



The Chartered
Institute of Logistics
and Transport

CILT(UK) Policy and procedures: Special Consideration

CILT(UK) Policy

Special Consideration

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1. Policy

CILT (UK) is committed to ensuring that learners have an equal opportunity to demonstrate knowledge, skills and understanding at each specified CILT (UK) qualification level, by removing and or minimising barriers to entry where possible, while maintaining the integrity of qualifications and assessment.

CILT (UK) will ensure that, where appropriate and where applied for within published timescales post-assessment, learners are offered appropriate Special Consideration. This is for circumstances where a learner is present for the assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances which arose at or near the time of assessment, or where a learner misses part of the assessment due to circumstances outside their control.

However, it is the responsibility of the Learning Partner to ensure that, applications for Special Consideration are made to CILT(UK) on behalf of the learner as soon as possible *and* within specified timescales after the assessment takes place.

2. Scope

This policy applies to all assessments for the following:

- All CILT (UK) qualifications regardless of assessment route

The policy covers:

- Special Consideration for eligible learners, applied for post-assessment.

3. Regulatory Authorities' criteria

CILT(UK) is an awarding organisation regulated by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet relevant regulatory requirements as set out by Ofqual/ QW/ CCEA and has been compiled with reference to current best practice including guidance issued by the Federation of Awarding Bodies (FAB) and the Joint Council for Qualifications (JCQ).

4. Special Consideration

Definition

Ofqual/QW/CCEA define Special Consideration as:

“Consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the Learner’s ability to –

(a) take an assessment, or

(b) demonstrate his or her level of attainment in an assessment

Joint Council for Qualifications’ (JCQ) guidance on Special Consideration states:

*“Special Consideration is a post-examination adjustment to a candidate’s mark or grade. This is to reflect temporary illness, temporary injury or some other event outside of the candidate’s 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 his or her normal level of attainment in an assessment.*

NB: The Special Consideration process only applies where an assessment has been undertaken by the Learner and any potential impact on assessment performance.

Principles

Each request for Special Consideration will be unique to that learner or assessment. These guidelines offer some broad principles for the Learning Partner to follow. Further information should be sought in each case from CILT(UK) Awarding Organisation.

- Unlike Reasonable Adjustments, all Special Consideration applications must be made to the awarding organisation
- Special Consideration may be given following a scheduled assessment to a learner:
 - who is present for the assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances which arose at or near the time of assessment
 - who misses part of the assessment due to circumstances outside their control.
- Learning Partners should note that, where an assessment requires the learner to demonstrate practical competence or where criteria have 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.
- In some circumstances, for example for on-demand assessments, it may be more appropriate to offer the learner an opportunity to take the assessment at a later date.
- Special Consideration should not give the learner an unfair advantage, neither should its use cause the user of the certificate to be misled regarding a learner’s achievements
- It must not invalidate the assessment requirements of the qualification or the requirements of the assessment strategy
- It must not alter competency standards
- The learner’s result must reflect his / her achievement in the assessment and not necessarily his / her potential ability
- The learner must submit evidence in support of Special Consideration. This may include medical evidence or a statement from the invigilator or any other appropriate information
- Special Consideration, if successful, may result in a **small** post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner (See Appendix 1: Special Consideration - Examples of allowances)
- However, applicants should note that a successful application of Special Consideration may not result in a change a learner’s mark or result.

Eligibility criteria

A learner who is fully prepared and present for a scheduled assessment **may** be eligible for Special Consideration if performance in an assessment is affected by circumstances beyond the control of the learner:

- Temporary illness or accident/injury **at the time of the assessment**;

- Bereavement **at the time of the assessment** (where whole groups are affected, normally only those most closely involved will be eligible);
- Domestic crisis arising **at the time of the assessment**;
- Serious disturbance during an examination
- 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;
- Failure by the Learning Partner to implement previously approved reasonable adjustments for that specific assessment
- Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate
- Part of an assessment has been missed due to circumstances beyond the control of the learner

A learner will **NOT** be eligible for Special Consideration if preparation for, or performance in the examination is affected by:

