

Special Considerations Policy

Introduction

The special considerations policy allows for requests to be made to enhance a mark or award a grade where a learner has been fully prepared for the assessment but their performance or attendance on the day of the assessment has been affected by factors beyond their control, such as ill health or a personal crisis.

Learners may be eligible for special consideration if:

- any part of an assessment is **missed** due to circumstances beyond the learner's control (e.g. recent personal illness, accident, bereavement);
- performance in an assessment is **affected** by unforeseen circumstances (eg recent injury, illness, indisposition, bereavement, serious disturbance during the test);
- approved access arrangements made for a learner with a permanent or long-term disability proved inappropriate or inadequate.

Special consideration will not be given if any part of the assessment is missed due to personal arrangements such as holidays or unauthorised absence.

Making an application

To apply for special consideration, Providers should submit a Special Considerations Request Form to the Quality and Services Manager within **five** working of the assessment taking place. Where this is not possible the Provider must submit the request at the earliest possible opportunity, explaining why there has been a delay in making the request. A request for special consideration must be accompanied by medical evidence, where appropriate, and an estimated pass mark for the learner concerned. Lantra will review the learner's performance in any the part of the assessment which has been completed, taking into account all the available evidence, such as any portfolio of evidence completed by the learner and make a decision as to whether the certificate can be issued.

Each case will be judged on its own individual merit. Lantra does not apply any form of precedent as it is our belief that no two cases will ever be exactly the same.

Process

| Stage | Action | Target Timescales |
|-------|---|---|
| 1 | Learner undertakes assessment, however, has reason to believe that performance may have been compromised due to circumstances outside of their control (e.g. ill health or personal crisis). | |
| 2 | Providers should write to the Quality and Standards Manager with a request for special considerations accompanied by medical evidence, where appropriate, and an estimated pass mark for the learner concerned to qualityandstandards@lantra.co.uk . | Within five working days of the assessment. |
| 3 | Lantra reviews the case to determine if the situation is likely to have impaired performance. | |
| 4 | Lantra decides and if appropriate special consideration is awarded | Within five working days of the completion of the review. |
| 5 | Lantra will write to providers who repeatedly request special considerations retrospectively to correct an instance where access arrangements were not requested. Providers may be asked to provide a copy of the learning needs analysis process and explain why this is not picking up on learners' needs at the appropriate time. | |
| 6 | Lantra will issue the correct certificate if appropriate. | |
| 7 | Providers can appeal against a special consideration decision where a request is refused, or the considerations applied by Lantra are felt not to be enough for the circumstances, Please refer to Lantra's appeals policy for further details of the appeals process. | |

Limitations

Special considerations should not be used to retrospectively correct an instance where access arrangements were not requested. However, Lantra does understand that people may not be aware of their eligibility for access arrangements until such time as they take the assessment or may choose not to disclose their need for fear of embarrassment. Lantra will take a fair review of the case in these instances to determine if performance may have been affected.

Lantra reserves the right to require a candidate to retake the assessment (or any part of the assessment) on the next occasion that it is available where there is any doubt as to whether special consideration should be given or where the candidate's performance was so badly affected that it is impossible to make a judgement about whether they should be awarded a pass or not.

Appealing a decision

Where a request is refused, or the considerations applied by Lantra are felt not to be sufficient for the circumstances, Providers are able to appeal against the decision. Please refer to Lantra's Appeals Policy for further details of the appeals process.

Special Considerations Request Form

Please provide as much detail as possible and include any supporting evidence, such as a medical report, doctor's note as required. A form is required for **each** learner.

| | | | | | |
|--|--|-----|-------------------------|----|----|
| Provider Name | | | | | |
| Learner Name | | | | | |
| Training Course Title and No./ Qualification Title and No. (please include all affected unit titles and numbers) | | | | | |
| Date of assessment | | | | | |
| Date problem began | | | | | |
| Is the problem continuing? | | Yes | | No | |
| Did the learner | Sit the assessment but was disadvantaged? | | Not sit the assessment? | | |
| For incomplete portfolios or practical assessments please indicate the mark awarded and the percentage of work completed. | | | Mark | | % |
| Summarise the circumstances which affected the learner's performance: | | | | | |
| | | | | | |
| Is current supporting evidence attached? | | | Yes | | No |
| Declaration: I am satisfied that the information provided is accurate and fully support the application. | | | | | |
| Name | | | Role | | |
| Signature | | | Date | | |
| For office use only: | | | | | |
| | | | | | |