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## Introduction

When candidates are disadvantaged during their assessment, we can sometimes make mark adjustments as part of a process called Special Consideration. Applications for Special Consideration can be submitted if candidates have 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.

## Scope

This policy is aimed at our exam venues and candidates who have completed a CIOL Qualifications assessment.

This policy will also be used by our staff to ensure they are dealing with all Special Consideration requests in a fair and consistent manner.

## Definition of Special Consideration

Special Consideration is a post-assessment adjustment to a candidate's mark to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment, which 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.

Special Consideration can only seek to go some way to assist a candidate affected by a potentially





## Examples of Special Consideration that we may apply

The following are examples of circumstances which may apply at the time of the assessment.

5% Reserved for the most exceptional cases, such as:

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

4% Very serious problems, such as:

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

N.B. 'Very recent' is defined as within one month of the assessment(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
- organ disease
- physical assault trauma before an assessment
- recent crisis/incident
- witnessing a distressing event on the day of the assessment involved.

N.B. 'Recent' is defined as within one month of the assessment(s) taking place.



hay fever on the day of an assessment  
minor upset arising from administrative problems.

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

## Process for applying for Special Consideration

Candidates, or exam venues entering candidates, who wish to apply for Special Consideration must inform CIOL Qualifications in line with our published dates, specifying in detail the circumstances that arose at the time of the assessment. Official evidence alongside the completed application form will need to accompany any application for Special Consideration. This evidence may take the form of one or more of the following:

- a detailed statement from the candidate's exam venue
- invigilator's report
- supporting evidence, such as a copy of a medical or professional statement, or a psychologist's report, which includes recommendations.

## Special Consideration application form and timelines

The Special Consideration application form can be downloaded from [here](#) and when completed it should be emailed along with the required evidence to [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk)

Special Consideration will need to be applied for each time and will not be carried over to future assessments.

Please refer to our timelines in the Key Dates document



## Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

## Policy version and owner