



Reasonable adjustments policy

Version 1
September 2024

Policy overview

This policy sets out RICS' approach to making sure that the services, products and support it offers are available to all, regardless of disability or need, through the application of reasonable adjustments and special considerations where necessary.

Conditions that may require a reasonable adjustment include, but are not limited to:

- physical impairments
- visual impairments
- hearing impairments
- long-term health conditions
- learning disabilities and
- neurodivergence.

It is our aim that through implementing reasonable adjustments, where requested and required, we can create an equitable and fair environment for all members.

Examples of the types of services or situations for which we may make reasonable adjustments include, but are not limited to:

- logging or accessing Continuing Professional Development (CPD)
- accessing or attending RICS events
- renewing subscriptions or updating member profiles
- RICS assessments
- accessing RICS products and professional standards, and
- regulatory activities, such as investigations, compliance, monitoring and registration.

While this policy document provides confirmation of our commitment to making our services, support practices and products more accessible to all and sets out the factors that will typically be considered in dealing with relevant requests, we acknowledge that reasonable adjustments are based on individual needs and circumstances and there is no one-size-fits all approach.

What is a reasonable adjustment?

'Reasonable adjustment' is a term introduced in the [Equality Act 2010](#) and it refers to any action and/or measure that can be implemented by an organisation to ensure an individual is not substantially disadvantaged when doing their job.

A person with a 'disability' is defined within the Equality Act 2010 as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out day-to-day activities.

Under the Act, the duty to make reasonable adjustments and special considerations can generally be achieved by:

- improving practices, policies and procedures
- providing additional aids and services, and
- overcoming a physical or digital feature that is a barrier to access by altering or removing the feature or providing the service by an alternative method.

Determining whether an adjustment is reasonable

Guidance from the Equality and Human Rights Commission provides a [list of potentially relevant factors](#) to consider, such as:

- the cost involved in implementing the adjustment and whether that cost is proportionate to the requested adjustment
- the extent of disruption caused by making the reasonable adjustment
- the resources and size of the organisation
- whether there is a need to implement several adjustments to deal with the disadvantage that would otherwise be experienced
- the fact that what is considered reasonable in one situation may be different from what is considered reasonable in another situation, and
- whether an adjustment will be effective in counteracting the disadvantage that would otherwise be experienced. If so, how effective will it be?

To help us to ensure that the adjustments we put in place are effective and appropriate, we will not make assumptions about what a person's requirements are. In addition to considering the factors detailed above, we will also discuss and seek to reach mutual agreement with the individual concerned on what is reasonable. In defining 'reasonableness', RICS is permitted to and will apply competence standards to all individuals requesting adjustments.

Who is entitled to request reasonable adjustments?

Any person who accesses, uses services or attends public functions provided by RICS or is a party to a regulatory matter, is entitled to request reasonable adjustments if they are likely to be placed at a disadvantage compared with others, based on a disability, or recognised learning need.

Our approach to reasonable adjustment requests

We will seek to ensure that the public is aware of our commitment to make reasonable adjustments by:

- publishing this policy on the RICS website

- asking people directly in booking confirmations and/or initial correspondence for details of any relevant adjustments required
- including a note on relevant documents, including guidance on assessment, membership processes and regulatory activities, on the existence of this policy
- identifying and implementing adjustments that can be made in general to our facilities, products and practices to improve accessibility.

We will also ensure that those working on behalf of RICS including, but not limited to trainers, assessors, regulatory decision makers and adjudicators are aware of the existence of this policy and the requirement for them to comply with relevant requests for reasonable adjustments.

How to request reasonable adjustments

Requests for reasonable adjustments can be made by the individual or someone else with authorisation to act on their behalf through the relevant RICS team.

