

RG51 Reasonable Adjustments Policy	Last revision: 01/2026	
Authorised: Siobhan Mellor	Effective date: 03/2024	Issue: 02



# Reasonable Adjustments Policy

## 1. Introduction

Real Group is committed to providing equal access to learning for all individuals, regardless of disability, pregnancy, religious or faith observances, or care commitments. We recognise that some Delegates may require adjustments to access and complete our courses effectively. This policy outlines the process for requesting and implementing reasonable adjustments to ensure delegates have a fair and equitable learning experience.

## 2. What are reasonable adjustments?

Reasonable adjustments are changes to standard procedures, which could otherwise place certain delegates at a substantial disadvantage compared to their peers.

These adjustments should be:

- Effective in enabling the delegate to access and participate in the course.
- Proportionate to the disadvantage faced by the delegate.
- Practicable to implement for the online learning provider.

## 3. Who is eligible for reasonable adjustments?

This policy applies to all delegates who:

- Have a disability as defined by the Equality Act (2010)

*“A physical or mental impairment” that “has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities”.*

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- Are undertaking an observance as part of a religious or philosophical belief, as defined by the Equality Act (2010), that may hinder their ability to access the course effectively.  
*A “religion must have a clear structure and belief system” and a philosophical belief must satisfy various criteria, including that it is a belief about “a weighty and substantial aspect of human life and behaviour”.*
- Are unable to access resources, carry out professional practice tasks or undertake other aspects of study due to pregnancy, maternity, paternity, or adoption; as defined by the *Employment Rights Act (1996)*, as amended by the *Employment Act (2002)* and the *Employment Rights Act (2025)*.
- Are unable to access resources, carry out professional practice tasks or undertake other aspects of study due to caring commitments for a dependant with a long-term care need; as defined by section 80J of the *Employment Rights Act (1996)*, as amended by the *Carer’s Leave Act (2023)*.

## 4. How to request a reasonable adjustment

Delegates are encouraged to notify Real Group of known disabilities during the initial registration process. At this stage, a delegate may request a discussion with their programme's nominated staff member responsible for reasonable adjustments, about any support requirements they may have, including potential reasonable adjustments. In some cases the nominated staff member may propose an adjustment without an initial conversation in cases where enough information has been provided by the delegate as to their requirements. We encourage all delegates to disclose disabilities early to ensure that any potential disadvantages can be pre-empted through suitable reasonable adjustments being implemented early in their studies.

Delegates are encouraged to discuss their support requirements, including potential reasonable adjustments, at any time during their studies. Anyone wishing to discuss these should contact the nominated staff member for their programme responsible for reasonable adjustments, whose details will be found in the programme handbook or on the learning platform. Delegates can also request that a member of the Real Group operations team pass their request onto the relevant nominated staff member for their programme.

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## 5. Processing of requests

Upon receiving a request for a discussion about support requirements, a programme's nominated staff member responsible for reasonable adjustments will:

- Contact the delegate to discuss the request and explore potential adjustments.
- Request any supporting documentation that they believe would help them make the best decision about a delegate's support requirements. This may include documents such as a medical letter, SPLD assessment report, or a letter from a religious/faith leader.
- Consult with relevant experts, such as accessibility specialists, if needed.
- Assess the feasibility and effectiveness of the proposed adjustments.
- Make a decision on any proposed adjustments within 28 days and communicate the decision to the delegate in writing. Where a request is time-limited or urgent, such as when it is submitted close to a summative assessment deadline, it will be prioritised. However, if it is not possible to get reasonable adjustments in place before a deadline the delegate may be offered a chance for an extension to the deadline to allow more time for the reasonable adjustments to be implemented.

## 6. Examples of reasonable adjustments

While each request will be considered on a case-by-case basis, some examples of reasonable adjustments that may be offered include:

- **Alternative formats:** Providing course materials in alternative digital formats.
- **Technical assistance:** Offering technical support or training to help the delegate use the online learning platform.
- **Extended deadlines:** Offering additional time to complete assignments or quizzes.
- **Extending the length of a course/module:** Providing delegates additional time to complete a whole course/module. The overall period of registration for some courses/modules/awards is prescribed by external awarding bodies and in cases where this applies this may reduce a delegate's ability to be granted deferrals or extensions. Any such restrictions will be discussed with the delegate prior to agreeing an adjustment including this option.

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- **Modified assessments:** Offering alternative assessment methods, such as oral presentations or written assignments with different formatting requirements. These must still meet the learning outcomes for the course being undertaken.
- **Deferrals and short extensions:** A delegate who experiences acute episodes or whose condition fluctuates over time may be offered the option of submitting extension requests or extenuating circumstances claims if the changing nature of their condition adversely affects their performance in a particular assessment. These claims would be treated as part of a delegate's agreed reasonable adjustment and won't require any additional evidence.

## 7. Right to appeal

If a delegate's request for a reasonable adjustment is denied, they have the right to appeal the decision via the appeals process outlined in *RG48 Academic Appeals Policy*.

## 8. Confidentiality

All information regarding requests for reasonable adjustments will be treated confidentially in accordance with the Data Protection Act (2018).

## 9. Continuous improvement

Real Group is committed to continually reviewing and improving this policy to ensure it reflects best practices and meets the needs of its delegates.

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## Related Documents

[RG41 Equality, Diversity and Inclusion Policy in Relation to Education Provision](#)

[RG47 Postgraduate Extenuating Circumstances Policy](#)

[RG48 Academic Appeals Policy](#)

## Document history

### Issue 1

Initial release

### Issue 2

Updated to include reference to the Employment Rights Act 2025 and details of the appeals processed revised to bring this policy into line with revisions to RG48.