

# Special Considerations Policy

Version 1.0 (August 2020)

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

Page 1 of 8

## **SPECIAL CONSIDERATIONS POLICY**

### **Section 1: Overview and scope of the policy**

This policy is aimed at our customers, including learners, who are using Cube products and services and who submit requests for special considerations.

The purpose of this policy is to:

- provide centres with details on the process we follow when reviewing a request and advising you of a decision

#### **1.1 Who needs to know about the policy?**

All centre and satellite centre, sub contract centres or contractual staff who are involved in the design, delivery, management, assessment and quality assurance of our products and your learners are aware of, and familiar with the contents of the policy.

#### **1.2 How can we obtain copies of the policy?**

You can download copies of the policy from [www.learninstallation.co.uk](http://www.learninstallation.co.uk). Centres can request copies from our Customer Support Team on 03330064005 or by emailing [info@learninstallation.co.uk](mailto:info@learninstallation.co.uk)

#### **1.3 Review of the policy**

We review this policy regularly and may revise it as required in response to changes in legislation, changes in our practices, actions from our regulatory or external agencies, and / or in response to customer and stakeholder feedback.

#### **1.4 Complaints**

We have a separate complaints process which covers our centres' or learners' dissatisfaction with our products or services.

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

## **Section 2 Definition**

### **2.1 Overview:**

**The Equality Act 2010** requires centre to make special considerations to ensure learners who have not been able to demonstrate their usual level of abilities at the time of an assessment, due to extenuating circumstances, illness or injury, as defined in the Act, are not placed at a substantial disadvantage in comparison to learners whose assessment performance has not been compromised.

The provision for special considerations are made to ensure that learners receive recognition of their achievement so long as the equity, validity, and reliability of the assessments can be assured. Such arrangements are neither concessions to make assessments easier for learners nor advantages to benefit the learners.

### **2.2 Definition of special considerations:**

Special considerations can be applied after an assessment if there is a reason the learner may have been disadvantaged during the assessment. Reasons for special consideration could be temporary illness, injury or adverse circumstances which has impacted on the learner's ability to demonstrate their usual level of attainment at the time of the assessment.

Learners cannot enter a plea for special considerations for assessment solely on the grounds of disability or learning difficulty.

Special consideration should not give the learner an unfair advantage. The learner's result must reflect the learner's achievement in the assessment and not necessarily the learner's potential ability.

Special consideration may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances during the assessment and will reflect the difficulty faced by the learner, but will always be a minor adjustment as to do more may jeopardise the standard.

Where an assessment requires a competence, criterion or standard to be met fully, or in the case of qualifications that confer a Licence to Practise, it may not be possible to apply special consideration.

It may be more appropriate to offer the learner an opportunity to retake the assessment at a later date or to extend the assessment period so that the learner has more time to complete

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

the assessment activity. All learners regardless of their special consideration must still meet our minimum requirement for the award of a certificate.

### **Section 3: Requesting a special consideration:**

#### **3.1 How to submit a special consideration request:**

To request a special consideration, you should complete the appropriate request form on [www.learninstallation.co.uk](http://www.learninstallation.co.uk) > Policies & Documents > Forms > Request for Special Considerations

#### **3.2 Which requests are eligible for special consideration?**

Learners may be eligible for special consideration if their ability at the time of the assessment has been affected by an event outside of their control. Cube will review all applications on a case-by-case basis. The list below is neither exhaustive nor definitive, but we may accept the following:

- 3.2.1 bereavement at the time of the assessment;
- 3.2.2 temporary illness, accident or injury at the time of the assessment;
- 3.2.3 domestic crisis which arises at the time of the assessment;
- 3.2.4 serious disturbance arising during the assessment;
- 3.2.5 an error or accidental event such as being supplied with the incorrect assessment paper, defective materials, or failure to conduct the assessment due to materials not arriving on time;

#### **3.3 Which requests are not eligible for special consideration?**

The below list, whilst not exhaustive or definitive, details requests for special considerations which we will not accept:

