

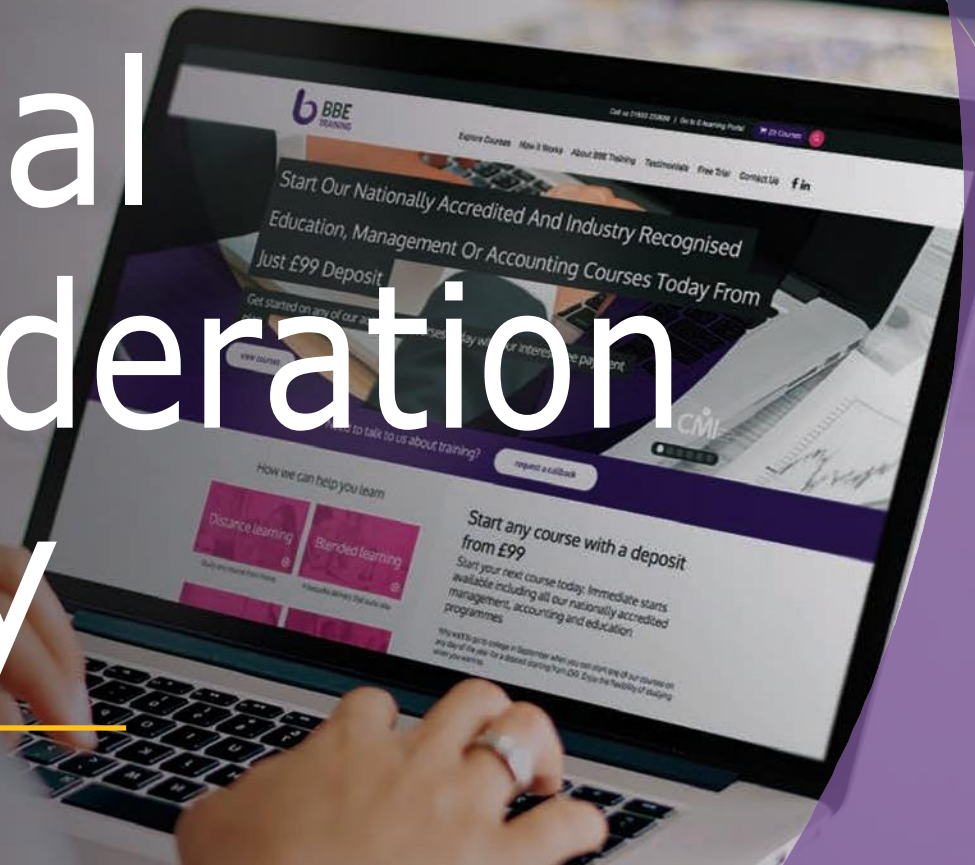


BBE
TRAINING



A CITRUS GROUP
COMPANY

Special Consideration Policy



Special Consideration Policy

What Is Special Consideration?

Special consideration is an adjustment to the mark or outcome of an assessment for a learner who was prepared for and present at an assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances **that have arisen at or near to the time of an assessment**.

It is important to note that it may not be possible to apply special consideration where:

- an assessment requires the demonstration of a practical competence;
- the assessment criteria have to be fully met;
- units/qualifications confer Licence to Practise.

Where an assessment has been missed or is in the form of an on-demand test, such as an electronic test set and marked by a computer, the centre should offer the learner an opportunity to take the assessment at a later series/date.

Special consideration cannot give the learner an unfair advantage. Additionally, the application of special consideration must not cause the user of a certificate to be misled regarding a learner's achievements. The learner's results must reflect their actual achievement in assessments; not their potential ability. Examinations and assessments are measuring what a candidate can do. Only minor adjustments can therefore be made to the mark awarded because to do more than this would jeopardize the standard.

An awarding body's decision to award special consideration will be based on various factors, which may vary from learner to learner and from one assessment to another. These factors may include the severity of the circumstances, the date of the assessment and the nature of the assessment.

Who Is Eligible For Special Consideration?

A learner who is fully prepared and present for a scheduled assessment may be eligible for special consideration if:

- performance in an assessment was affected by circumstances beyond the control of the learner, e.g. recent personal illness, accident, bereavement, serious disturbance during the assessment;
- alternative assessment arrangements, which were agreed in advance of the assessment, proved inappropriate or inadequate.

The following are examples of circumstances arising at the time of the examination which may lead to an application for special consideration:

- terminal illness of the learner;
- terminal illness of a parent/carer/guardian;
- very recent bereavement of a member of the immediate family;
- very serious and disruptive domestic crisis leading to acute anxiety about the family;
- life threatening illness of the learner or member of immediate family;
- severe injury arising from a car accident;
- recent traumatic experience such as death of a close friend or distant relative; (In the case of the former, where whole class groups are involved, normally only the most closely involved friends will be eligible for special consideration.)
- flare-up of severe congenital conditions such as epilepsy, diabetes, severe asthmatic attack;
- recent physical assault;
- temporary accident, illness or injury at the time of the assessment;
- broken limb on the mend;
- serious disturbance during an examination;
- failure by the centre to implement previously agreed access arrangements.

