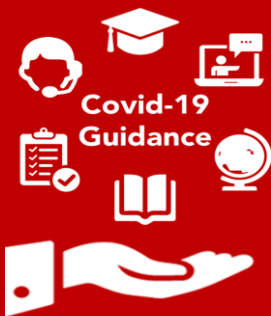


Guidance on special consideration in relation to Covid-19

For the period of:
September 2021– August 2022





Version history

This is version 1.4 of the City & Guilds / ILM Qualification Guidance on special consideration in relation to Covid-19 document. This version replaces all previous versions and it is the centre's responsibility to ensure that all staff involved in the provision of City & Guilds / ILM qualifications and/or assessments familiarise themselves with this version of the document.

This document is subject to revision and maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

Version	Amendment type	Section
1.4 (February 2022)	Changed headings to align with JCQ Guide to the special consideration process. Updates to the section on assessments that cannot be completed, for dated examinations and moderated assessments	4, 5, 6 5.1, 5.2
1.3 (November 2021)	Updates to the introduction	1
1.2 (October 2021)	Updated references to TAGs	5.5
1.1 (May 2021)	Updated throughout to reflect the introduction of VCRF	All
1.0 (October 2020)	Document created and published	All



1. Introduction

The Covid-19 pandemic caused significant disruption to assessments.

We recognise that the ongoing nature of this pandemic has caused disruptions for centres and that the observation of government guidance can mean additional challenges for the administration of assessments. In order to help mitigate these, we are offering a number of possible assessment adaptations for centres delivering our qualifications.

We are committed to developing a process that, as far as possible, will:

- be practical and manageable for centres,
- support the validity and reliability of learner results,
- maintain standards.

Special consideration supports this process, where candidate performance in assessments is adversely affected by the pandemic. This document provides guidance on the available special consideration options and application process.

Please note that the teacher assessed grades (TAGs) are not a form of special consideration and are covered by specific guidance available on the Covid 19 pages of our website.

2. Definition of special consideration

The JCQ definition of special consideration is:

Special consideration is a post-examination adjustment to a candidate's mark or grade. This is to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment. It is applied when the issue or event 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.

The Ofqual definition is:

Consideration to be given to a learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the learner's ability to –

- a) take an assessment, or*
- b) demonstrate his or her level of attainment in an assessment*

Special consideration can be applied at individual and at cohort level, depending on the circumstances. It can be applied following large-scale external events beyond their control.



For more detailed information on the standard special consideration processes, please refer to the JCQ document, [A Guide to the Special Consideration Process](#). This contains information on the types of special consideration available, the eligibility of candidates and the application process.

3. Eligibility for special consideration

When managing the impacts of the pandemic, centres should refer to the City & Guilds 'Qualification assessment adaptation guidance' document and the sector-specific adaptation guides in the first instance, to check whether any permissible adaptations would allow candidates to complete the assessments as normal.

Candidates may still be eligible for special consideration where the impact of Covid-19 means that they:

- are unable to complete an assessment; or
- completed the assessment but were disadvantaged.

Candidates could be eligible for special consideration if they have been disadvantaged due to Covid-19, for example this could include:

- temporary illness immediately before or during assessments,
- illness of a family member,
- stress or anxiety for which medication has been prescribed,
- extreme distress on the day of an exam (not simply exam related stress), or
- a bereavement.

It is important to note that it may not be possible to apply special consideration where:

- an assessment requires the demonstration of a practical competence,
- the assessment criteria must be fully met,
- units/qualifications confer 'Licence to Practise'.

For detailed information on when candidates are or are not eligible for special consideration, please refer to the JCQ document, [A Guide to the Special Consideration Process](#).

4. Candidates who are present for the assessment but disadvantaged

Candidates should complete assessments, in full, wherever possible. City & Guilds is permitting adaptations to some assessments this year to allow centres flexibility in administering assessments within local/national guidelines, and to support them in responding to short-notice impacts caused by Covid-19.

If candidates complete an assessment but are disadvantaged, they are eligible for a special consideration application.



4.1. Dated Examinations

Candidates who are present at a **dated** examination and have been disadvantaged are eligible for a special consideration application.

Where an assessment requires a competence, criterion or standard to be met fully, or in the case of a Licence to practise, it may not be possible to apply special consideration

4.2. On-demand assessments

In the case of an **on-demand** assessment, where a candidate's performance is likely to be affected by circumstances beyond their control, the assessment should be rescheduled. However, if this is not possible, the centre should contact City & Guilds as soon as possible.

