

ILM Access Arrangements and Special Considerations Policy

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Document Change History

The ILM Reasonable Adjustments and ILM Special Considerations policies were merged into one policy in November 2017 called ILM Access Arrangements and Special Considerations policy.

Scope

This policy applies to prospective and existing ILM Centres and ILM Providers who offer ILM qualifications, endorsed and development programmes and other non-regulated products. This policy provides definition and examples of Access Arrangements and Special Considerations which may occur for a candidate or group of candidates during an assessment. The process for gaining ILM approval for an Access Arrangement and a Special Consideration is described – it is expected that the centre or provider will apply to ILM on behalf of the candidate/s.

This ILM policy is provided for two purposes – to guide you in how to approach ILM as well as to provide an example of how you might develop and structure your own policy statement.

This policy supersedes and replaces the ILM Reasonable Adjustments Policy Version 2 December 2015 and the ILM Special Considerations Policy Version 2 from 2015.

Introduction

This document describes how to apply for access arrangements and special considerations for ILM qualifications and assessments. It should be used in conjunction with the following documents:

- Individual qualification handbooks and assessment guides,
- How to apply for Access Arrangements using the Walled Garden.

This document also covers:

- Which access arrangements centres do not need to apply for,
- Any deadlines that apply,
- Where to get more information.

This document does not cover all possible access arrangements or special considerations. If a candidate needs an adjustment not mentioned in this document, the centre should discuss it with ILM.

Definitions

Access Arrangements

Access Arrangements allow candidates to show what they know and can do without changing the demand of the assessment. For example, through the use of readers, scribes and Braille question papers.

Access Arrangements are agreed **before** an assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the assessment and a fair and equal chance of demonstrating their knowledge, skills and understanding to achieve the assessment standards.

The access arrangement will depend on the individual circumstances, the impact of the disability on the individual, cost implications and the practicality and effectiveness of the arrangement. Access arrangements must:

- Not make the assessment easier
- Not give the candidate an unfair advantage
- Be based on the individual need of the candidate
- Be auditable and capable of being internally and externally quality assured
- Give a realistic indication to a potential employer of what the holder of the certificate can do.

Access arrangements apply for external assessments, including e-volve tests.

Special Considerations

A Special Consideration is a **post-assessment** adjustment reflecting an unforeseen circumstance which could affect a candidate's performance during or near the time of an assessment and/or examination.

Special consideration may be given following **dated** examinations for candidates who are present for the examination but may have been disadvantaged, for example, by temporary illness or adverse circumstances during the assessment.

In the case of an **on-demand** assessment (including e-volve tests), the assessment should be rescheduled.

Examples of unforeseen circumstances include, but this is not an exhaustive list:

- Temporary illness or accident/injury at the time of the assessment;
- Bereavement at the time of the assessment (where whole groups are affected, normally only those most closely involved will be eligible);
- Domestic crisis arising at the time of the assessment;
- serious disturbance during an examination, particularly where recorded material is being used;
- Other accidental events at the time of the assessment such as being given the wrong examination paper, being given a defective examination paper, failure of IT equipment, failure of materials to arrive on time;
- Failure by the centre to implement previously approved access arrangements.

Such circumstances do not normally apply to ILM assignment tasks and portfolio assessments which, because of their flexibility, are usually completed largely at the candidate's convenience.

Such circumstances may not affect the assessment outcome; therefore it may be more appropriate to reschedule the assessment to enable fair access.

Special consideration cannot give the candidate an unfair advantage and must not mislead regarding a candidate's achievements. The candidate's results must reflect their actual achievement in assessments; not their potential ability.

All centres are required to have their own guidance on access arrangements and special considerations and to ensure that all staff within the centre are familiar with the content.

How to apply for Access Arrangements

As part of the ILM approval process you must have your own policy in relation to access arrangements. You should follow your own policy before referring to ILM for further guidance.

The information in this section applies only for external assessments, including e-volve examinations.

