

## PeopleCert Business and IT examinations

### Special Consideration Request form

Please complete all fields and submit the form to [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org). Requests for special consideration should be submitted as soon as possible and **no later than 5 days after the exam(s)**.

Details			
<b>Candidate Name</b>		<b>Candidate exam ID no</b>	
<b>Accredited Training Organisation (ATO) name</b>		<b>ATO ID no</b>	
Qualification title		Examination module (e.g., Foundation, Practitioner)	
Date of examination	Was not present for the examination	Was present for the examination but was disadvantaged	
Date the problem began	Is the problem continuing? (yes / no)	Is current medical/ psychological or other evidence attached?	
Summarise the adverse circumstances affecting examination performance (N.B. "See attached" will NOT suffice – you must provide adequate detail)			

Declaration:			
I am satisfied that the information provided is accurate and fully supports the application.			
<b>Submission Date</b>		<b>Signature</b>	
<b>ATO representative (if appropriate)</b>		<b>Signature</b>	

### Notes on the completion of the Special Consideration Form

We have designed this form so it is easy to understand and complete. Please read the steps below for additional guidance on completing the form.

- If you are an ATO applying on behalf of a number of candidates, a separate form should normally be completed for each candidate, for each qualification affected in the same qualification specification. However, in cases where a group of candidates have been disadvantaged by a particular event (e.g., a fire alarm during a paper-based examination) a single form should be submitted. A list of candidates affected must then be attached to the form when it is submitted to us
- Please state on the form the precise nature of the adverse circumstances affecting you, including in the appropriate boxes, the date when the circumstances first began to affect you and if you were still affected by them during the examination.
- In cases where medical/psychological evidence is required, please ensure that this is attached to the form when it is submitted to us.
- The representative of an ATO must support an application for it to be accepted for paper-based examinations delivered by a partner.
- Requests for special consideration may only be accepted after more than 5 days in the following circumstances:
  - application has been overlooked by a partner and the oversight is confirmed by the partner's representative;
  - medical evidence comes to light about your condition, which demonstrates that you must have been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment.

Please note that:

- Where an assessment requires the candidate 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 candidate an opportunity to take the assessment at a later date.

If the application for special consideration is successful, a candidate's performance will be reviewed in the light of available evidence. It should be noted that a successful application of special consideration will not necessarily change a candidate's final result.

For additional information please refer to the Special Considerations Policy for PeopleCert exams.