

## Special Considerations Policy

### Introduction

This policy is aimed at employers, training providers and learners where ISP is providing end-point assessment and/or awarding body services.

The policy outlines what qualifies as special considerations and the arrangements for giving special considerations in relation to EPA or qualification assessment.

This policy is reviewed annually unless the need arises for it to be completed sooner.

ISP aims to ensure that equality of opportunity is promoted in access to our assessment services and that unlawful or unfair ISP have outlined clear arrangements to make special considerations. In respect of this, individual applications for special considerations should be made to ISP as soon as they arise to mitigate any missed opportunities.

Special considerations can be requested for unexpected or exceptional events taking place during an examination or EPA that might affect the performance of the learner in the examination or EPA.

It may also be possible for a learner to submit a special consideration request after their examination or EPA in the event they feel they have been disadvantaged during their assessment.

Any adjustments or considerations for pre-existing conditions such as learning difficulties or disabilities should not be requested via this policy, please refer to ISP Reasonable Adjustments policy for more details.

### Policy intent

- Special considerations procedures are in place to enable learners to meet ISP assessment and EPA where unforeseen circumstances may occur during the EPA assessment or examination, and it was not possible to mitigate these occurrences beforehand
- Before agreeing to any special considerations, ISP will always ensure that the request will not give a learner unfair advantage over other learners.
- ISP will ensure at all times that the validity of the ISP assessment, examination or EPA is not compromised.
- The decision regarding special considerations is given relative to the individual needs of the learner and taking their usual methods of working into account.
- All Special Considerations are reviewed, and a reply provided to the learner, Provider and or Employer within 5 working days of receipt to [eqa@the-isp.org](mailto:eqa@the-isp.org)

## Scope

Learners are expected to submit Special Considerations direct to the ISP which must also be supported by the Employer.

ISP will notify the Training Provider of any Special Consideration requests and decisions made.

ISP will accept Special Considerations requests from Training Providers and/or Employers on behalf of a learner, providing the requests includes clear approval from the learner in the form of an email or signature on the relevant Special Considerations form. Any requests received from Training Providers or Employers that do not contain learner approval will not be accepted.

## Eligibility criteria for special consideration

A learner who is fully prepared and present for a scheduled assessment may be eligible for special consideration if (for example):

- performance in an assessment is affected by circumstances beyond the control of the learner e.g. recent personal illness, accident, bereavement, serious disturbance during the assessment, domestic crisis
- alternative assessment arrangements (such as a Reasonable Adjustment) which were agreed in advance of the assessment proved inappropriate or inadequate
- part of an assessment has been missed due to circumstances beyond the control of the learner.

Learner (training providers or employers) cannot enter a plea for special consideration if:

- It is solely on the grounds of disability or learning difficulty. In these circumstances' learners must declare their needs prior to the assessment period and all necessary arrangements must have been implemented in advance
- any part of the assessment is missed due to personal arrangements including holiday, hospital appointments or unauthorised absence
- an assessment is affected by difficulties during the course e.g. disturbances through building work, lack of proper facilities, changes in or shortages of staff/unexpected increased workload or industrial disputes.
- The learner does not provide supporting evidence, such as a medical certificate, where special consideration is requested for a medical condition.

## Procedure for applying for special consideration

Learners must apply to ISP for special consideration within five working days of the assessment using the Form in appendix 1 below.

All requests for special considerations will be considered by the ISP Quality & Compliance who will:

- review apprentice's special consideration request and supporting evidence
- agree outcomes as appropriate
- ensure the effective and consistent application of the procedure

ISP has the right to request additional evidence from the apprentice if necessary.

Outcomes of the review may result in:

- giving the apprentice the opportunity to repeat the assessment later. The assessment will be rearranged as soon as suitable and will not be treated as a resit or retake.
- a small post-assessment adjustment to the mark of the apprentice. The size of the adjustment will depend on the circumstances during the assessment but will always be a minor adjustment as to do more may jeopardise the standard.

ISP will not enter into discussion with candidates as to how much or what special consideration should be applied. Any agreed adjustments will be made prior to the release of results.

## Appendix 1- Special assessment/Considerations Procedure Form (ATO)

**For ATO/Learner/Employer Use only**

ATO Name:	Employer Name:
Learner Name:	Learner ULN:

Please outline in as much detail as possible the reason for this Special Consideration request:

\*List below any supporting evidence you are providing i.e. doctors letter, employer statement and attach with this form.

Completed by:			
Position:			
Signed:		Date:	

Please return to: ISP Appeals and Enquiries Team: [equ@the-isp.org](mailto:equ@the-isp.org)

## Appendix 2- Special assessment/Considerations Procedure Form (EPAO)

For EPAO Use only

Please complete the box below giving details of agreed assistance given to the learner

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Completed by:			
Position:			
Signed:		Date:	