



## Centre Guide

### Reasonable Adjustments

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## Introduction

This guide and the related policy are intended for centres and their staff delivering AIM approved qualifications or units who wish to request and apply a reasonable adjustment for a learner.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places a learner at a substantial disadvantage in an assessment situation. Reasonable adjustments are made to an assessment for a qualification to enable a disabled learner to demonstrate their knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

The AIM Reasonable Adjustment and Special Consideration Policy provides more detail and examples of reasonable adjustments.

The purpose of this guide is to assist centres with the completion of the Reasonable Adjustment Applications.

## Timelines

AIM must receive applications for reasonable adjustments no later than 25 working days before the scheduled assessment for a paper-based exam, and no later than 10 working days before an online exam. Any applications received after these dates will be rejected.

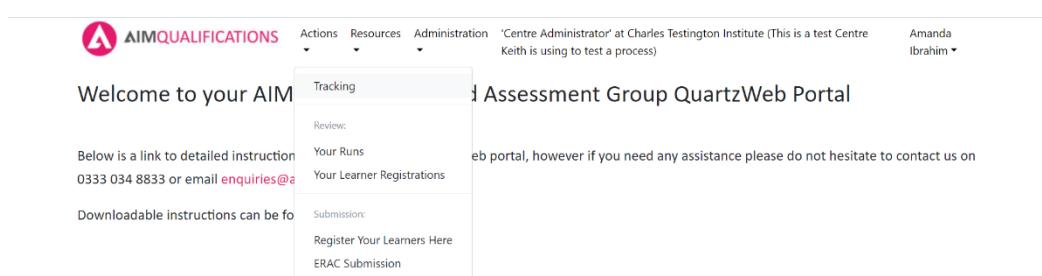
Approved reasonable adjustments will be honoured for the current academic year, the centre will not need to reapply for the learner in the same academic year.

## Accessing the Reasonable Adjustment Application Form

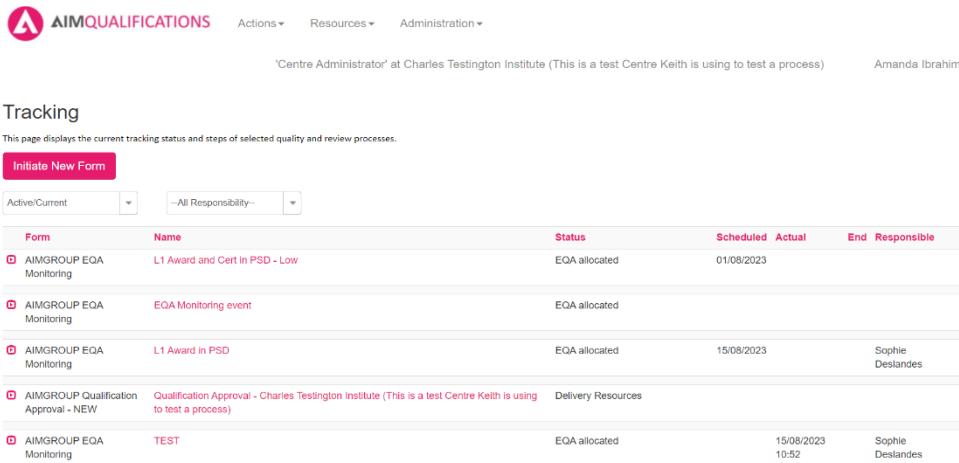
The Reasonable Adjustment application form is hosted on Quartz Web <https://quartz.aimawards.org.uk/>

Log in to QuartzWeb using the account details provided by AIM.

At the top of the screen click 'Actions', then select 'Tracking'.

A screenshot of the AIM QuartzWeb Portal. At the top, there is a navigation bar with 'Actions', 'Resources', and 'Administration' dropdowns. The 'Actions' dropdown is currently active, showing 'Tracking' as the selected option. Below the navigation bar, there is a 'Welcome to your AIM' message and a 'Centre Administrator' status message. On the left, there are sections for 'Review', 'Your Runs', 'Your Learner Registrations', 'Submission', 'Register Your Learners Here', and 'ERAC Submission'. On the right, there is a large 'Assessment Group QuartzWeb Portal' section with a message about contacting support if needed.

