
- 2.9. We will
 - 2.9.1. only implement a reasonable adjustment that maintains the reliability and integrity of an assessment, and
 - 2.9.2. not implement any reasonable adjustment that invalidates the assessment requirements for an award.
- 2.10. In cases where reasonable adjustments are implemented in response to a specific request by you under this policy, we won't normally consider further compensation for you.
- 2.11. Any information supplied by you in respect of a claim for reasonable adjustments will be treated as confidential, and will only be supplied to staff on a need to know basis.
- 2.12. If, at any time, we find that a reasonable adjustment claim was fraudulent, we reserve the right to withdraw any award made as a result of assessments undertaken with reasonable adjustment.

3.0 Processing of requests

- 3.1. Given the individual nature of reasonable adjustments, it's recommended you contact us for an informal discussion before you submit a request. This will allow both you and us to fully understand the nature of the request and advise upon the type of supporting evidence required.
- 3.2. Each request will be acknowledged within five working days. Subsequently, and normally within a further ten working days, we'll contact you to discuss the arrangements required.
- 3.3. If we're unable to immediately identify the adjustment(s) and agree the arrangements required, we'll advise you in writing of the timescale for

resolving the matter and will ensure that you're kept fully informed of progress.

4.0 Approval of requests

- 4.1. We'll confirm the arrangements for the reasonable adjustment in writing.
- 4.2. Having approved a request, we'll aim to implement the reasonable adjustment policy in a consistent manner by implementing similar solutions for similar requests.
- 4.3. Staff who may be advised of the details of an adjustment are
 - 4.3.1. the appropriate programme team
 - 4.3.2. the lecturer allocated to support the student for each module
 - 4.3.3. the appropriate learning provision team as required
 - 4.3.4. the remote proctor for online exams, as required to implement an adjustment.

5.0 Changes to reasonable adjustment arrangements

- 5.1. Should your circumstances subsequently change or you wish to request an adjustment to your existing reasonable adjustment arrangements, you should contact us to discuss the matter.
- 5.2. Minor changes to the reasonable adjustment arrangements may be implemented without further evidence but for major changes you'll be required to provide additional evidence to support your request.
- 5.3. In the first instance, you're advised to contact us:

Undergraduate on campus programmes	hesupport@walbrook.ac.uk
Postgraduate MENA programmes and Global MSc Banking & Finance online programmes	pgonline@walbrook.ac.uk
Apprenticeships	apprenticeships@walbrook.ac.uk
All other online programmes	service@walbrook.ac.uk

6.0 Appeals

- 6.1 You have a right to appeal against a reasonable adjustment decision we make if you believe the process hasn't been followed properly. Appeals against reasonable adjustment decisions will be considered in line with our Code of Practice chapter 10: student complaints and appeals. If after following our internal appeals process you remain unhappy, you may be able to escalate your appeal externally to the Office of the Independent Adjudicator (OIA). For further information, please see Appendix A.

Updated February 2022

Appendix A: External referral

You may be eligible to escalate your complaint or appeal to an external body if you believe that our internal processes have not been followed properly. At Walbrook, we offer a wide range of programmes and qualifications, so the steps you'll need to follow will depend on the programme of study you're undertaking. Below is a list of the different routes that are available, but please check with us if you're unsure what you need to do and we'll confirm which route is appropriate for you.

Learners studying a higher education qualification

If you're unhappy with the outcome of a decision we've made, you may be able to ask the OIA to review your case. The OIA runs an independent scheme to review the internal processes of its member providers, and we're a member of this scheme.

You can find more information about making a complaint to the OIA, what it can and can't look at, and what it can do to put things right if something has gone wrong here: <https://www.oiahe.org.uk/students>. You'll have a maximum of 12 months to escalate your case to the OIA.

You normally need to have completed our internal procedures, confirmed in our [Code of Practice chapter 10: complaints and appeals](#), before you escalate your case to the OIA. We will send you a completion of procedures letter when you have reached the end of our processes and there are no further steps you can take internally. If your case is not upheld, we'll issue you with a completion of procedures letter automatically. If your case is upheld or partly upheld, you can ask for a completion of procedures letter if you want one. You can find more information about [completion of procedures letters](#) and when you should expect to receive one.

Those applying to study higher education qualifications with us may follow our internal processes. However, they won't have access to escalate their case externally, to the OIA, as they're not registered students.

Learners studying a higher education programme of learning

Those who are on a programme of learning with us but **aren't** undertaking a higher education qualification may follow our internal processes. However, they won't have access to escalate their case externally, to the OIA. This includes executive or continuing professional development programmes.

Apprentices

If you remain dissatisfied with the outcome of your complaint or appeal following our internal complaints and appeal process, you may request that you are supplied with a completion of procedures letter, which you can use to support escalation of your case to the OIA, or to the [ESFA Complaints Team](#). If you're unsure on who to escalate your case to, please speak to the Head of Apprenticeships. You will have a maximum of 12 months from the date of your completion of procedures letter to escalate your case to either the OIA or EFSA.

Professional education and financial capability learners

If all our internal complaints and / or review procedures are exhausted, we'll issue you with a close of procedure letter stating that our complaints / review process has been exhausted. The case may then be eligible for consideration by the regulators ([Ofqual](#), [Qualifications Wales](#) or [CCEA](#)) within the terms of their complaints policy. In some instances, the external body may choose to look at a case before our final decision, for example, if the matter appears to be urgent or in the public interest. We'll comply with the process established by the regulators and will give due regard to the outcome of any process in relation to a qualification we deliver. Please check with the relevant external body regarding the time period you have to raise your case with them.

Learners studying a professional education programme of learning

Those who are on a programme of learning with us but **aren't** undertaking a professional education qualification may follow our internal processes. However, they won't have access to escalate their case externally to Ofqual. This includes executive or continuing professional development programmes.