- Lack of evidence is supplied by the Learning Partner that the learner has been affected **at the time of the assessment** by a particular condition;
- Long term illness or other difficulties during the course affecting 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 on-going 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 learner, such as momentary bad behaviour or a mobile phone ringing;
- The consequences of committing a crime, where formally charged or found guilty; (However, a retrospective application for Special Consideration may be considered where the charge is later dropped or the learner is found not guilty.)
- The consequences of taking alcohol or recreational drugs;
- The consequences of disobeying the Learning Partner's internal regulations;
- The failure of the Learning Partner to prepare learners properly for the examination for whatever reason;
- Quality of teaching, staff shortages, building work or lack of facilities;
- 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;
- 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;
- Missing all examinations and internally assessed components/units;

- Failure to cover the course because of joining the class part way through;
- A disability or learning difficulties (diagnosed or undiagnosed) unless illness affects the **learner at the time of the assessment** or where the disability exacerbates what would otherwise be a minor issue – **(difficulties over and above those that previously approved reasonable adjustments would have alleviated)**;
- Failure by the Learning Partner to process reasonable adjustments by the published deadline.

Mark allowances

- The size of a Special Consideration allowance depends on the timing, nature and extent of the illness or misfortune. The **maximum** allowance given will be **5% of the total raw marks** available in the component concerned, including coursework/non-examination assessment
- Special Consideration cannot be applied in a cumulative fashion. For example, because of a recent trauma at the time of the examination and the learner suffering from a viral illness. Special Consideration should only be applied for the most serious indisposition.
- For further information see Appendix 1: Examples of Special Consideration allowances
- CILT(UK) will **not** enter into discussion with applicants regarding the amount of Special Consideration that should be applied.

Applications

- Learners should, in the first instance, discuss the incident and the application of Special Consideration with the Learning Partner concerned.

Application Form

- Learning Partners applying for Special Consideration must use the CILT(UK) Special Consideration Application form
- A separate form should normally be completed for each learner for each assessment
- However, where a group has been disadvantaged by a particular event (e.g. fire alarm), a single form should be submitted.
- Applications with supporting evidence should be sent (with 'Special Consideration application' in the 'Subject' line) to: AO@ciltuk.org.uk

Supporting Evidence

- The learner must submit evidence in support of Special Consideration. This may include medical evidence or a statement from the invigilator or any other appropriate information.

Authorisation

- The application should be signed and dated by the Head of Learning Partner or a Learning Partner staff member with delegated authority to do so. The signatory must declare that the information given is accurate.

Centre fees - not permitted

- In March 2021, the qualification regulators issued clarification to awarding organisations that in order to comply with Equalities Law, learning partners are not permitted to charge a learner any additional fee

related to providing a Reasonable Adjustment. To meet equality duties, CILT(UK) policy is to take the same approach regarding centre fees for Special Consideration applications.

- In order to minimise barriers to assessment and meet equality duties, CILT(UK) does not charge a fee for Special Consideration applications

Timescales

The application for Special Consideration should be submitted by the Learning Partner where possible **within 24 hours** of the assessment and in exceptional circumstances **not later than 5 working days** after the assessment.

Requests for Special Consideration may only be accepted after the results of the examination have been released in the following circumstances:

- The application has been overlooked at the Learning Partner and the oversight is confirmed by the Head of Learning Partner
- 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 examination, even though the problem revealed itself only after the assessment
- for on-screen assessments *where results are immediately available* after completion of the test

CILT(UK) will acknowledge the application **within 5 working days of receipt** and respond **within 10 working days of receipt** by email.

Decisions

All applications are treated on a case-by-case basis.

If the application for Special Consideration is successful, the learner's performance will be reviewed in the light of available evidence.

Where a request for Special Consideration fails to meet the criteria it will be rejected.

The decision made by CILT(UK) awarding organisation will be based on various factors which may vary from one subject and /or assessment to another. These may include:

- The severity of the circumstances;
- The date of the examination in relation to the circumstances; and
- The nature of the assessment, e.g. whether written papers are affected as opposed to coursework/non-examination assessment

CILT(UK) will **not** enter into discussion with applicants regarding the amount of Special Consideration that should be applied.

It should be noted that a successful application of Special Consideration will not necessarily change a learner's result, e.g. where an incident occurs and application is accepted but does not meet the criteria for a mark adjustment.

Outcomes

CILT(UK) will provide a written decision which will either reject or accept the application with a rationale. Where relevant, the decision will outline the Special Consideration mark allowance that is deemed appropriate by CILT(UK) in the circumstances. The written response will be sent by email to the Learning Partner.