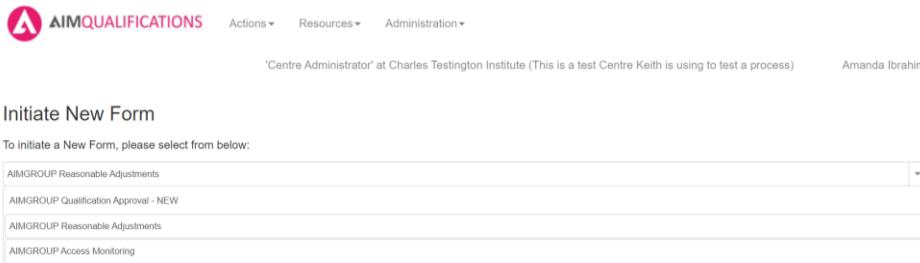
Next click the 'Initiate New Form' button.



The screenshot shows a tracking page with the following table:

Form	Name	Status	Scheduled	Actual	End	Responsible
AIMGROUP EQA Monitoring	L1 Award and Cert In PSD - Low	EQA allocated	01/08/2023			
AIMGROUP EQA Monitoring	EQA Monitoring event	EQA allocated				
AIMGROUP EQA Monitoring	L1 Award in PSD	EQA allocated	15/08/2023			Sophie Deslandes
AIMGROUP Qualification Approval - NEW	Qualification Approval - Charles Testington Institute (This is a test Centre Keith is using to test a process)	Delivery Resources				
AIMGROUP EQA Monitoring	TEST	EQA allocated	15/08/2023 10:52			Sophie Deslandes

Use the menu to select 'AIMGROUP Reasonable Adjustments' and click Next.



The screenshot shows the 'Initiate New Form' page with the following dropdown menu:

- AIMGROUP Reasonable Adjustments
- AIMGROUP Qualification Approval - NEW
- AIMGROUP Reasonable Adjustments
- AIMGROUP Access Monitoring

We will consider your application and give you a decision within 10 working days.

We will inform you if we are unable to reach a decision in this timescale. Please review our policy to ensure you meet our requirements for evidence and conditions for reasonable adjustments to be applied.

[Next >](#)

### Completing the Reasonable Adjustment Application Form

Next, use the menu to select the qualification the reasonable adjustment is for (the menu will be pre-populated with the qualifications your centre has approval for) and click Add, then Next.

#### **Reasonable Adjustment Request**

You should complete a request for each learner requesting reasonable adjustment with supporting evidence at least 10 working days before the intended assessment date.

We will consider your application and give you a decision within 10 working days.

We will inform you if we are unable to reach a decision in this timescale. Please review our policy to ensure you meet our requirements for evidence and conditions for reasonable adjustments to be applied.



The screenshot shows a user interface for selecting a qualification. On the left, a list of qualifications is shown: 'Access to Higher Education Diploma (Business and Management)', 'ICV 1 - 2', 'ICV 3 - 5', 'ICV 6 - 8', and 'ICV 9 - 11'. The 'ICV 9 - 11' option is highlighted with a pink background. On the right, there is a 'Submit' button and a note: 'Please enter the qualification the reasonable adjustment is studying.' Below the qualifications list are 'Add' and 'Add all' buttons. At the bottom, there are 'Previous' and 'Next' buttons.

**NB - A separate form must be completed for each learner.**

On the next page, review the qualification at the bottom of the page and click Submit. There is no need to write anything in the text box.

Click on Learner Details:



The screenshot shows the 'Learner Details' section of a form. It includes the following expandable sections: 'Summary data information', 'Progress (Steps/Actions)', 'Learner Details' (which is currently active and shows the message '(There are no steps/actions to display)'), 'Documents and Forms' (which shows an 'Upload Document >>' button and a message 'No documents or forms to display'), 'Contacts' (which shows a message 'No contacts to display'), and 'Qualifications' (which shows a message 'No qualifications to display').

