

Special Considerations Policy

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1. Purpose

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.

2. Scope

This special consideration policy with related procedures applies to Lantra provision. This policy and related procedures are intended for: Providers and Lantra staff.

3. Responsibilities

Providers, including all personnel delivering Lantra approved qualifications and/or courses who wish to request and apply for special consideration for a learner.
Learners registered with Lantra with approved qualifications or courses, who require and/or have been granted special consideration.

Lantra staff to ensure that all requests are applied and processed in a consistent and fair manner to meet the requirements of the regulator.

4. Definitions

A special consideration is a post assessment adjustment which can be applied if there is reason a learner may have been disadvantaged during an assessment or examination, due to an unforeseen circumstance during or near to the time of that assessment or examination.

5. Associated Documents

Special Considerations Request Form

6. Policy

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 (e.g., 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.

6.1. Making an application

To apply for special consideration, Providers should submit a Special Considerations Request Form to regulatorycompliance@lantra.co.uk within at least 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.

6.2. 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 Regulatory Compliance with a request for special considerations accompanied by medical evidence, where appropriate, and an estimated pass mark for the learner concerned to regulatorycompliance@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.	

6.3. 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

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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.

6.4. 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.

6.5. Examples eligible for special considerations

The following are reasons which may lead to a special consideration being authorised:

- Incapacitating illness.
- Serious injury.
- Terminal illness.
- Recent bereavement of a family member or close friend.
- Terminal illness of a parent, child or dependent.
- Serious domestic crisis.
- Serious accident or injury.
- Flare up of congenital illness.
- Physical assault trauma.
- Illness at the time of the assessment.
- Serious disturbance during the assessment.

6.6. Examples not eligible for special considerations

The following are reasons which are not eligible for special considerations:

- Minor disturbance during the assessment, e.g., a mobile phone ringing or momentary distraction caused by another learner.
- Long term illness unless the illness manifests at the time of the assessment.
- Bereavement which occurs more than six months before the assessment, unless there are any on-going implications because of the bereavement, such as a court case.
- General domestic inconveniences, e.g., moving house.
- Lack of preparation on behalf of the centre, e.g., staff shortages, lack of facilities.
- Failure to adhere to assessment timetables or conducting the assessment at the correct time and/or place.
- Personal arrangements, e.g., a wedding, holiday, centre field trip.
- The consequences of committing a crime, where formally charged.
- The consequences of being under the influence of alcohol or recreational drugs.
- Failure to undertake assessment due to the learner joining part way through.
- 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.

7. Enforcement

Any provider found not to request special consideration when required could be penalised with a sanction.