Reasonable Adjustments Policy

Reference: GCSB-POL-013
Version: 1.0
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1. Purpose and scope

GCSB considers reasonable adjustments to remove avoidable barriers for disabled applicants, candidates and participants in its assessment, governance and services. Applicable Equality Act 2010 duties and other relevant law are respected. Adjustments concern access to the process, not a reduction of the required competence standard.

GCSB does not deliver training. Learning-service adjustments are the responsibility of CSI or the relevant provider. Where a barrier affects a GCSB assessment or award decision, GCSB considers its own responsibilities separately and may coordinate with a provider only with appropriate permission and safeguards.

2. Requesting an adjustment

A request may be made through the existing GCSB assessment or application contact, or to info@gcsb.uk with the subject "Reasonable adjustment request". Explain the activity, the barrier, the adjustment sought and any relevant assessment date. Requests should be made as early as practical, but late disclosure is not automatically a reason for refusal.

GCSB seeks only proportionate information necessary to understand the functional impact and appropriate support. Existing evidence may be sufficient; a detailed diagnosis or full medical record must not be demanded routinely. Where further evidence is necessary, GCSB explains why and considers suitable alternatives. A candidate may nominate a support person with their permission, while remaining responsible for their own evidence and work.

3. Assessment and decision

An authorised person consults the applicant and, where needed, an unconflicted assessor to identify effective, reasonable arrangements. Considerations include the barrier, the relevant learning outcome or competence requirement, effectiveness, feasibility, security and the applicable legal duty. A fixed quota, blanket refusal or arbitrary percentage increase must not replace individual consideration.

Possible arrangements include accessible document formats, assistive technology, a suitable communication format, rest breaks, adjusted scheduling or submission time, and an equivalent evidence or professional-discussion format. These are examples, not automatic entitlements. The approved arrangement and any limits are recorded and communicated before the affected activity wherever practical.

If a request is declined or only partly approved, GCSB explains the reasons, alternatives considered and how to seek review. Where arrangements cannot be ready in time, GCSB discusses a suitable deferral or alternative rather than promising access it cannot safely provide. Any effect on an agreed assessment timetable must be clear to the candidate.

4. Standards and integrity safeguards

An adjustment must preserve the relevant outcomes, authentic candidate contribution, assessment criteria and independent decision-making. It must not supply answers, permit undisclosed third-party authorship, fabricate evidence or create an award. Assessors distinguish a necessary competence requirement from a feature of the assessment method that can reasonably be changed.

For PGDCSL, all requirements in GCSB-POL-009 and GCSB-POL-010 remain applicable. The Executive Integration Portfolio is mandatory and non-exemptible; an adjustment may change access or an authorised presentation method, not waive integrated competence, component verification or independent conferment. No new credit, pass mark, RPL entitlement or automatic extension is created by this Policy.

5. Temporary difficulties and special consideration

Illness, injury, bereavement or disruption affecting an assessment may require a deferral, adjusted arrangement or special consideration under the applicable programme rules. These cases must be distinguished from ongoing disability-related adjustments. The candidate should notify GCSB promptly and explain the impact; GCSB considers the evidence and authorised options without inventing marks or granting unsupported achievement.

Any request that would change a prescribed assessment or award rule must be referred to the competent body before proceeding. Administrative discretion cannot override a governing standard or independent assessment requirement.

6. Confidentiality and review

Health, disability and support information remains private and is accessed only by authorised people who need it for the agreed purpose. Assessors should receive the necessary arrangements rather than unnecessary clinical details. Processing and retention follow the published privacy provisions and the appropriate lawful basis for special-category data. Public certificates and register entries must not disclose an adjustment or diagnosis.

A candidate may ask for an unconflicted review of an adjustment decision. Where it affects an assessment or award outcome, GCSB-STD-005 applies, including the published deadlines and exceptional-circumstance provisions. Service complaints follow GCSB-STD-006. Requesting an adjustment or review must not lead to retaliation.

7. Document control

- Owner and oversight: Governing Council, with assessment arrangements authorised within the relevant board's remit.
- Review: during the annual policy review, or earlier after accessibility concerns, legal changes or assessment-method changes.
- Read with: GCSB-POL-011, GCSB-POL-009, GCSB-POL-010 and applicable assessment, appeals, privacy and accessibility rules.
- Precedence: this Policy supports access without amending published standards, qualification requirements, fees or provider responsibilities.

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