And in the text box type in the learner name, Learner ID number and Date of birth.

Summary data

Progress (Steps/Actions)

**Learner Details**

(There are no steps/actions)

Documents and Forms

Upload Document

No documents or forms to display

Contacts 2

Qualifications 1

Learner Details

Please provide learner name, learner ID and date of birth, and then click on Submit/Confirm.

Without this information your reasonable adjustment request will not be processed

Notes:

**Joe Bloggs ID 123456 02.05.72**

**Submit / Confirm**

**Close**

Click Submit/ Confirm.

Next Click RUN ID

#### AIMGROUP Reasonable Adjustments (13696229)

Please provide the run ID this reasonable adjustment applies to. Without this information your request will not be processed

Summary data information

Progress (Steps/Actions) 1

**Run ID**

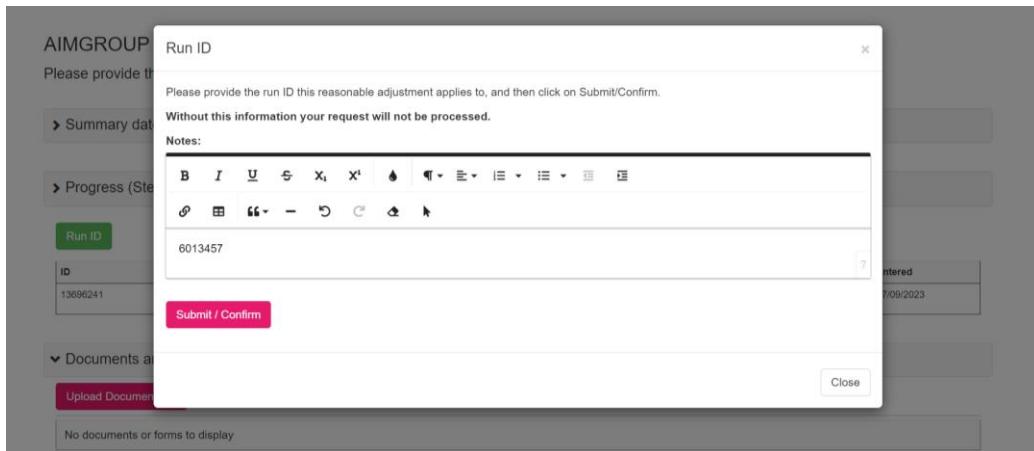
ID	Step/Action	Scheduled	Actual	Status	Notes	Entered
13696241	Learner Details		27/09/2023		Joe Bloggs ID 123456 02.05.72	27/09/2023

Documents and Forms

Upload Document >>

No documents or forms to display

Type the Run ID into the text box and click Submit/ Confirm



The screenshot shows a modal dialog box titled "Run ID" with the following content:

Please provide the run ID this reasonable adjustment applies to, and then click on Submit/Confirm.  
Without this information your request will not be processed.

Notes:

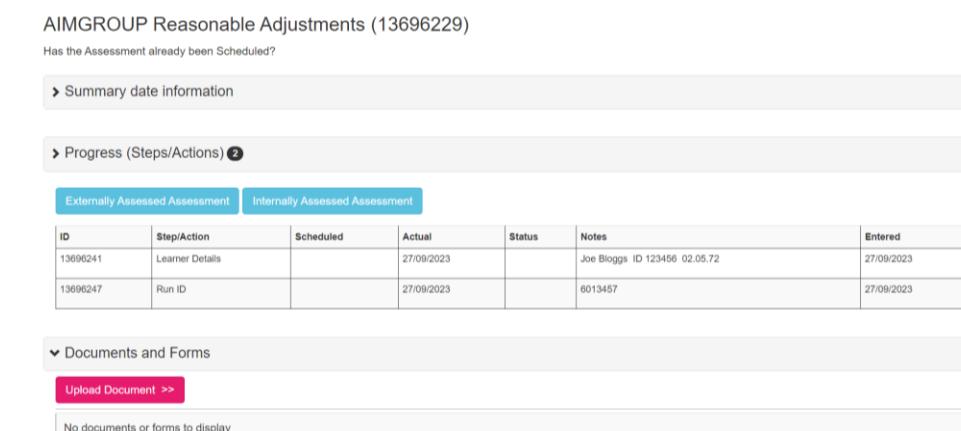
6013457

Submit / Confirm

Close

The background of the application shows the "Run ID" field is populated with "13696241".