5. Absence from dated assessments for acceptable reasons

5.1. Dated exams

When candidates have missed dated examinations for acceptable reasons, they may be eligible for a special consideration application and if the centre is prepared to support an application for special consideration, the centre should contact City & Guilds.

Please remember, special consideration is not available where:

- there is another resit opportunity available to the candidate within the academic year,
- the candidate has already taken and passed the examination,
- the candidate has not completed all the other required components/units for the qualification.

Depending on the qualification, City & Guilds may determine the grade for the missing component result using alternative evidence in the form of completed practice or mock exams completed under supervised conditions.

Centres must keep clear records of the assessments their learners have completed, along with any mock or formative assessments. Where possible, these should be stored electronically. These records will support the special consideration process.

If City & Guilds is unable to determine a grade for the missing result, special consideration will not be applied, and candidates will need to sit the exam at the next available opportunity. This could be because:

- the candidate has not met the eligibility criteria for special consideration, or
- the evidence did not enable us to determine a grade.



5.2. Moderated assessments

Where candidates have missed externally moderated assessments, the centre should first consider applying for an extension to the deadline for the submission of work (see section 6.1). If this does not allow the assessment to be completed, it may still be possible to submit the partially completed assessment for moderation (see section 6.2). If this is not sufficient evidence, the assessment will need to be completed in the next assessment window. Centres are advised to contact City & Guilds to discuss.

5.3. Work experience

For qualifications that include a work experience / placement component, we recognise that in the current situation it may provide difficult for candidates to meet this requirement. If candidates cannot complete the work experience required for the qualification, even after any permitted adaptations have been applied, the centre can apply for special consideration. City & Guilds will decide, based on the requirements of the qualification, to what extent the criteria have been met by the candidate.

5.4. On-demand assessments

In the case of an **on-demand** assessment, where candidates' performance is likely to be affected, the assessment should be rescheduled to a later date, or for some e-volve tests taken remotely (subject to prior agreement with City & Guilds). Before starting any assessment, the centre must check the candidates are able to complete the assessment at that time. Candidates should be encouraged to tell their centre if they feel unwell at the time of an assessment or if something has happened that might affect their performance in the assessment.

If an on-demand assessment cannot be rescheduled and the candidate has completed all the other required components/units for the qualification, it may be possible to apply for special consideration. However, City & Guilds will explore all options for the candidate to take the exam first, before applying special consideration.

5.5. Teacher assessed grades

Teacher assessed grades (TAGs) are not a form of special consideration.

6. Other issues

6.1. Extensions for externally moderated assessments

Where a candidate meets the criteria for special consideration it may be possible to permit an extension to the deadline for the submission of work for dated assessments that are internally marked and externally moderated. An extension of up to two weeks can be given beyond the submission date, however this must be agreed beforehand by City & Guilds.



Centres wishing to request an extension **must** contact City & Guilds at least five working days before the submission deadline.

6.2. Partially completed internal assessments

If candidates are only able to complete some of the tasks within an assessment due to disruption or adverse circumstances, centres should check whether any permissible adaptations would be appropriate or useful to allow the candidate(s) to complete the assessment in the first instance. When and how the assessments were completed should be captured to support marking and subsequent external quality assurance or moderation by City & Guilds.

If the candidate is unable to complete the assessment, please contact City & Guilds.

6.3. Other certificates

Where a candidate has been registered for a qualification and has subsequently died or is terminally ill and unable to complete the full qualification, the centre may request an honorary certificate/posthumous award. Please contact City & Guilds for more information.

7. Making an application for special consideration

Applications for special consideration must be made in writing by the head of centre / examinations officer, per candidate, per assessment and sent to City & Guilds. Details of the circumstances supporting the application must be supplied. No applications will be accepted if submitted directly by candidates, parents or employers.

Applications for examinations, must be submitted within five working days of the examination date. Applications will not be accepted after the publication of results. It is important to process applications for before the issue of results, so it may not be possible to respond individually to each request.

The [application form](#) is available on the City & Guilds website.

8. Further advice and guidance

For special consideration queries, contact the address below:



policy@cityandguilds.com

For all general queries relating to arrangements for 2022, contact our Customer Support team who are available Monday to Friday 8 am to 6 pm excluding UK public holidays.