Applying for Access Arrangements using Walled Garden (e-volve examinations only)

You must apply for the following access arrangements using the Walled Garden:

- Extra time (including 25%),
- Practical assistant (Multiple Choice/written assessments),
- Reader including computer reader,
- Scribe including speech recognition technology,
- Sign language interpreter.

For most applications made via Walled Garden, centres will be told instantly whether or not the arrangement is approved. For some requests (e.g. over 100% extra time), the request will be referred to ILM. If this happens, centres should contact ILM for more information as soon as possible.

For further information on access arrangements for e-volve examinations please refer to Appendix 1.

If you have any queries about applying for Access Arrangements using the Walled Garden, please contact the City & Guilds Policy team on 02072942772 or via email at policy@cityandguilds.com.

Applying for Access Arrangements by email (e-volve examinations only)

As indicated above, for some access arrangements applications **must** be made to ILM and cannot be completed using the online system on the Walled Garden.

Centres **must** apply for the following an access arrangement by email:

- Bilingual dictionary with 10% extra time,
- Braille question papers,
- Paper versions of e-volve-only tests,
- Modified enlarged paper.

Applications should be emailed to policy@cityandguilds.com

We need to know:

- Which qualification / programme and which assessment
- Learner details, including full name and ENR
- Proposed adjustment and the rationale for using it
- Evidence

All applications must be received by the following deadlines.

Access Arrangement	Deadline
Modified assessment materials (including Braille)	3 months before the month of the examination.
Other applications made to ILM	1 month before the examination.

Please note: the deadlines for modified assessment materials apply only where the modifications are being prepared by ILM. For example, the deadlines would not apply where permission has been given to photocopy materials onto A3 paper.

Access arrangements requests received via email must be approved by ILM before the assessment activity takes place.

No prior approval is needed for:

- Amplification equipment,
- Bilingual dictionary without extra time,
- Coloured overlays,
- Low vision aid/ magnifier,
- Optical character reader (OCR) scanners,
- Supervised rest breaks,
- Transcript,
- Word processor.

Centres should refer to the qualification handbook and/or assessment guide for any qualification-specific guidance.

Applying for Access Arrangements by email (ILM Assessment Service only)

For centres outsourcing their assessment to the ILM Assessment service, the same principles apply. When submitting work to the ILM Assessment service, you must include a description of the access arrangements which were made and, if relevant, approved in advance.

If a centre wishes to use an access arrangement that is not listed in this document, then the centre should contact ILM to discuss the adjustment further. Access arrangements will usually be permitted, if they are appropriate for the assessment and for the candidate.

The fact that it is not listed does not mean it is not permitted. ILM makes every effort to provide detailed information to centres, but it is not possible to list every possible access arrangement a candidate may need.

Applications should be emailed to ilmassessmentpolicy@i-l-m.com.

We need to know:

- Which qualification / programme and which assessment
- Learner details, including full name and ENR
- Proposed adjustment and the rationale for using it
- Evidence

Access arrangements requests received via email must be approved by ILM before the assessment is submitted to the ILM Assessment Service.

Centres must keep evidence on file for access arrangements for a minimum of three years after the assessment date. ILM may ask to see copies of the evidence held for specific candidates. Centres must keep copies of access arrangements confirmations from ILM on file (including those from the Walled Garden and email correspondence).

The candidate must be consulted by the centre before an access arrangement is made by the centre, or an application is submitted to ILM.

The evidence required will depend on the access arrangements being requested. Below are examples of documents that could be used to support an application (this list is not exhaustive):

- A letter from a hospital consultant or a psychiatrist,
- A letter from a Speech and Language Therapist,
- A Statement of Special Educational Needs,
- Education, Health and Care Plan,
- Educational Psychologist's report
- JCQ Form 8.

All evidence **must**:

- Be dated,
- Be from when the candidate was at least 12 years old,
- Include details of the author (e.g. name, position),
- Be relevant,
- Specify the candidate's disability.

In addition centres must hold evidence of the candidate's normal way of working. This can be in the form of a note written by the centre.

How to apply for Special Considerations

If applicable add details of the right to appeal.