Select Externally Assessed Examination or Internally Assessed Assessment.



AIMGROUP Reasonable Adjustments (13696229)

Has the Assessment already been Scheduled?

► Summary date information

► Progress (Steps/Actions) 2

Externally Assessed Assessment Internally Assessed Assessment

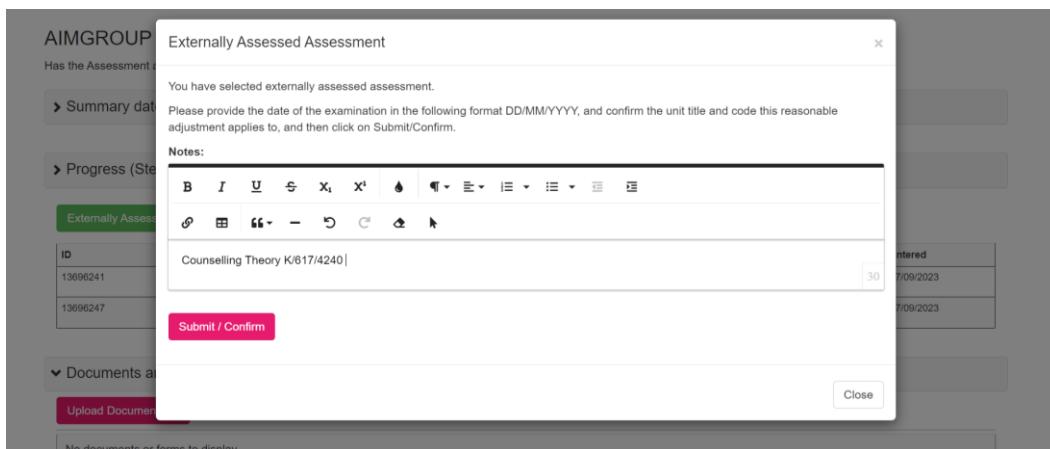
ID	Step/Action	Scheduled	Actual	Status	Notes	Entered
13696241	Learner Details		27/09/2023		Joe Bloggs ID 123456 02.05.72	27/09/2023
13696247	Run ID		27/09/2023		6013457	27/09/2023

▼ Documents and Forms

Upload Document >>

No documents or forms to display

If externally assessed assessment is chosen, add the date of the examination, unit title and code into the text box, and then click on Submit/Confirm.



Externally Assessed Assessment

You have selected externally assessed assessment.

Please provide the date of the examination in the following format DD/MM/YYYY, and confirm the unit title and code this reasonable adjustment applies to, and then click on Submit/Confirm.

Notes:

Counselling Theory K617/4240

Submit / Confirm

Close

The background of the application shows the "Externally Assessed Assessment" tab is selected.

If Internally Assessed Assessment is chosen type, the unit title and unit code into the text box and then click Submit/ Confirm.

Now you need to choose which Reasonable Adjustment is required. **If a learner needs more than one adjustment eg 25% extra time and coloured paper- please select the Multiple option.** If it's just one adjustment, then click the relevant blue button.

AIMGROUP Reasonable Adjustments (13696229)

Please select which adjustment is required.

If multiple, please select multiple and in the Comment Box list all adjustments that are required. If other, please confirm what adjustments are required in the Comment Box.

Please refer to the Reasonable adjustments and special considerations policy on the AIM website for further guidance.

