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The Institute of Certified Bookkeepers

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## **ICB Reasonable Adjustment & Special Consideration (RASC) Policy**

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## **1. Aim and Purpose of ICB Reasonable Adjustment & Special Consideration Policy**

ICB operates a Reasonable Adjustment & Special Consideration Policy to ensure all students and apprentices are assessed in a way that puts them at no disadvantage, or advantage, over other students and apprentices.

ICB is committed to the fair treatment of students and apprentices at all times and recognises that there are sometimes circumstances beyond the control of the student that may have an impact on their level of ability whilst undertaking assessment. ICB endeavours to put in place suitable considerations and/or adjustments to compensate for any identified potential disadvantage.

This document sets out ICB's Reasonable Adjustment & Special Consideration process which is designed to produce fair, consistent and timely outcomes based on proper consideration of the evidence available.

Therefore, ICB aims to ensure that:

- Making a request for a reasonable adjustment and/or special consideration as easy as possible
- The request is dealt with promptly, politely and confidentially
- An appropriate response is provided in a timely manner

The purpose of this policy is to set out the process of applying for a reasonable adjustment and /or special consideration and how ICB will respond. It stipulates a clear understanding of the service level ICB will provide.

## **2. What is a Reasonable Adjustment?**

A reasonable adjustment is any action that helps to reduce the effect of a disability, difficulty or situation that places a student or apprentice at a disadvantage in the assessment situation. Reasonable adjustments are approved by ICB and are put in place prior to the assessment being taken, allowing the student or apprentice to undertake the assessment to gain access to ICB qualifications. The use of a reasonable adjustment is not taken into consideration during the marking process.

Whilst a reasonable adjustment is put in place to assist the student or apprentice in taking the assessment, it must not give unfair advantage over students and apprentices for whom reasonable adjustments are not being made or affect the reliability and validity of the assessment outcomes as detailed in the relevant ICB syllabus.

The reason for a student or apprentice to apply for Reasonable Adjustments falls into two main categories:

- Permanent or long-term disability, illness or special educational needs; and
- Temporary disability, illness or indisposition

ICB intends to ensure reasonable and fair access to its assessments and in so doing, intends to provide all students and apprentices with any reasonable assistance they may require to complete their examinations/assessments.

### **3. How to apply for a Reasonable Adjustment**

A reasonable adjustment can be applied for by either the student or apprentice or their Accredited Training Provider (ATP). If being applied for by the ATP, the ATP must obtain written permission to do so from the student or apprentice.

A Reasonable Adjustment & Special Consideration form (RASC) must be submitted to [exams@bookkeepers.org.uk](mailto:exams@bookkeepers.org.uk) or [apprenticeships@bookkeepers.org.uk](mailto:apprenticeships@bookkeepers.org.uk) for the attention of Head of Qualifications Standards & Quality Assurance **at least four weeks** prior to the examination/assessment date. The form **must** be accompanied by relevant evidence (e.g. a medical certificate) to support the request. A reasonable adjustment request will not be considered without relevant supporting evidence.

### **4. What is a Special Consideration?**

A special consideration is usually an action taken after an assessment. The reason for a student or apprentice to apply for Special Considerations falls into two main categories:

- Accident, sudden illness on the day of the assessment, family bereavement, travel delays, adverse weather conditions
- Disruption within the assessment venue.

### **5. How to apply for a Special Considerations**

A special consideration can be applied for by either the student or apprentice or their Accredited Training Provider (ATP). If being applied for by the ATP, the ATP must obtain written permission to do so from the student or apprentice.

Students and apprentices will be asked to provide documented evidence (e.g. medical certificate) to support their request for a special consideration and are required to complete a Reasonable Adjustment & Special Consideration Form (RASC). The form and supporting evidence must be submitted to [exams@bookkeepers.org.uk](mailto:exams@bookkeepers.org.uk) or [apprenticeships@bookkeepers.org.uk](mailto:apprenticeships@bookkeepers.org.uk) **within 2 weeks** of the assessment/exam date for the attention of the Head of Qualification Standards & Quality Assurance. A special consideration request will not be considered without relevant supporting evidence.

If the special consideration is being requested due to disruption within an assessment/examination venue then evidence will be requested from the venue where the assessment/examination took place.

Should a student's or apprentice's performance in an examination/assessment be affected by circumstances such as conditions of illness, injury or temporary incapacity, ICB will consider a request for the student or apprentice to sit the examination/assessment at the next available sitting. ICB makes clear to students and apprentices that it is their responsibility to inform ICB of any pre-conditions which affect their ability or capability to undertake an examination/assessment so that this can be considered under the Reasonable Adjustments policy.

## **6. Other considerations**

There may be circumstances outside of those previously outlined within this policy which may or may not be directly connected with undertaking an ICB examination/assessment (e.g. continuous study). Such circumstances requiring reasonable adjustment or special consideration will be considered on a case by case basis.

## **7. Process**

Upon receipt of a Reasonable Adjustment / Special Consideration request, ICB will log the request and send an email acknowledgement **within 3 working days**. The student or apprentice must contact ICB if no acknowledgement has been received.

The Reasonable Adjustment and/or Special Consideration will be considered, and an outcome determined on the information provided on the RASC form and the supporting evidence.

The outcome will be communicated to the student **within 10 working days** of the submission of the request

## **8. Appeals against Reasonable Adjustment & Special Consideration outcomes**

If a student or apprentice is dissatisfied with the outcome of the reasonable adjustment and/or special consideration request, they may appeal against the decision by submitting an Appeal. Please refer to the ICB Appeals process which can be found on the ICB website.

## **9. Monitoring and evaluating the ICB Reasonable Adjustment & Special Consideration Policy**

All Reasonable Adjustment & Special Consideration requests are recorded, along with their outcomes, and are retained by ICB for a period of at least three years. All requests are reviewed annually at the Equality, Diversity and Inclusion Committee to ensure consistency in the handling process.

The Reasonable Adjustment & Special Consideration Policy is also subject to regular monitoring and review by ICB to maintain the highest possible standards of consistency and quality.

The Reasonable Adjustment & Special Consideration Policy and relating procedures are formally approved by the ICB Executive Committee. Furthermore, the policy and procedures have been developed in line with all relevant legislations.

## Review and Update

Allison Wildish	Head of Qualification Standards & Quality Assurance	13 November 2018	Reviewed – Version 2
Allison Wildish	Head of Qualification Standards & Quality Assurance	09 February 2021	Updated – Version 3
Allison Wildish	Head of Qualification Standards & Quality Assurance	27 May 2022	Updated – Version 4
Allison Wildish	Head of Qualification Standards & Quality Assurance	23 March 2023	Reviewed – no change



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