



Chartered
Governance
Institute
UK & Ireland

Reasonable Adjustments Policy

October 2025



Introduction

CGIUKI recognises that some candidates will require a reasonable adjustment to the way in which they take an assessment (exam). The reasonable adjustment may be the result of disability, learning difficulty, temporary injury or other impairment affecting performance during an assessment.

This policy sets out the legal context for reasonable adjustment, explains who can be considered for a reasonable adjustment, defines what a reasonable adjustment is and explains how to apply for one.

The policy is intended for all CGIUKI candidates taking an assessment for any of CGIUKI's qualifications. It also applies to students taking part on a CGIUKI qualification course, such as a Sector Qualification.

Legal context

The Equality Act (2010) requires CGIUKI to make reasonable adjustments where a candidate, who is disabled within the meaning of the Act, would face a significant disadvantage in comparison to someone who is not disabled. CGIUKI is required to take reasonable steps to overcome that disadvantage.

What is a reasonable adjustment?

A reasonable adjustment is an action that helps to mitigate the effect of a disability or difficulty that place an individual at a substantial disadvantage compared with a candidate that does not have a disability or difficulty.

Adjustments must not give an unfair advantage over other candidates taking the same or similar assessments, and must not affect the integrity, reliability or validity of the assessment outcome.

Whether an adjustment will be considered reasonable will depend on several factors which will include, but are not limited to:

- the needs of the candidate
- it reflects the candidate's normal way of working
- the effectiveness of the adjustment
- not giving the candidate an unfair advantage
- the cost and reasonableness of the adjustment; and
- the likely impact of the adjustment on the candidate and other candidates.

An adjustment will not be approved if it:

- involves unreasonable costs to CGIUKI
- involves an unreasonable number of staff to administer
- involves unreasonable timeframes; or
- affects the security and integrity of the assessment.

This is because the adjustment is not 'reasonable'.

Who will be considered for a reasonable adjustment?

The Equality Act (2010) defines a disability as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to perform normal day to day activities.

Examples of candidates who will be considered for a reasonable adjustment includes those that may have:

- a permanent physical impairment (e.g. cerebral palsy, multiple sclerosis)
- a fluctuating or recurring effect (e.g. rheumatoid arthritis)
- a progression condition (e.g. cancer or multiple sclerosis)
- behaviour, emotional or social needs (e.g. chronic depression or autism)
- a sensory impairment (e.g. visual impairment or hearing impairment)
- specific cognitive difficulties (e.g. dyslexia or memory loss)
- motor difficulties (e.g. hand or eye co-ordination, difficulty moving hands or arms)
- a short-term injury (e.g. back or limb injury)

Pregnancy

Pregnant candidates are entitled to reasonable adjustments under the Equality Act (2010), particularly if their pregnancy or related conditions place them at a disadvantage during assessment. These requests will be considered on an individual basis depending on their specific needs and are treated with care and consideration to the candidate.

Examples of adjustments for pregnant candidates may include:

- added breaks for rest or toilet use
- access to medication
- access to water or snacks

Acceptable adjustments

The following are examples of acceptable reasonable adjustments, either within assessments or learning delivery:

- allocation of additional time
- rest breaks where the assessment timer is stopped and restarted after the break
- a scribe (someone to write for you)
- adapted assessment materials (e.g. large format)
- support of a reader
- support of a sign language interpreter
- personal support worker in attendance

This is not an exhaustive list and is designed to give examples. Each case will be considered on a case-by-case basis. It is also important to remember that not all adjustment requests will be considered as reasonable, practical or permissible. You may not need, nor be allowed, the same adjustment for all examinations or assessments.

Anyone thinking of registering for a CGIUKI Sector Qualification, who may require a reasonable adjustment to support them during the course should contact learning@cgi.org.uk before registering for it. The Learning and Development team will work with the individual to determine what adjustments can be accommodated.

Accessibility features available on the exam platform

CGIUKI assessments take place on an online exam platform. The assessment platform is WCAG (the UK standard for online content) compliant and undergoes rigorous accessibility testing to maintain this compliance.

The platform provides a variety of accessibility tools that can be applied by the candidate in the platform. These include:

- colour preference options for dyslexic and visually impaired users
- alt text descriptions for images
- keyboard only navigation
- compatibility with text-to-speech and speech-to-text software
- screen magnification

The accessibility tool is included in the practice test, which all candidates can access two weeks before their assessment. Candidates are encouraged to use the tool during the practice to become familiar with its functionality

What evidence is needed?

Applications for a reasonable adjustment must be supported by appropriate medical evidence. Evidence must be sent at the time of application, at least four weeks before the examination, assessment or learning activity you are asking the adjustment for.

Medical evidence must come from a suitably qualified general practitioner, medical consultant or specialist. The evidence provided will depend upon the nature of the condition for which an adjustment is being applied for.

- For conditions lasting or likely to last 12 months or more:
 - diagnosis confirming the condition
 - impact of the condition on day-to-day activities
 - specific recommendation on the reasonable adjustment which is being requested
- For temporary impairments, the following additional evidence is required:
 - the date of diagnosis
 - the prognosis (how long the condition is expected to last, which should cover the date of the planned assessment or examination)
 - specific recommendation on the reasonable adjustment which is being requested

Any associated fees or other costs for the medical evidence is the candidate's responsibility and cannot be claimed from CGIUKI.

Any information provided as part of an application for a reasonable adjustment will be treated as confidential and the nature of a condition will not be disclosed beyond those who need to know as part of the job role.

Applications will be declined if appropriate medical evidence is not provided by the published deadline (see below).

How to apply for a Reasonable Adjustment

To apply for a Reasonable Adjustment, you must email examinations@cgi.org.uk with the subject line "Reasonable Adjustment". The email should include:

1. the nature of the disability or condition and how this will affect performance during the assessment
2. confirmation of whether the disability or condition is likely to last more than 12 months or is temporary
3. the assessment(s) for which the adjustment is requested and the date of the assessment(s)
4. medical evidence of the disability or condition
5. a medical recommendation on the reasonable adjustment which is being requested

Applications for reasonable adjustments must be made at least four weeks before the assessment. Key date information, including the deadline for receipt of a reasonable adjustment application is available on the CGIUKI website under [Key information](#). It is each candidate's responsibility to ensure that they read this information and that the application is submitted on time.

Late Applications

Any application received after the published deadline cannot be processed and will be declined. The deadline is set to allow sufficient time to process all applications before the assessment window, notify candidates of the outcome and implement any agreed adjustments.

Application Outcome

Candidates will be contacted by email regarding the outcome of their application.

If the application for an adjustment is approved, the email will confirm what the adjustment will be and how long this will last i.e. whether it will be applied to future assessments due to a long-term disability or applied in the short term only due to a temporary disability.

If an application is declined, the email will explain the reasons for this.

Fraudulent Applications

If at any time, it is found that a claim for a reasonable adjustment was fraudulent, the assessment will be voided and any award issued for the assessment which was undertaken with a reasonable adjustment applied, will be withdrawn.

The fraudulent application may also be referred to the CGIUKI Disciplinary Panel who may decide on further action against the candidate.