

The London Institute of Banking & Finance

Higher Education Reasonable Adjustments Policy

1.0 Introduction

This policy applies to students for whom the standard learning, teaching and assessment arrangements for learning materials, 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. The London Institute of Banking & Finance recognises 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 or special educational need, eg blindness, diabetes, dyslexia;
 - 2.1.2. temporary disability, illness or indisposition, eg broken arm, chronic pain.
- 2.2. For requests based upon permanent or long-standing disability, illness or special educational needs, the student should advise The London Institute of Banking & Finance of his/her request when applying for the relevant award.
- 2.3. For requests based upon temporary disability, illness or indisposition, the student should advise The London Institute of Banking & Finance of his/her request at the earliest possible opportunity.
- 2.4. A formal request should be submitted to The London Institute of Banking & Finance Student Support Services using the [Part-time Reasonable Adjustments form](#) or the [Full-time Reasonable Adjustments form](#), 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 or other recognised educational expert supplied to The London Institute of Banking & Finance by or on behalf of the student;
 - 2.5.2. made to The London Institute of Banking & Finance at least six weeks prior to the date when the adjustment will need to be in place.
- 2.6. The London Institute of Banking & Finance will 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 cannot be implemented because of late notification the circumstances will be reported to the Module and/or Programme Assessment Board when the student's assessment results and/or award are considered.
- 2.7. The London Institute of Banking & Finance is 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.

EXTERNAL

- 2.8. The London Institute of Banking & Finance reserves the right not to put in place reasonable adjustments if appropriate evidence is not provided by the student.
- 2.9. The London Institute of Banking & Finance 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 student request under this policy, The London Institute of Banking & Finance will not normally consider further compensation for the identified disadvantage.
- 2.11. Any information supplied by the student 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, The London Institute of Banking & Finance finds that a reasonable adjustment claim was fraudulent, The London Institute of Banking & Finance reserves 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, students are recommended to contact the Student Support Services team by phone on +44 (0)1227 829499 or email enquiries@libf.ac.uk for an informal discussion before they submit a request. This will allow both the student and The London Institute of Banking & Finance 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 The London Institute of Banking & Finance will contact the student to discuss the arrangements required.
- 3.3. If The London Institute of Banking & Finance is unable to immediately identify the adjustment(s) and agree the arrangements required, we will advise the student in writing of the timescale for resolving the matter and will ensure that the student is kept fully informed of progress.

4.0 Approval of requests

- 4.1. The London Institute of Banking & Finance will confirm the arrangements for the reasonable adjustment in writing.
- 4.2. Having approved a request, The London Institute of Banking & Finance will aim to implement its 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 programmes team who will advise if applicable the Lecturer allocated to support the student for each module.

- 4.3.2. the Assessment Services team who will make arrangements for adjustments related to assessments and notify invigilators as appropriate.
- 4.3.3. the Learning Resources department;

5.0 Changes to reasonable adjustment arrangements

- 5.1. Should a student's circumstances subsequently change or (s)he wishes to request an adjustment to the reasonable adjustment arrangements, they should contact the Student Support Services team to discuss the matter.
- 5.2. Minor changes to the reasonable adjustment arrangements may be implemented without further evidence but for major changes the student will be required to provide additional evidence to support their request.
- 5.3. In the first instance, students are advised to contact the Student Support Services team.

6.0 Appeals

- 6.1 Should a student be unhappy with the result of a request for reasonable adjustment they may appeal the outcome in accordance with The London Institute of Banking & Finance Code of Practice Chapter 10: Student Complaints and Academic Appeals.

7.0 Monitoring, Approval and Review

- 7.1 Implementation of this policy is monitored by the Head of Admissions & Operations with anonymised data reported to the relevant assessment board for which adjustments have been made.