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REASONABLE ADJUSTMENT POLICY

1. INTRODUCTION

1.1 The Language Gallery (TLG) is committed to promoting equality of opportunity and ensuring that all individuals, regardless of background, have fair access to its programmes. TLG recognises that students with access needs are an integral part of the academic community and is committed to removing barriers that may disadvantage them.

1.2 This policy applies to students for whom standard learning, teaching, and assessment arrangements, including access to learning materials and the methods used to deliver and assess learning may adversely affect their ability to demonstrate their knowledge and skills. Reasonable adjustments are intended to ensure that such students can participate fully and perform to their true academic potential, without compromising academic standards.

2. SCOPE

2.1 TLG recognises its responsibility to respond appropriately to the needs of students with access requirements and will provide opportunities at different stages of the student journey for individuals to share relevant information about their circumstances in a supportive environment that encourages open disclosure. This approach applies to all current and prospective students.

3. RELATED POLICIES

- Academic Appeals Policy
- Assessment and Marking Policy
- Complaints Policy
- Fitness to Study Policy
- Student Disability Policy

4. REQUESTING A REASONABLE ADJUSTMENT

4.1 Students may request reasonable adjustments at multiple stages of their engagement with TLG. This includes during the admissions process when completing the application



form, after receiving an offer or place on a programme, and at any point during their period of study.

4.2 TLG recognises two major categories of special educational need which may lead to the provision of reasonable adjustments.

4.2.1 Permanent or long-standing disability, illness, mental health condition or special educational needs, e.g., blindness, diabetes, anxiety, dyslexia, autism spectrum disorder, ADHD, mobility difficulties.

4.2.2 Temporary disability, illness or indisposition, e.g., broken arm, chronic pain.

4.3 For all requests, students are advised to inform TLG at the earliest possible opportunity.

4.4 A formal request should be submitted using the reasonable adjustment form to the student support office, using the email nottingham@thelanguagegallery.com for Nottingham and bham@thelanguagegallery.com for Birmingham.

4.5 Each request must be:

4.5.1 supported by appropriate independent evidence from a medical professional, mental health professional or other recognised educational professionals.

4.5.2 made to TLG at least four weeks before the date when the adjustment will need to be in place.

4.6 TLG will endeavour to implement a reasonable adjustment when a late notice is provided, especially for cases of temporary disability, illness or indisposition.

4.7 The student requesting reasonable adjustment is responsible for providing evidence to support a request but TLG will provide advice on its requirements and the consequent suitability of any evidence.

4.8 TLG reserves the right not to put in place reasonable adjustments if you do not provide appropriate evidence and do not complete the relevant form. Student support teams are available to help complete the students form.

4.9 We will:

4.9.1 only implement a reasonable adjustment that maintains the reliability and integrity of an assessment, and



- 4.9.2 not implement any reasonable adjustment that invalidates the assessment requirements.

- 4.10 Any information supplied by you in respect of a claim for reasonable adjustments will be treated as confidential and will only be provided on a need-to-know basis.

- 4.11 If at any time, it is discovered that the claim for reasonable adjustment was fraudulent, TLG reserves the right to withdraw adjustments made and any further awards received as a result of assessments undertaken with the reasonable adjustments.

5. PROCESSING OF REQUESTS

- 5.1 Given the nature of reasonable adjustments, students will be encouraged to have informal conversation prior to submitting a request with the student support office. This will provide an opportunity for the institution to fully understand the nature of the request and advise the student on the type of supporting evidence required. Students should contact their student support team at their campus to discuss this further:
Nottingham: nottingham@thelanguagegallery.com
Birmingham: bham@thelanguagegallery.com

- 5.2 Students will receive an outcome of their request within 10 working days. If more evidence or detail is required; the student will be contacted.

- 5.3 In the event TLG is unable to identify or implement adjustment arrangements, the student will be informed in writing and provided with a timescale for resolution of the matter. The student will also be informed throughout the procedure to ensure consistent communication. Any requests submitted as part of the programme application will be reviewed at the onboarding phase of the course.

6. APPROVAL OF REQUESTS

- 6.1 A panel chaired by the Registrar reviews all reasonable adjustment requests and associated evidence. This panel has pre-defined members across departments to ensure a

measured approach is taken to all applications whilst remaining fair and consistent in the outcomes provided.

6.2 Once agreed, the arrangements of the reasonable adjustment will be made in writing to the student and implemented as soon as reasonably practicable.

6.3 All those who need to be made aware of the reasonable adjustment will be communicated to within TLG, confidentially.

6.4 If the reasonable adjustment is for a long term condition; this will be applied across the programme so that the student does not have to reapply.

7. CHANGES TO REASONABLE ADJUSTMENT ARRANGEMENTS

6.1 Any change to a student's circumstances or if the student wishes to request an adjustment to already existing reasonable adjustments; the student should contact TLG to discuss this matter.

8. APPEALS

8.1 If a student is not satisfied with the outcome of the reasonable adjustment decision, they are eligible to appeal this outcome in-line with the appeals policy.

8.2 If the student is not satisfied with the outcome of the appeal, they can progress this to the awarding partner in accordance with their code of practice.

8.3 The review of the reasonable adjustment outcome should include details of the application and the grounds for the review and should be accompanied by any other supporting documentation. On receipt of an eligible review request, TLG will forward all documentation to the awarding partner.

8.4 Following completion of the awarding partner's procedures, a completion of procedures letter is issued to the student, which outlines the outcome, with justifications. If the student remains dissatisfied with the outcome, they can contact the Office of the Independent Adjudicator for Higher Education (OIA).

8.5 The Office of the Independent Adjudicator (OIA) has the role to review the application of TLG and the awarding partner's procedures.



The Language
Gallery

8.6 Student may contact them at www.oiahe.org.uk or from:

OIA
Second Floor Abbey
Wharf 57-75
Kings Road
Reading RG1 3AB

9. POLICY REVIEW

This policy is reviewed annually or as required to maintain alignment with academic regulations and institutional requirements.