Any mark allowance will be applied during the assessment process to the learner's result for the relevant assessment.

Learning Partner record keeping

The Learning Partner should keep records of their applications to CILT(UK) for Special Consideration, referencing the relevant evidence **for 3 years after the date of the assessment**. Supporting evidence should be kept, subject to the requirements of General Data Protection Regulation (GDPR).

5. Special Consideration – Malpractice

Learning Partners should note that failure to comply with CILT(UK) policy and guidance regarding Special Consideration to assessments has the potential to constitute malpractice and may impact on the candidate's result(s). Examples of failure to comply include (but are not limited to):

- Failing to submit a Special Consideration application(s) following an assessment where the Learning Partner was aware of circumstances covered by this policy;
- Submitting Special Consideration applications that are not supported by evidence;
- Submitting Special Consideration applications that are not accurate and/or genuine to the best of the Learning Partner's knowledge;
- Failing to maintain records of Special Consideration applications for audit by CILT(UK).

Further details are available in the *"CILT(UK) Awarding Organisation Policy - Malpractice"* document, available on the CILT(UK) website: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk/CILT-Qualifications)

6. Special Consideration – Appeals

In accordance with regulatory requirements, CILT(UK) Awarding Organisation offers an Appeals process where a learner or a centre is dissatisfied with a Special Consideration decision made by a centre or the Awarding Organisation.

- The Appeals process is concerned with whether awarding organisation procedures were applied consistently, properly and fairly
- **NB:** The Appeals process does not include further re-marking of learner scripts
- If the applicant fails to provide sufficient grounds for the appeal, including supporting evidence within the timescale, CILT(UK) reserves the right to reject the application and refund the fee.

Further information

For further details including process, fees and application form, please see the CILT(UK) *"Appeals policies and procedures"* document, available on the CILT(UK) website: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk/CILT-Qualifications)

7. References

CCEA Regulation, 2021 *"General Conditions of Recognition (January 2021)"*

Federation of Awarding Bodies, 2012 *“The Application of Reasonable Adjustments and Special Consideration in Vocational Qualifications (January 2012)”*

Joint Council for Qualifications, 2020 *“A guide to the special consideration process (With effect from 1 September 2020)”*

Office of Qualifications and Examinations Regulation, 2020 *“Ofqual Handbook: General Conditions of Recognition (November 2020)”*

Qualification Wales, 2021 *“Standard Conditions of Recognition (January 2021)”*

Appendix 1: Special Consideration – Examples of allowances

The following are examples of circumstances which must apply at the time of the assessment (unless otherwise stated):

5% This is the maximum allowance and will be reserved for the most exceptional cases, such as:

- terminal illness of the learner;
- terminal illness of a parent/carer;
- death of a member of the immediate family within two months of the examination;
- very serious and disruptive crisis/incident at or near the time of the examination.

4% Very serious problems such as:

- life-threatening illness of learner or member of immediate family;
- major surgery at or near the time of the examination;
- severe disease;
- very recent death of member of extended family;
- severe or permanent bodily injury occurring at the time of the examination;
- serious crisis/incident at the time of the examination

NB: 'Very recent' is defined as within one month of the examination(s) taking place

3% A more common category (more cases will fall into this category), including:

- recent traumatic experience such as death of a close friend or distant relative;
- recent illness of a more serious nature;
- flare-up of a severe congenital/medical condition or a psychological condition;
- broken limbs;
- physical assault trauma before an examination;
- recent crisis/incident;
- witnessing a distressing event on the day of the examination involved.

NB: 'Recent' is defined as up to four months prior to the examination(s) taking place.

2% The most common category of allowance – most cases will fall within this category:

- illness at the time of the examination;
- broken limb on the mend;
- concussion;
- effects of pregnancy;
- extreme distress on the day of an examination (not simply exam related stress);
- on last paper taken in a day when a learner has been entered for three or more examinations timetabled for the same day and the total duration of those papers is more than 5 hours 30 minutes. Where extra

time has been used following formal approval, this should be included in the calculation. Supervised rest breaks must not be included in the total duration of the papers when applying for Special Consideration

1% Reserved for more minor problems:

- noise during examination which is more than momentary;
- illness of another learner which leads to disruption in the examination room;
- stress or anxiety for which medication has been prescribed;
- hay fever on the day of an examination;
- minor upset arising from administrative problems.

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