- 3.3.1 minor disturbance during the assessment, such as a mobile phone ringing or momentary distraction caused by another learner;
- 3.3.2 long term illness, unless the illness manifests at the time of the assessment;
- 3.3.3 bereavement which occurs more than six months before the assessment, unless there are any on-going implications as a result of the bereavement, such as a court case;
- 3.3.4 general domestic inconveniences, such as moving house;

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

- 3.3.5 lack of preparation on behalf of the centre. This includes staff shortages, lack of facilities, failure to adhere to assessment timetables or conducting the assessment at the correct time and/or place;
- 3.3.6 personal arrangements, such as a wedding or holiday (this includes centre activities such as field trips);
- 3.3.7 the consequences of committing a crime whereby formally charged;
- 3.3.8 the consequences of being under the influence of alcohol or recreational drugs;
- 3.3.9 failure to cover tasks or coursework as a result of the learner joining the class part way through;
- 3.3.10 learning difficulties or a disability over and above those that a previously approved access arrangement or reasonable adjustment would have alleviated, unless this affects the learner at the time of the assessment or where the disability exacerbates what would otherwise be a minor issue;

### **3.4 Evidence requirements**

The centre will retain all evidence and make it available to any of our authorised representatives who visit our centre, this includes: External Quality Assurers, External Verifiers, Quality Verifiers, Assessment Monitoring Advisors and Customer Quality Advisors for a maximum of 3 months after the result of an assessment.

### **3.5 Timescales for submitting a special consideration request**

Please submit your application as soon as possible after the assessment and no later than 5 working days after the assessment has taken place or the assessment window has closed. We may also accept special consideration requests for controlled / internal assessments. A request for a special consideration for a controlled / internal assessment should be raised at the earliest opportunity.

We can only accept requests for special consideration after the results of the assessment have been released in the following circumstances:

- 3.5.1 the application has been overlooked at the centre and the oversight is confirmed by the Head of Centre
- 3.5.2 medical evidence comes to light about a learner's condition, which demonstrates that the learner must have been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

3.5.3 for on-screen assessments where results are immediately available.

### **3.6 Lost or damaged work**

The centre is responsible for learners' work.

Instances regarding lost or damaged work will be reviewed on a case-by-case basis.

## **Section 4: Processes and timescales regarding special considerations**

### **4.1 Request for a special consideration**

Once a request for a special consideration is received, Cube will complete a review of the request and the evidence provided.

### **4.2 Special consideration timescales**

Cube will aim to review your request within 5 working days of it being received. If this is not possible it will be acknowledged within 2 working days of receipt with notification provided of what action will be taken.

Cube aims to conclude special consideration requests within 5 working days upon receipt of a fully completed request.

Cube will inform you if these timescales cannot be adhered to for any reason.

## **Section 5: Outcomes regarding special considerations**

### **5.1 Outcomes of a special consideration request**

The outcome of a special consideration request could be:

- agreement to review the learner's performance in light of available evidence
- rejection of your request based on investigation of the circumstances detailed in your request.

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

Please note that an approved application for a special consideration would not necessarily change a learner's result.

## **5.2 Appeals**

If you or your learners remain dissatisfied following the outcome of the request that you have submitted, you may submit an appeal in line with our Appeals Policy, which is available on [www.learninstallation.co.uk](http://www.learninstallation.co.uk). For further information, please contact our Customer Support Team on 0191 239 8000 or at customer support info at [learninstallation.co.uk](http://learninstallation.co.uk).

## **Section 6: Contact information**

If you've any queries about the contents of the policy, please contact the Customer Support Team.

**Cube Training**  
Riverside Centre  
Dickens Road  
Gravesend  
Kent DA12 2JY

**E-mail:** [info@learninstallation.co.uk](mailto:info@learninstallation.co.uk)

*Prepared by: Wole Koiki*

*Checked and approved by: Ferdinand Joseph*

*Date: 03/08/2020*

*Next review due: 03/08/2021*

Page **7** of **8**

**Prepared by:** Wole Koiki

**Checked and approved by:** Ferdinand Joseph

**Date:** 03/08/2020

**Next review due:** 03/08/2021

**Page 8 of 8**