### › Summary date information

### › Progress (Steps/Actions) 3

Assessment on Coloured Paper		Extra Time	Multiple	Other	Reader	Scribe	Separate Room	Supervised Rest Breaks	
ID	Step/Action	Scheduled		Actual		Status	Notes		Entered
13696241	Learner Details			27/09/2023		Joe Bloggs ID 123456 02.05.72		27/09/2023	
13696247	Run ID			27/09/2023		6013457		27/09/2023	
13696265	Externally Assessed Assessment			27/09/2023		xxxxxxxx		27/09/2023	

If 'multiple' is selected list the requested adjustments in the text box and click submit/ confirm.

Next you need to upload the appropriate evidence. Examples of evidence are included in the **AIM Reasonable Adjustment and Special Considerations Policy**. Click 'Upload Document'

Reason for Reasonable Adjustment Request

ID	Step/Action	Scheduled	Actual	Status	Notes	Entered
13696241	Learner Details		27/09/2023		Joe Bloggs ID 123456 02.05.72	27/09/2023
13696247	Run ID		27/09/2023		6013457	27/09/2023
13696265	Externally Assessed Assessment		27/09/2023		xxxxxxx	27/09/2023
13696270	Multiple		27/09/2023		25 % Extra time Blue paper. Reader	27/09/2023

▼ Documents and Forms

[Upload Document >>](#)

No documents or forms to display

► Contacts ②

In 'Document Type' Select Reasonable Adjustment Evidence from the menu and insert a brief note describing the evidence eg Joe Bloggs medical report. Select the file from your PC and upload.

Reason for Reasonable Adjustment Request

**Upload Document**

Pick a document type and sub-type from the drop-down lists and then click 'Browse...' to select a document to upload.

Document Type: Reasonable Adjustment Evidence    Document Sub-type: --Document Sub-type--

Notes on this document  
Joe Bloggs Medical Report

▼ Documents and Forms

[Upload Document >>](#)

No documents or forms to display

► Contacts ②

► Qualifications

Your uploaded document will appear on the main page.

Reason for Reasonable Adjustment Request

ID	Step/Action	Scheduled	Actual	Status	Notes	Entered
13696241	Learner Details		27/09/2023		Joe Bloggs ID 123456 02.05.72	27/09/2023
13696247	Run ID		27/09/2023		6013457	27/09/2023
13696265	Externally Assessed Assessment		27/09/2023		xxxxxxx	27/09/2023
13696270	Multiple		27/09/2023		25 % Extra time Blue paper. Reader	27/09/2023

▼ Documents and Forms (1)

[Upload Document >>](#)

Search:

▲ Title	◆ Document Type	◆ Date	◆ Author
 Test Doc	Reasonable Adjustment Evidence	27/09/2023 14:36:17	Ibrahim, Amanda

Next click 'Reason for Reasonable Adjustment' and type the reason into the text box, this should explain briefly the main reasons that the reasonable adjustment is required- eg the learner is visually impaired or the learner suffers from ADHD Submit/ Confirm.

Please refer to the [Reasonable Adjustments and Special Considerations Policy](#) for further guidance.

Reason for Reasonable Adjustment Request

Please ensure that you have uploaded all supporting documentation on the previous screen, and then explain the reason reason in the text box and then click on Submit/Confirm.

Without any supporting evidence being provided AIM will be unable to approve the request.

Please refer to the Reasonable adjustments and special considerations policy on the AIM website for further guidance.

Notes:

**Text Editor:**

Joe has dyslexia and is visually impaired.

[Submit / Confirm](#)

[Close](#)

Finally click 'Additional Information' if there is no additional information that you wish to add, leave the text box blank and click submit/ confirm- as this submits the whole application.

