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Highfield
**Special
Consideration
Policy**

1. Introduction

- 1.1 This policy sets out Highfields’s approach to special considerations.
- 1.2 A special consideration is a post-assessment adjustment that can be made should a learner experience an event that is likely to, or has, affected the learner’s assessment.

2. Scope

- 2.1 This policy applies to Highfield Approved Centres as well as training providers and other organisations Highfield may work with for the provision of End-Point Assessment services (“EPA”). For ease of reference, all hereafter are collectively referred to as “centres”.
- 2.2 This policy applies to Highfield learners and apprentices. For ease of reference, all hereafter are collectively referred to as “learners”.

3. Special Consideration Eligibility

- 3.1 A special consideration is a consideration to be given to a learner who has temporarily experienced an illness or injury, or some other event outside of their control, which has, or is reasonably likely to have, materially affected the learner’s ability to:
 - 3.1.1 take an assessment.
 - 3.1.2 demonstrate their level of attainment in an assessment.
- 3.2 Circumstances, at the time of, or during, assessment where a learner may be eligible for a special consideration include:
 - 3.2.1 an accident, injury, or temporary illness.
 - 3.2.2 a serious domestic issue. For example, bereavement of an immediate family member within 3 months of the assessment.
 - 3.2.3 failure by the centre (or assessor in the case of EPA) to provide the correct assessment materials.
 - 3.2.4 technical issues with the assessment or associate assessment materials.
 - 3.2.5 a serious disruption of the assessment. For example, a fire alarm.
 - 3.2.6 failure by the centre (or assessor in the case of EPA) to implement access arrangements that have been approved in advance of the assessment.
 - 3.2.7 a significant issue arising from a learning difficulty, disability or long-term illness that is exacerbated at the time of assessment that would not normally require a reasonable adjustment.
- 3.3 The list in 3.2 above is not intended to be exhaustive.
- 3.4 Circumstances where a learner will not be eligible for a special consideration

include:

- 3.4.1 minor domestic issues and arrangements. For example, moving house or a wedding.
 - 3.4.2 consequences of committing unlawful activities, taking recreational drugs and alcohol.
 - 3.4.3 a minor disturbance of assessment. For example, a phone ringing.
 - 3.4.4 ill preparation of the learner for assessment by the centre or the learner themselves.
 - 3.4.5 failure by the learner to complete all required elements of teaching and assessments.
- 3.5 The list in 3.4 is not intended to be exhaustive.

4. Applying for Special Consideration

- 4.1 Centre applications for special consideration must be completed on the Special Considerations Form. The completed form must be submitted to Highfield by the centre on behalf of the learner. The form can be found in the Download Area and Members Area of the Highfield website. Applications must be submitted to Highfield within five working days following the examination/assessment. Highfield reserves the right to decline the request for special consideration if the above is not adhered to.
- 4.2 The centre is required to hold all relevant evidence in relation to the special consideration application for a period of 12 months and make this available to Highfield upon request.
- 4.3 Highfield will respond in writing to the request for special consideration within two working days of the application. The written response will detail the acceptance or refusal of permission for special consideration. Highfield may extend this time at our discretion. For example, if the request is complex, we may have to consult with external parties and stakeholders.
- 4.4 End-point assessors are permitted to, at the time of assessment, pause an end-point assessment and refer to the Highfield Assessment team in order to apply for a special consideration.
- 4.5 Where learners are present at the time of assessment and their application for a special consideration is accepted the following considerations may be applied:
- 4.5.1 for qualifications and exams up to 5% additional marks applied to the raw score dependent on the severity circumstance.
 - 4.5.2 for EPA and vocational assessments where competence is required to be fully met in order to achieve a grade it may not be possible to apply up to 5% additional marks. In these cases, it may be appropriate for the assessment to be undertaken again or extend the assessment period to complete the assessment activity.

- 4.6 Where learners are absent at the time of assessment and their application for a special consideration is accepted the following considerations may be applied:
 - 4.6.1 the assessment may be undertaken at another date
 - 4.6.2 the assessment period may be extended
- 4.7 All parties must be mindful of the potential for learners abusing the process to obtain better marks.
- 4.8 All parties must be aware that the learner's results are a reflection of performance during assessment as opposed to potential ability over a period of time.
- 4.9 A special consideration should not unfairly advantage or disadvantage a learner or group of learners.
- 5. Appealing a decision regarding a Special Consideration**
- 5.1 Should the centre disagree with Highfield's decision in relation to a reasonable adjustment, in the first instance, should contact their account or engagement manager. Following this, the centre should follow Highfield's Appeals Procedure.
- 6. Contact us**
- 6.1 If you have any questions about this policy please contact your account or employer engagement manager on 01302 363 277 or e-mail info@highfield.co.uk