Special Consideration Procedure

1. Purpose and Commitment

1.1. This document explains how the College Group manages and processes special consideration requests in a fair, transparent, and consistent manner.

1.2. The College Group is committed to creating an environment where students, staff and other stakeholders feel safe, respected, and able to participate fully in learning and work. Our policies aim to support wellbeing, dignity, and inclusion while ensuring that concerns and issues are addressed consistently and fairly.

1.1. Where possible, the College Group seeks to resolve concerns in ways that promote understanding, accountability, and positive outcomes for everyone involved.

2. Scope

2.1. This procedure sets out the rules, guidelines and instructions on how to submit a special consideration request on behalf of a student to the Awarding Organisations if a student has experienced adverse circumstances beyond their control which may have affected their performance in an assessment.

1.2. This policy applies to Loughborough College Group, its colleges, and its subsidiaries.

3. Definitions

1.3. Definitions are intended to help readers understand this guidance document and should be interpreted in a reasonable and supportive way, rather than used to make assumptions about individuals or situations. Where there is uncertainty about how a term should be understood, individuals are encouraged to seek clarification from the College Group.

Key Term/Acronym	Definition
Special Consideration	A post-assessment adjustment that may be applied where a candidate has experienced a temporary illness, injury or adverse circumstance beyond their control that affected their assessment performance.

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JCQ – Joint Council for Qualifications	The organisation that sets common regulations and guidance for examinations and assessments, including the special consideration process.
Access Arrangements	Agreed arrangements that remove barriers for candidates with recognised disabilities, learning difficulties or medical conditions when taking an assessment.
Reasonable Adjustment	An adjustment made to reduce a substantial disadvantage experienced by a disabled candidate while maintaining the integrity of the assessment.
Non-examination Assessment (NEA)	An assessment that is not a traditional written examination, such as coursework, practical work or other internally completed assessment.
Enhanced Grading	An adjustment that may be made to a candidate's grade where they have missed a timetabled component/unit for an acceptable reason and the relevant requirements are met.

3.1. Unless the context requires otherwise, singular words include the plural and vice versa, references to a person include an individual or legal entity, and references to legislation include any amendments or replacements.

3.2. The terms "including", "include", and similar expressions are illustrative and do not limit the meaning of the preceding words. References to the Group or College refer to all parts of the group.

4. Policy Impact Assessments

4.1. This document has been assessed for its impact on equal opportunities and will be informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities' legislation.

4.2. This document has been assessed for potential risk on data subjects due to the processing of personally identifiable information. All processing has been reviewed and is in line with all current Data protection laws and appropriate safeguards implemented to ensure that the policy has privacy by design as its underlying approach.

4.3. This document has been impact assessed where appropriate for Safeguarding, Health and Safety and Sustainability Factors to ensure that all potential risks are identified and mitigated, and that the policy supports a safe, inclusive, and environmentally responsible learning and working environment.

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4.4. This document has been mapped against the ISO 9001 principles to ensure that Loughborough College Group are following and embedding these principles across and throughout all of their policies and procedures.

5. Policy/Procedure

5.1. Special consideration is given to a candidate who has temporarily experienced illness, injury or some other event outside of their control at the time of the assessment. It is applied when the issue or event has had or is reasonably likely to have had a material effect on a candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

Special consideration is intended to address exceptional short-term circumstances affecting a candidate at the time of assessment and is not a substitute for appropriate access arrangements, reasonable adjustments or good attendance throughout a course.

5.2. If a candidate has experienced a long-term illness or circumstance it is usually not possible to apply for special consideration and where difficulties are ongoing or long term, access arrangements and reasonable adjustments should be considered as early as possible and in accordance with awarding organisation regulations.

5.3. Candidates will be eligible for special consideration if they have been fully prepared and have covered the whole course but performance in the examination, or in the production of coursework or non-examination assessment, is materially affected by adverse circumstances beyond their control. These include:

- 5.3.1. temporary illness or accident/injury at the time of the assessment;
- 5.3.2. bereavement at the time of the assessment (where whole groups are affected, normally only those most closely involved will be eligible);
- 5.3.3. domestic crisis arising at the time of the assessment; serious disturbance during an examination;
- 5.3.4. accidental events at the time of the assessment such as being given the wrong examination paper, being given a defective examination paper or CD, failure of practical equipment, failure of materials to arrive on time;

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- 5.3.5. participation in sporting events, training camps or other events at an international level at the time of the assessment, e.g. representing their club or country at an international level in chess or football;
- 5.3.6. failure by the centre to implement previously approved access arrangements for that specific examination series.

5.4. Candidates will not be eligible for special consideration if preparation for, or performance in the examination is affected by:

- 5.4.1. long term illness or other difficulties during the course affecting revision time, unless the illness or circumstances exacerbate what would otherwise be a minor issue at the time of the assessment (i.e. difficulties over and above those that previously approved access arrangements would have alleviated);
- 5.4.2. bereavement occurring more than six months before the assessment, unless an anniversary has been reached at the time of the assessment or there are on-going implications such as an inquest or court case;
- 5.4.3. domestic inconvenience, such as moving house, lack of facilities, taking holidays (including school/exchange visits and field trips) at the time of the assessment;
- 5.4.4. minor disturbance in the examination room caused by another candidate, such as momentary bad behaviour or a mobile phone ringing;
- 5.4.5. the consequences of committing a crime, where formally charged or found guilty;

