

Special Consideration Policy

1. Scope and Purpose of Policy

This policy outlines the procedures and requirements to ensure access arrangements for Special Consideration are met. This policy applies to Signature, our centres and their candidates.

2. Responsibility

Business Services Manager, Qualifications and Quality Manager, Compliance and Quality Officer and Customer Support Officers.

3. Policy Statement

Signature aims to ensure that access to assessment is provided so as to maximise opportunity for as many candidates as possible. As a general principle, Signature would wish to allow candidates the same level of support during assessments as they have received during the learning process, providing that the support does not give the candidate any unfair advantage or disadvantage over others who do not have such support.

Special Consideration

Special consideration may be given for candidates who were ill on the day of the assessment, injured or indisposed at the time of an assessment, or where performance was affected by unforeseen circumstances, e.g. serious disturbance during the assessment.

To apply for a special consideration for a candidate, centres should contact their Customer Support Officer by email or by fax, along with any of the below:

- an explanation/description of the circumstances; and
- evidence, where appropriate

If the application for special consideration is accepted in the light of the above information, Signature may:

- review the candidate's performance in the light of the evidence available and make a decision; or
- offer the candidate the opportunity to re-sit the assessment at a suitable date; or
- reach an alternative solution, appropriate to the circumstances.

Requests for special consideration will not be accepted after the results of the assessment have been published.

4. Linked Policies

Equal Opportunities Policy
Equality and Diversity policy

5. **Linked Procedures**

Sig Pro1 The recognition of centres to offer awards within the RQF

6. **Location and Access to the Policy** (where held)

Signature website