



**Higher Education Services
Disability and Reasonable Adjustments
(Students)
Policy**

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Higher Education Services Disability and Reasonable Adjustments Policy

1.0 Introduction

1.1 The policy outlines the adjustments FutureLearn puts in place for students enrolled across the FutureLearn provision including short courses, microcredentials, and degree programmes delivered in partnership with universities and institutions. This policy should be read alongside those of FutureLearn's OPM sub-contractual partners, for example, Brunel University and Roehampton University:

- Brunel University (BU), [Reasonable Adjustment Policy](#)
- Brunel University (BU), [Policy to Support Students, Apprentices and Doctoral Researchers with Disabilities, Long-term Health Conditions, Mental Health Concerns and Neuro Diverse Conditions](#)
- Roehampton University (RU), [Disability Policy](#)

2.0 FutureLearn's Commitment

2.1 FutureLearn is committed to creating an inclusive and accessible learning environment. It recognises that students with disabilities, long-term health conditions, or other support needs may require adjustments to ensure equitable access to learning and assessment.

2.2 This policy outlines:

- FutureLearn's commitment to inclusive education and accessibility.
- The principles guiding its legal and ethical responsibilities.
- The process for requesting and implementing reasonable adjustments.
- Examples of adjustments and how they are determined.

3.0 Definitions

3.1 **Reasonable adjustments** are changes made to the learning experience to remove or reduce disadvantages for students with disabilities. These may include:

- [Alternative formats](#) (e.g., transcripts, captions, screen-reader friendly content).
- Extended time for assessments or flexible deadlines.
- Adjustments to communication methods or participation expectations.

3.2 FutureLearn does not assume what a student may need. It engages in a collaborative process with the student to understand the impact of their condition and agree on appropriate support.

4.0 The Equality Act 2010 (UK)

4.1 Under the [Equality Act 2010 \(UK\)](#) and equivalent international legislation, FutureLearn and its partners have a duty to make reasonable adjustments for individuals with disabilities. A **disability** is defined as 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**. A medical diagnosis is not required to request support, what matters is the impact on learning.

5.0 Reasonable Adjustments

5.1 It is possible for all students to request reasonable adjustments at any stage in their course or programme. FutureLearn can support this in several ways.

5.2 Students can request reasonable adjustments at any stage of their learning journey. FutureLearn supports this through:

- Accessibility prompts during registration and onboarding, encouraging applicants to disclose a disability so that reasonable adjustments can be made.
- Clear guidance on how to request support via student services teams or Student Hubs.
- Collaboration with partner institutions.

5.3 Requests are reviewed by FutureLearn's student services in consultation with the relevant programme team or university partner. With the student's consent, adjustments are documented and shared with relevant staff to ensure consistent support.

5.4 Where adjustments cannot be made students can appeal this through the [Student Complaints Policy](#).

6.0 Examples of Reasonable Adjustments

6.1 Adjustments may include, but are not limited to:

- Providing transcripts or [alternative formats for video/audio content](#).
- Articulate Rise content is downloadable for learners to access anytime anywhere.
- Allowing additional time for assessments or coursework.
- Offering alternative participation methods in discussion forums.
- Adjusting deadlines for learners experiencing temporary challenges (e.g., bereavement, illness).

6.2 Some of these arrangements may also be available to students without a disability under our Extenuating Circumstances Policy.

7.0 Timescales

7.1 Agreed adjustments should be put into place promptly to stop any further distress and enable the student to continue with their studies. Some adjustments, however, can take some time to implement and during this time the student will be kept up to date by the student services team.

8.0 Monitoring

8.1 All adjustments are reviewed on an ongoing basis by the FutureLearn content teams. Students are also encouraged to report on their experiences.

8.2 This policy will be reviewed every three years by the Registry team.