  5.4.6. (However, a retrospective application for special consideration may be considered where the charge is later dropped or the candidate is found not guilty.)
- 5.4.7. the consequences of taking alcohol or recreational drugs;
- 5.4.8. the consequences of disobeying the centre's internal regulations:
- 5.4.8.1. quality of teaching, staff shortages, building work or lack of facilities;

  5.4.8.2. misreading the timetable and/or failing to attend at the right time and in the right place; misreading the instructions of the question paper and answering the wrong questions; making personal arrangements such as a wedding or holiday arrangements which conflict with the examination timetable

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- 5.4.8.3. submitting no coursework or non-examination assessment at all, unless coursework or non- examination assessment is scheduled for a restricted period of time, rather than during the course;
- 5.4.8.4. missing all examinations and internally assessed components/units;
- 5.4.8.5. failure to cover the course because of joining the class part way through; • a disability or learning difficulties (diagnosed or undiagnosed) unless the disability or circumstances exacerbate what would otherwise be a minor issue at the time of the assessment, i.e. difficulties over and above those that previously approved access arrangements would have alleviated;
- 1.3.1.1. failure by the centre to process access arrangements by the published deadline.

5.5. Candidates who are present for the assessment but disadvantaged

5.5.1. Special consideration will normally be given by applying an allowance of additional marks to each component affected within a specification. The size of the allowance depends on the timing, nature and extent of the illness or misfortune.

5.5.2. The maximum allowance given will be 5% of the total raw marks available in the component concerned, including coursework/non-examination assessment.

5.6. **The centre must be satisfied that there has been a material detrimental effect on candidate examination performance or in the production of coursework or non- examination assessment.**

5.6.1. **The decision made by the awarding organisation will be based on various factors which may vary from one subject to another, these may include:**

- 5.6.2. **the severity of the circumstances;**
- 5.6.3. **the date of the examination in relation to the circumstances; and**
- 5.6.4. **the nature of the assessment, e.g. whether written papers are affected as opposed to coursework/non-examination assessment, or whether a Practical Test or Speaking Test is involved.**

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NOTE-Special consideration cannot be applied in a cumulative fashion.

For example, because of a recent trauma at the time of the examination **and** the candidate suffering from a viral illness. Special consideration should only be applied for the most serious indisposition.

Where the request for special consideration fails to meet the criteria, it will be rejected.

5.7. Candidates who are absent from a timetabled component/unit for acceptable reasons

5.7.1. When a candidate has missed a timetabled component/unit for acceptable reasons and the centre is prepared to support an application for special consideration, an adjustment may be made to the grade.

5.7.2. Awarding bodies cannot give advice as to whether a candidate is fit to take an examination. Centre staff **must** follow their internal procedures for dealing with candidates who feel unwell on the day of an examination.

5.7.3. For unitised examinations taken in an examination series prior to certification, candidates **must** be re-entered for any missed units at the next assessment opportunity. Unless there are difficulties arising, e.g. group performances which cannot be repeated, special consideration **will not** be awarded.

5.7.4. This principle also applies where entire cohorts miss units due to adverse weather conditions or for any other reason, or where individual candidates miss units because of a change of centre.

5.8. Minimum requirements for enhanced grading in cases of acceptable absence In all cases, candidates must have been fully prepared and covered the whole course.

5.9. Types of evidence

- Types of evidence that might be needed and should be considered are:
- Medical letters or notes
- Emergency services report
- Witness statement from a member of staff, parent/carer, employer or another appropriate third party.
- Student's statement

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***This list is not exhaustive**

All information and supporting evidence submitted in relation to special consideration requests will be processed confidentially and in accordance with the College Group's Data Protection Policy and applicable data protection legislation.

5.10. Loughborough College Group process

Step 1 Student and Tutor discuss whether a special consideration request is appropriate and gather evidence (please contact your Exams Officer if advice is required).

Step 2 If the Tutor agrees that special consideration is appropriate, the Tutor then submits a special consideration request through MS forms Special Consideration Request Form (all evidence should be attached to the request), the student will receive a receipt to say this has been submitted on their behalf.

Step 3 Applications will be reviewed by the Exams Team and considered by the Special Consideration Panel, comprising the Senior Exam Manager and other designated managers as required. The panel does not determine the outcome of a special consideration application; the final decision remains with the awarding organisation.

Requests for special consideration should normally be submitted to the Exams Team within five working days of the assessment or immediately after the adverse circumstance becomes known, to allow sufficient time for awarding organisation deadlines to be met.

6. Roles and Responsibilities

Student	It is the student's responsibility to report any adverse circumstance that may warrant special consideration as soon as possible and to provide appropriate supporting evidence.
Curriculum staff	Curriculum staff are expected to follow this procedure and report acceptable special consideration requests to the exam team.
Exam Team	It is the responsibility of the exam team to scrutinise the evidence provided and determine whether it meets awarding organisation requirements for special consideration.
Awarding Organisations	It is the responsibility of the awarding organisations to process requests and give a fair outcome.

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7. Related Documents

7.1. This document should be read with:

7.1.1. JCQ a guide to the special consideration process

7.1.2. JCQ access arrangements and reasonable adjustments

7.1.3. Exam access arrangements policy

6 Document Access

6.1 This document can be found on the College Group's website and on the Document Control SharePoint.

7 Review and Continuous Improvement

7.1 The College Group is committed to actively periodically reviewing its documents in line with legislation and best practice, to ensure they remain accurate, transparent, compliant, inclusive, effective, and supportive.

8 Change Log

Date	Version	Details of Change	Reviewer
25/08/2026	1.0	Slight wording amendments and updated to group template	Michelle Hopkins

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