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Accessibility and Inclusive Learning Policy

STU-006 | Student Lifecycle

VERSION 1.0 · 18 OCTOBER 2026

INSTITUTIONAL REGULATIONS & POLICIES | IEU

Accessibility and Inclusive Learning Policy

DOCUMENT CONTROL / STU-006

Document ID	STU-006
Document family	Student Lifecycle
Document custodian	Accessibility / Student Support Lead
Version	1.0
Edition date	18 October 2026
Review cycle	Annually and following material change

1 Purpose and applicability

Applies to website information, digital teaching and administrative student support. The provisions govern the activities within the defined IEU service scope; applicable programme-specific contracts and verified rules of a separate awarding institution govern award requirements wherever relevant.

2 Policy requirements

- 01** Information and teaching materials should be perceivable, navigable and understandable, using recognized accessibility practices.
- 02** Learners can request adjustments through a confidential case route, with only necessary information disclosed.
- 03** Requests are assessed individually for effectiveness, academic requirements and feasibility.
- 04** Alternative formats, reasonable timing adjustments or assistive support are considered as relevant.
- 05** Technical barriers are logged, prioritized and reviewed for improvement.
- 06** Assessment standards are maintained while the method of demonstrating learning may be adjusted appropriately.

3 Operational procedure

Trigger: Access barrier, adjustment request or material learning-system change

- 01** Log the request through an accessible channel while restricting sensitive information.
- 02** Discuss essential learning outcomes and feasible adjustments with the learner and teaching team.
- 03** Agree and implement a documented individual arrangement where appropriate.
- 04** Review the outcome and refer unresolved barriers to the quality or technical owner.

4 Responsibilities and evidence

Accountable process owner. Accessibility / Student Support Lead maintains implementation, staff guidance, case processing and reporting. Academic decisions requiring external award authority must be referred according to the verified programme arrangement.

Minimum evidence. Adjustment request; consultation record; decision; technical fix; review note.

Record protection. Keep case files, decisions and correspondence in access-controlled systems; apply an approved retention schedule and document transfers to relevant partners. Do not publish personal or confidential records.

5 Exceptions, concerns and review

Exceptions. Material deviations require a written rationale, authorization by a role with the appropriate delegation, and a record of any impact on students or staff. No local exception may override mandatory law or a controlling awarding-body requirement.

Challenge and escalation. Explain the applicable complaints, academic appeals or rights-request route to affected persons. Refer safety concerns, integrity incidents, data incidents, conflicts of interest or disputed award claims to the designated specialist authority.

Monitoring. Review recurring barriers and sample accessibility of published materials.

6 Linked institutional controls

Related controls, where relevant: Academic Regulations (ACD-001); Academic Integrity (ACD-003); Student Complaints (STU-004); Academic Appeals (STU-005); Quality Assurance (QUA-001); Privacy and Student Records (DIG-001); Academic Partnerships and Award Information (PAR-001).

7 Document information and periodic review

Document series	IEU Regulations & Policies
Institution	International European University (IEU)
Applicability	See section 1 and programme-specific terms
Student enquiries	Use the IEU contact and support routes
Document maintenance	Controlled by the responsible function