► Summary date information

► Progress (Steps/Actions) (3)

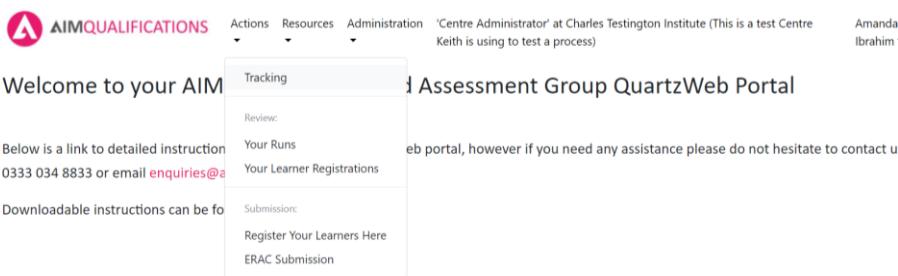
Additional Information					
ID	Step/Action	Scheduled	Actual	Status	Notes
13696241	Learner Details		27/09/2023		Joe Bloggs ID 123456 02.05.72
13696247	Run ID		27/09/2023		6013457
13696265	Externally Assessed Assessment		27/09/2023		xxxxxxxx
13696270	Multiple		27/09/2023		25 % Extra time Blue paper. Reader
13696289	Reason for Reasonable Adjustment Request		27/09/2023		Joe has dyslexia and is visually impaired.

▼ Documents and Forms (1)

Your Reasonable adjustment application has been submitted and will be reviewed by the AIM Compliance team. You will receive a decision within 10 working days and will be notified via the Quartz portal. The person that submitted the application will also be notified by email.

## Tracking the Application

On the home page of your QuartzWeb account, click on 'Actions' and Select 'Tracking'.



The screenshot shows the AIM Qualifications QuartzWeb Portal. At the top, there is a navigation bar with 'AIMQUALIFICATIONS' logo, 'Actions', 'Resources', 'Administration', and a user profile for 'Amanda Ibrahim'. Below the navigation, a welcome message says 'Welcome to your AIM'. To the right, a sidebar titled 'Tracking' lists 'Review', 'Your Runs', 'Your Learner Registrations', 'Submission', 'Register Your Learners Here', and 'ERAC Submission'. The main content area is titled 'Assessment Group QuartzWeb Portal' and contains a message: 'Below is a link to detailed instructions 0333 034 8833 or email [enquiries@](mailto:enquiries@) Downloadable instructions can be found [here](#). The portal, however if you need any assistance please do not hesitate to contact us on'.

A list of forms you have submitted, both current and completed, will be listed. You can either scroll down until you find the form you wish to check, or you can filter to show active/ current forms using the menu option.

When you have located the form, you wish to check you will see that the current status will be shown in the status column. Initially it will state RA Application Submitted, but as AIM review it, this will be updated to either Approved, Rejected or Further Information Requested. The individual form can be opened by clicking on the name of the form- you will need to do this if you are asked to submit more information.

## Responding to the request for more information

If you receive notification that further information has been requested, you will need to click on the form to open it and upload further evidence, eg if you forgot to add the learner's date of birth this will show on the table one the form has been opened.

► Progress (Steps/Actions) 7

Application Resubmitted

ID	Step/Action	Scheduled	Actual	Status	Notes	Entered
13696241	Learner Details		27/09/2023		Joe Bloggs ID 123456 02.05.72	27/09/2023
13696247	Run ID		27/09/2023		6013457	27/09/2023
13696265	Externally Assessed Assessment		27/09/2023		xxxxxxx	27/09/2023
13696270	Multiple		27/09/2023		25 % Extra time Blue paper. Reader	27/09/2023
13696289	Reason for Reasonable Adjustment Request		27/09/2023		Joe has dyslexia and is visually impaired.	27/09/2023
13696293	Additional Information		27/09/2023			27/09/2023
13696338	Further Information Requested		27/09/2023		Please provide Joe's date of birth. Many thanks.	27/09/2023

▼ Documents and Forms 0

Upload Document 0

Then click 'Application Resubmitted' and type the additional information into the text box and click submit/ confirm. This will be sent to AIM and will appear on your tracking list 'Application Resubmitted', until AIM has reviewed it and either approved, partially approved, or rejected the application.

If approved or partially approved, AIM will administer the relevant adjustment, where necessary, eg providing exam papers printed on coloured paper. The centre is responsible for ensuring that reasonable adjustments are applied correctly on the day of the exam.