Unlike access arrangements, there are **no** circumstances whereby a centre may apply its own special consideration. Applications **must** be made to the relevant awarding body. **When will learners not be eligible for special consideration?** A learner **will not** be eligible for special consideration where:

- evidence is not supplied by the centre that the learner has been affected at the time of the assessment by a particular condition;
- any part of the assessment is missed;
- preparation for a component is affected by difficulties during the course such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes.



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Who Is Eligible For Special Consideration? continued

Additionally, learners **will not** be eligible for special consideration if preparation for the assessment is affected by:

- long term illness or other difficulties during the course affecting preparation for assessments or revision time, **unless the illness or circumstances manifest themselves at the time of the assessment**;
- bereavement occurring more than six months before the assessment, **unless an anniversary has been reached at the time of the assessment or there are ongoing implications** such as an inquest or court case;
- domestic inconvenience, such as moving house, lack of facilities, taking holidays (**including school/exchange visits and field trips**) at the time of the assessment;
- minor disturbance in the examination room caused by another candidate, such as bad behaviour or a mobile phone ringing;
- the consequences of committing a crime;
- the consequences of taking alcohol or any other non-prescribed drugs;
- the consequences of disobeying the centre's internal regulations;
- the failure to prepare candidates properly for the assessment for whatever reason;
- misreading the timetable for an external assessment and/or failing to attend at the right time and in the right place;
- misreading the instructions of an external assessment and answering the wrong questions;
- making personal arrangements such as a wedding or holiday arrangements which conflict with an assessment;
- submitting no portfolios for assessment at all, unless the submission of portfolios is scheduled for a restricted period of time, rather than during the course;
- missing all internally and externally assessed components;
- failure to cover the course as a consequence of joining the class part way through;
- permanent disability unless illness affects the candidate **at the time of the assessment**; (**Access arrangements exist for candidates with permanent disabilities, please see Chapters 2 and 3 of this document.**)
- failure without good excuse to request access arrangements on time.



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Special Consideration For Distance Learning Courses

All of our distance learning courses are fully supported by one of our qualified tutors for the duration of your course. You have been assigned this support for the duration of this course and at the end of the 'Course Completion Agreement' completion deadline your support will cease unless: **Being placed 'On Hold'**

You can be placed '**on hold**' if your circumstances can be proven to have a negative impact on your ability to continue, such as ill health, bereavement and redundancy. This will remain at the discretion of the Quality Nominee on behalf of BBE Training Ltd as to whether you will qualify for special consideration. If you commence your course whilst experiencing circumstances that have a negative impact you must notify us immediately so we can discuss your options.

Special consideration will give you the option to be put on hold for a maximum duration of 6 months.

NB: You are only entitled to be put on hold once and when the course is recommenced you will be expected to complete your course within the remaining balance of your agreed course completion time as agreed in the 'Course Completion Agreement'.

For example if your course has a completion time frame of 12 weeks. You can be put on hold at any point but the following applies: If you request to be put on hold after 6 weeks of a 12 week course you will have 6 weeks to complete your course after the hold period and the study time recommences. You can recommence with your studies at any point when on hold and your course agreement will resume.

Applying For Special Consideration In Vocational Qualifications

Applications for special consideration **must** be made on a case by case basis and thus separate applications **must** be made for each learner. The only exception to this is where a group of learners have been affected by a similar circumstance during an assessment, such as a fire alarm. A list of learners affected **must** always be attached to the application. Applications for special consideration should be submitted to the relevant awarding body using **Form VQ/SC**. (This form is available electronically at www.jcq.org.uk/.) To ensure effective processing of applications centres **must** additionally submit:

- evidence to support the application such as a statement from a member of centre staff, a

statement from the invigilator (if relevant), or any other appropriate information;

- applications to Edexcel should also include the learner's Student Report Form (SRF).

The head of centre/Principal/CEO **must** authorize all applications for special consideration. Applications **must** be submitted to the awarding body concerned within seven days of the assessment having taken place.

It is important for awarding bodies to process applications for special consideration before the issuing of results and it may not be possible therefore, to respond personally to each request. During the processing of an application, awarding bodies will only liaise with the centre making an application for special consideration on behalf of a learner. Special consideration **will not** be considered once learner achievement has been claimed and certificated.

Applying For Special Consideration In Vocational Qualifications

When a learner's work has been lost or damaged, an awarding body may consider an application for special consideration. In all cases, the centre **must** be able to verify that the work was done and that it was monitored whilst it was in progress.

For competence based qualifications, the centre has a requirement to maintain assessment records independently of the candidate's portfolio. In the case of a lost portfolio, these records, together with fully documented question and answer sessions or written statements, as appropriate, can be used to confirm a candidate's competence. A portfolio re-created because evidence has been lost should be internally verified and the external verifier informed.

Last review: June 2026 next review: June 2027

