



# Special Considerations Policy for PeopleCert exams

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Public

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Document Revision History		
Version	Date	Description of Change
2.0	08/04/2024	2024 Rebranding
1.0	05/12/2022	Initial version

## 1 Introduction

This policy is for candidates have taken a PeopleCert examination.

It is also for use by our staff to ensure they deal with all special consideration requests in a consistent manner.

### 1.1 This policy outlines:

- Our arrangements for special considerations and how candidates qualify.
- What special considerations will be given to candidates.

### 1.2 Partners' responsibilities

Our partners must make sure candidates are fully aware of this policy.

### 1.3 Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it when necessary in response to partner and candidate feedback, changes in our practices, or changes in legislation.

If you would like to provide feedback, please contact [quality@peoplecert.org](mailto:quality@peoplecert.org)

### 1.4 Arrangements not covered by this policy

Our partners delivering and candidates taking our languages qualifications should refer to the LanguageCert reasonable adjustments and special consideration policy.

### 1.5 Appeals

If you wish to appeal against our decision to decline requests for special consideration arrangements, please refer to our PeopleCert Appeals policy.

### 1.6 Policy overview

PeopleCert is committed to complying with all current and relevant legislation in relation to the development and delivery of our qualifications and which at the time of writing includes, but is not limited to, the Equality Act 2010.

PeopleCert, and its partners, must ensure that all candidates are treated equally, and that no PeopleCert learner or examination candidate is discriminated against in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Assessment should be a fair test of candidates' knowledge and what they are able to do.

We recognise that special considerations may be required where:

- Candidates have a temporary disability, medical condition or learning needs.
- Candidates are indisposed at the time of the assessment.

The provision special consideration is made to ensure that candidates receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessment easier for candidates.

## 2 Process for requesting special consideration

For a PeopleCert business and IT examination, our candidates may apply directly to us. Our partner may choose to assist them.

In either case, the candidate, or the partner with the candidate, should complete a 'Special Consideration request form' and in doing so supply relevant supporting information, including:

Candidate's name, the Accredited Training Organisation (ATO) name, and registration number.

Nature of, and rationale for, the request.

Supporting information/evidence (e.g., medical evidence, a statement from the invigilator for a paper-based examination, or any other appropriate information).

Requests for special consideration should be submitted as soon as possible after the exam and **no later than 5 days after the exam**. Requests for special consideration may only be accepted after the results of assessment have been released in the following circumstances:

- Application has been overlooked by a partner and the oversight is confirmed by the partner.
- Medical evidence comes to light about a candidate's condition, which demonstrates that the candidate must have been affected by the condition at the time of the assessment, even though the problem revealed itself only after the assessment.

If the application for special consideration is successful, the 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 result.

## 3 How we will manage Special Consideration requests

We aim to respond to all requests **within 48 hours of receipt**. If we are unable to respond within this timeframe for a legitimate reason, we will provide you with an estimated response date.

In considering an application, we will:

- Review the evidence and rationale submitted by the partner/candidate to assess the merits of the claim and whether the incident is valid and a special consideration should apply.
- Review the examination specifications to determine whether such a consideration can be reasonably applied and to confirm that it will not provide an unfair advantage to the candidate(s).

In all cases, we will communicate our decision to the applicant and in doing so outline the extent to which a special consideration will be applied. If an application is rejected, we will provide a clear rationale as to why and in doing so inform the applicant that the candidate or partner have the right to appeal the decision in accordance with the arrangements outlined in our Appeals policy.

## 4 Definition of special considerations

Special consideration can be applied after an assessment if there was a reason the candidate may have been disadvantaged during the assessment. For example, special consideration could apply to a candidate who had temporarily experienced:

- An illness or injury.
- Some other event outside of their control (e.g., exam conditions) which has had, or is reasonably likely to have had, a material effect on that candidate's ability to demonstrate their level of attainment in an assessment.

Special consideration should not give the candidate an unfair advantage; neither should its use cause the user of the certificate to be misled regarding a candidate's achievements. The candidate's result must reflect their achievement in the assessment and not necessarily their potential ability.

PeopleCert's decision to award special consideration will be based on various factors, which may vary from candidate to candidate and from one assessment to another. These factors may, for example, include the severity of the circumstances and the nature of the assessment.

It may not be possible to apply special consideration 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'.
- An assessment has been missed.

In some circumstances, it may be more appropriate to offer the candidate an opportunity to take the assessment at a later date.

## 5 Contact us

For any queries about the contents of the policy, please contact us using the help and support channels available on our website here:

[Help and support](#)

## 6 Making special considerations

We will review the circumstances and evidence surrounding each request for special consideration to ensure that the decision made maintains the equity, validity, and reliability of the assessment for the candidate and does not give the candidate an unfair advantage.

A candidate who is fully prepared and present for a scheduled assessment **may be eligible** for special consideration if:

- Part of an assessment has been missed due to circumstances beyond the control of the candidate.
- Performance in the assessment is materially affected by adverse circumstances beyond their control. These include:
  - Temporary illness or accident/injury at the time of the assessment.
  - Bereavement 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, or the failure of a nearly completed examination because of technical issues within our control.
- There is a sufficient difference between the part of the assessment to which special consideration is applied and other parts of the qualification that have been achieved to infer that the candidate could have performed more successfully in the assessment.
- Reasonable adjustments that were agreed in advance of the assessment proved inappropriate or inadequate.

A candidate **will not be eligible** for special consideration if no evidence is supplied to verify that the candidate has been affected at the time of the assessment by a particular condition.

A candidate **will not be eligible** for special consideration if performance in the examination is affected by:

- Domestic inconvenience, such as moving house, taking holidays at the time of the assessment.
- Long-term illness unless the illness manifests at the time of the assessment.
- The consequences of taking alcohol or recreational drugs.
- The consequences of disobeying PeopleCert's online and paper-based examination regulations.
- The failure of a partner to prepare candidates properly for the examination for whatever reason.
- Preparation for an examination affected by difficulties during the course (e.g., staff shortages, building work or lack of facilities).
- Failing to attend the examination at the right time and/or right place.
- Misreading the instructions of the examination and answering the wrong questions.
- Making personal arrangements, such as a wedding or holiday arrangements, which conflict with the examination timetable.
- A disability or learning difficulties (diagnosed or undiagnosed) unless illness affects the candidate 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).
- Technical issues within the control of the candidate (such as battery failure or bringing a laptop not meeting the requirements of our written instructions).

## Appendix 1 – Glossary

Term	Definition
Appeal	A process through which an awarding organisation or centre may be challenged on the outcome of a decision.
Assessment	The process of making judgments about the extent to which a candidate's work meets the assessment criteria for a qualification or unit, or part of a unit.
Assessment criteria	The requirements that a candidate needs to meet in order to achieve success (or a given grade) in a qualification, unit, or part of a unit.
Assessment method	The means by which an individual's competence is judged.
Assessment task	An activity undertaken by an individual candidate to show that they can meet the required standard.
Assessor	The person who assesses a candidate's work.
Competence	The ability to perform to the required standard.
Invigilator	A person who supervises individuals taking an examination or assessment, sometimes called a Proctor.
Learning programme	A course of study.
Malpractice	Actions and practices which threaten the integrity of public qualifications.
Proctor	A person who supervises individuals taking an examination or assessment, sometimes called an Invigilator.
Standards	The combination of knowledge, understanding and skills required to perform a job or task to the level of competence required in the workplace.
Special consideration	Procedures implemented at the time of an examination to allow attainment to be demonstrated by a candidate who has been disadvantaged by temporary illness, injury, indisposition, or adverse circumstances at the time of the examination.



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