As part of the ILM approval process you must have your own policy in relation to Special Considerations.

You must submit applications for special consideration to ilmassessmentpolicy@i-l-m.com providing evidence to support the application. Please submit individual applications for special consideration for each candidate.

In the case of an **on-demand** assessment (including e-volve tests), the assessment should be rescheduled.

Applications must be made within seven days of the assessment having taken place and before the issuing of results.

A decision to award special consideration will be based on the evidence submitted including the severity of the circumstances and the nature of the assessment.

Applications for special consideration **cannot** be made after results have been issued under any circumstances.

It is important to process applications for special consideration before the issue of results, so it may not be possible to respond individually to each request.

Outcome

We will contact you within 14 working days of receipt of the request for an access arrangement or special consideration, to approve, amend or decline the request.

Action

The use of an access arrangement must not be taken into consideration during the assessment of a candidate's work. The same assessment standard must still be applied.

Appeal

If you want to appeal against a decline of a request for access arrangement or special consideration, please refer to the ILM Enquiries and Appeals Policy.

Malpractice

A centre should note that failure to comply with the guidance regarding adjustments to assessments set out by ILM has the potential to constitute malpractice and may lead to ILM withholding the candidate's result.

Failure to comply is defined as any or all of the following:

- Putting in place arrangements without seeking prior approval from ILM, where this is required
- Exceeding the allowances agreed with ILM
- Agreeing delegated adjustments that are not supported by evidence
- Failing to maintain records of access arrangements and special considerations for audit
- Failing to report delegated adjustments to ILM, where this is required.

Appendix 1: Guidance on access arrangement for e-volve on-screen examinations

Additional time

Centres must apply for the adjustment on the Walled Garden before booking the test. Centres can then schedule time extensions for candidates needing up to 25% extra time. A guide on how to do this can be found at

<https://www.cityandguilds.com/what-we-offer/centres/working-with-us/e-volve>

Time can be added in percentage multipliers of the test time, in increments of five, e.g. 5%, 10% up to 25%.

If centres need to book more than this percentage, they should email policy@cityandguilds.com, with all the test details. A confirmation email will be sent when the booking is made. The maximum extra time available on e-volve is 100%.

Rest time

The candidate must, as usual, be supervised during any short rest breaks and the system must be invigilated to ensure that no one else can access the candidate's test or accidentally close the test down. When a break is needed, the on-screen e-assessments may be paused. The use of the pause function through the Secure Assess portal will lock the assessment as well as stop the clock. This function should also be used in the event of an emergency.

Use of an assistant

The e-volve software allows candidates to use a keyboard or mouse and does not support other means. If the keyboard or mouse is not a standard one, we recommend that the student is given access to the e-volve Navigation Test well in advance of the proposed examination date, using the special keyboard or mouse. Should any difficulties be experienced with the equipment ILM would be happy to consider the use of an assistant.

Use of other software

At present, the use of other accessibility software with the on-screen examinations is not supported. City & Guilds is liaising with software providers to develop accessibility to extend wider provision for all disabilities.

Candidates have the ability to change the text colour and background once they have entered their key code. This leaves the candidate time to find the best combination for their particular need. Information on using magnification software with e-volve can be found on the City & Guilds website, www.cityandguilds.com.

A paper-based version of the examination can be requested. Paper-based version will be granted only in exceptional circumstances.

Continuous Improvement

The ILM Quality and Regulatory Group monitor this policy and any associated feedback and ensure that the ILM Standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three year review cycle or as necessary.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, ILM's products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: customer@i-l-m.com

Further Information

About ILM

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and accreditation of training.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

City and Guild Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

Useful Contacts

ILM Customer Service

General enquiries

Events enquiries

International enquiries

E: customer@i-l-m.com

Complaints and feedback

Complaints and feedback

E: customer@i-l-m.com

ILM Regulation and Compliance

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

E: ILMregulation@i-l-m.com

ILM Assessment

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

E: ilmassessmentpolicy@i-l-m.com

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