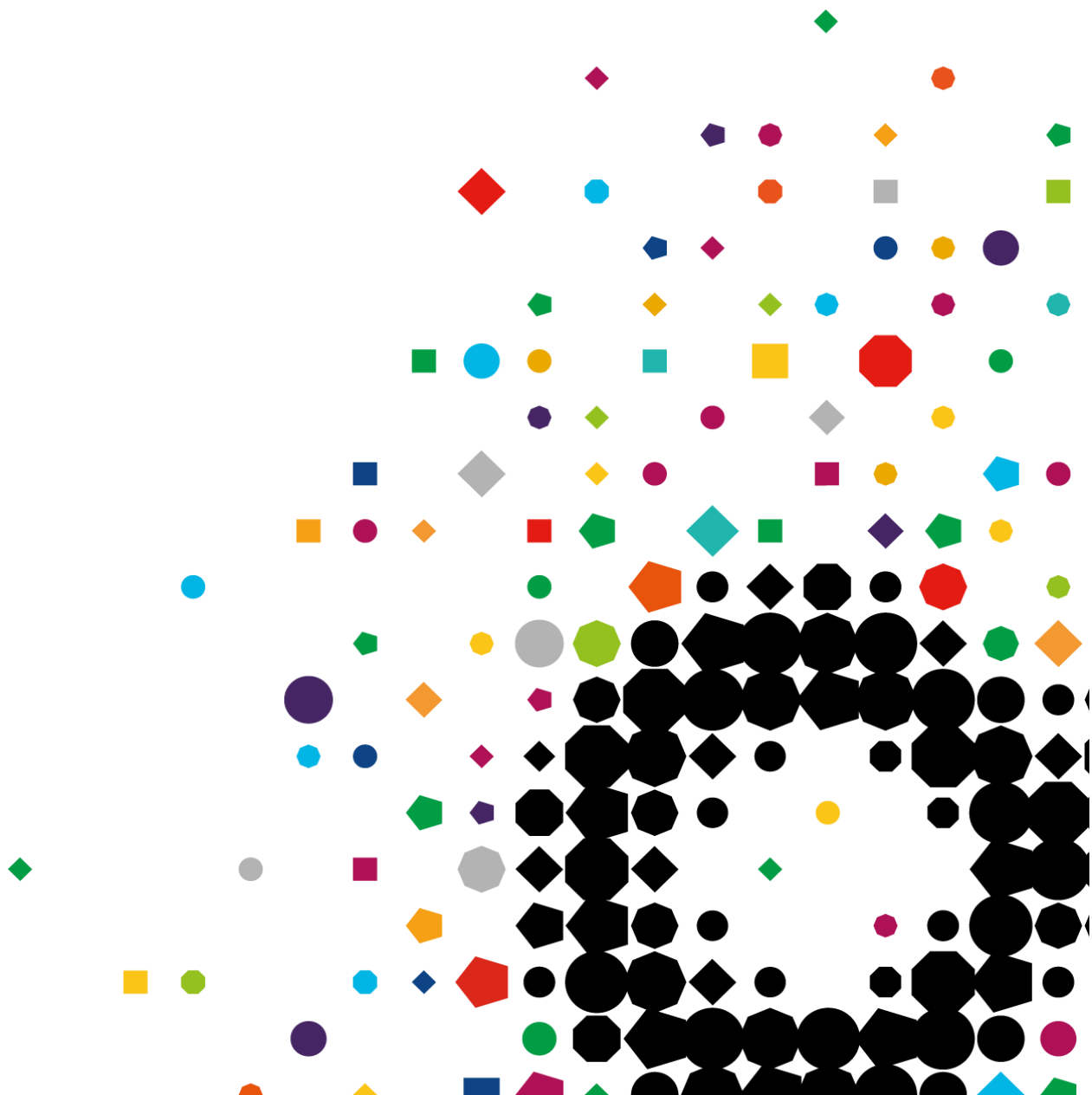
centresupport@cityandguilds.com



01924 930 800

Related documents, Ofqual guidance and updates can be found on our website here

<https://www.cityandguilds.com/covid-19>



Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time.

City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2020 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trade mark of the City & Guilds of London Institute, a charity established to promote education and training registered in England & Wales (312832) and Scotland (SC039576).

Giltspur House 5-6 Giltspur Street London EC1A 9DE

T +44 (0)20 7294 2468

F +44 (0)20 7294 2400

cityandguilds.com