To ensure member data is correct and adjustment requirements are logged in member profiles, and/or to request adjustments be made for membership services, please contact the Membership Support team:

- Email: contactrics@rics.org
- Mailing address: 55 Colmore Row, Birmingham, United Kingdom, B3 2AA
- Phone:
 - United Kingdom: +44 (0)24 7686 8555
 - Americas: + 1 212 847-7400
 - Australia: +61 1300419823
 - China: +8621-5243-3090
 - Europe: +32 2 733 10 19
 - Hong Kong: +852 21756044
 - India: +91 1247 127 928
 - Japan: +81 50-5050-9780
 - Malaysia: +60 390784827
 - Middle East and Africa: +971 80006512049
 - Singapore: +65 69831015
 - Qatar: +974 800101605

For support in logging CPD manually:

- Email CPD@rics.org
- Phone +44 (0)24 7686 8555

To request reasonable adjustments throughout the APC process, please address these support needs directly with your Assessment Coordinator.

To request reasonable adjustments for a webinar or event, please make these requests directly with the product or event coordinator upon registration.

To request reasonable adjustments for activities involving Regulation, please make these requests to Regulation@rics.org or directly to the contact you are engaging with.

We will typically be able to review and deliver our initial response to a request for reasonable adjustments within 72 hours and a final response within 15 days. However, in some circumstances we require more time before providing our response. Some of the circumstances where this may be the case include where:

- a complex request has been received
- we need to consult with external parties
- the requested adjustment is difficult to provide or requires purchasing a difficult to obtain product, and/or
- compliance with the request may interfere with our legislative or regulatory obligations.

To enable us to keep our approach to reasonable adjustments and the services we provide under regular review, we will record and monitor any requests that we receive. This will enable us to quickly identify and enact any steps that can be taken to improve our process.

Examples of reasonable adjustments offered by RICS

Factors to be considered in each circumstance will vary and we will always consider each request for reasonable adjustments on a case-by-case basis. Some adjustments that could be available include:

- providing online access to training courses that are being held face to face
- CPD can be logged on behalf of members via email, post or over the phone
- enabling closed captions on webinars and virtual meetings
- use of hearing loops or audio support systems
- attendance with support dogs/animals
- attendance with support worker, and
- holding a Regulatory Tribunal hearing in person or via virtual format, as required.

Cost of reasonable adjustments

RICS has an anticipatory duty to understand where reasonable adjustments are likely to be required and to take action in advance of any individual needing to make a request, where it is clear this will be required. RICS' policy aims to meet the needs of its members and stakeholders as far as possible, without the need for costs to be met by the individuals

requesting or needing a reasonable adjustment. This includes investing money where, in RICS' view, it is reasonable to do so and we will continue to invest in anticipatory measures as the need for these adjustments becomes clear.

Where, in RICS' view, it is reasonable for us to implement a requested or suggested adjustment, this will be done at no cost to the individual(s) who would benefit. However, we are not legally obligated to meet the costs of implementing adjustments that in RICS' view, for reasons including but not limited to those stated in [Determining whether an adjustment is reasonable](#), are not reasonable to implement.

Complaints regarding reasonable adjustments

RICS is committed to adhering to this policy to ensure that we continue to provide a top level of service to our members and the public in a way that is fair and inclusive. If someone is dissatisfied with our application of this policy or the matters it covers, a complaint can be lodged with RICS via email to serviceimprovement@rics.org.

You can also send a written complaint to:

RICS

55 Colmore Road

Birmingham

United Kingdom

B3 2AA

Other methods of lodging a complaint are available as required – please call and speak to a member of the RICS Customer Support team using the regional phone numbers provided in [How to request reasonable adjustments](#).

Review

RICS reserves the right to review and amend this policy to reflect updated best practice and/or legislation changes.

Delivering confidence

We are RICS. As a member-led chartered professional body working in the public interest, we uphold the highest technical and ethical standards.

We inspire professionalism, advance knowledge and support our members across global markets to make an effective contribution for the benefit of society. We independently regulate our members in the management of land, real estate, construction and infrastructure. Our work with others supports their professional practice and pioneers a natural and built environment that is sustainable, resilient and inclusive for all.

General enquiries
[**contactrics@rics.org**](mailto:contactrics@rics.org)

Candidate support
[**candidatesupport@rics.org**](mailto:candidatesupport@rics.org)



[rics.org](https://www.rics.org)