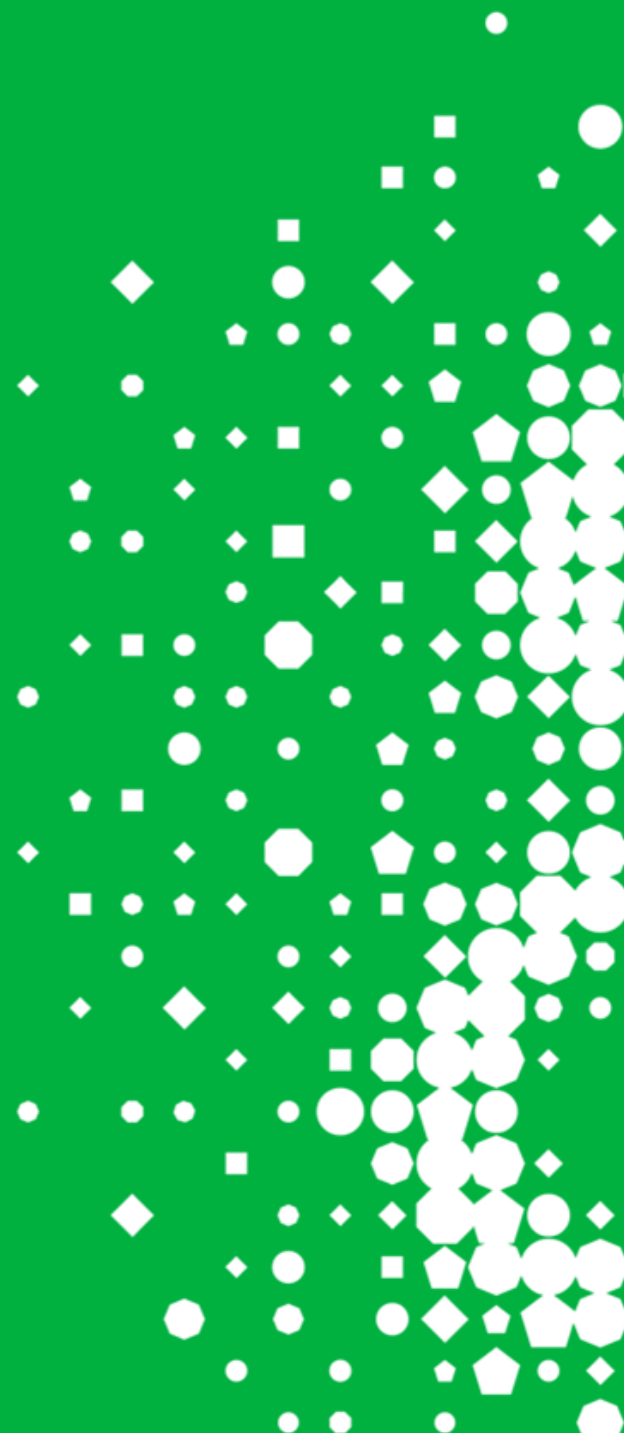
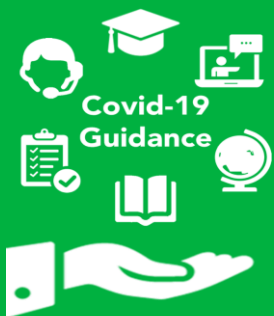


# Guidance on special consideration in relation to Covid-19

For the period of:  
September 2020– Summer 2021





## 1. Introduction

The Covid-19 pandemic caused significant disruption to the summer 2020 assessment series. City & Guilds, working in consultation with regulators and other awarding bodies, adopted several mitigation options to ensure that affected candidates received a valid and reliable result for assessments they were unable to sit. These were either to calculate results using centre estimates, adapt assessments or delay them until they could be safely be sat.

As we move into the 2020/21 academic year, we recognise that the ongoing nature of this pandemic will likely cause further disruptions for centres and that the observation of government guidance will prove 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 will support this process, where candidate performance in assessments is adversely affected by the pandemic. This document provides guidance on the available special consideration options, the conditions for their application and the process centres must follow to apply.

**Please note** that calculated results will **not** be used for candidates due to take as assessments between September 2020 and August 2021 and that this document and our guidance on adaptations replaces previously published guidance on the summer 2020 calculated results process.

## 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.

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

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

Candidates could be disadvantaged by Covid-19 through temporary illness immediately before or during assessments, illness of a family member, or bereavement, for example. In these instances they may be eligible for a special consideration application.

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. Completed assessments

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 they 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.



### 4.3. 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 internally marked, externally moderated assessments. An extension of up to two weeks can be given, however this must be agreed beforehand by City & Guilds.

The centre **must** contact City & Guilds at least five working days before the submission deadline.

## 5. Assessments that cannot be completed

### 5.1. On-demand assessments

In the case of an **on-demand** assessment, where candidates' performance is likely to be affected, these should be rescheduled to a later date. 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.

### 5.2. 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 by City & Guilds.

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

### 5.3. Dated exams and moderated assessments

When candidates have missed dated examinations or externally moderated assessments for acceptable reasons, they may be eligible for a special consideration application and 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.

In these exceptional instances, we will look at whether it is possible to use an established minimum requirement of supporting evidence to derive an appropriate result for the assessment. This could include:

- available candidate evidence,
- partially completed assessments,
- other completed comparable assessments,
- practice or mock assessments,



- tutor observations,
- internal assessor notes / decisions.

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.

Where the established minimum requirement for an assessment is not met, special consideration will not be applied, and candidates will need to re-sit assessments at the next available opportunity.

We will communicate the process for centres to submit supporting evidence as part of these special consideration applications later in the academic year.

#### **5.4. 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.

## **6. Honorary 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.

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 acceptable 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 special consideration before the issue of results, so it may not be possible to respond individually to each request.

City & Guilds is developing a process for submitting applications, more information on this will be available later in the academic year.



## 7. Further advice and guidance

For all queries relating to this guidance and arrangements, contact the Customer Support Team at City & Guilds. Who are available Monday to Friday 8am to 6pm excluding UK public holidays.



[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

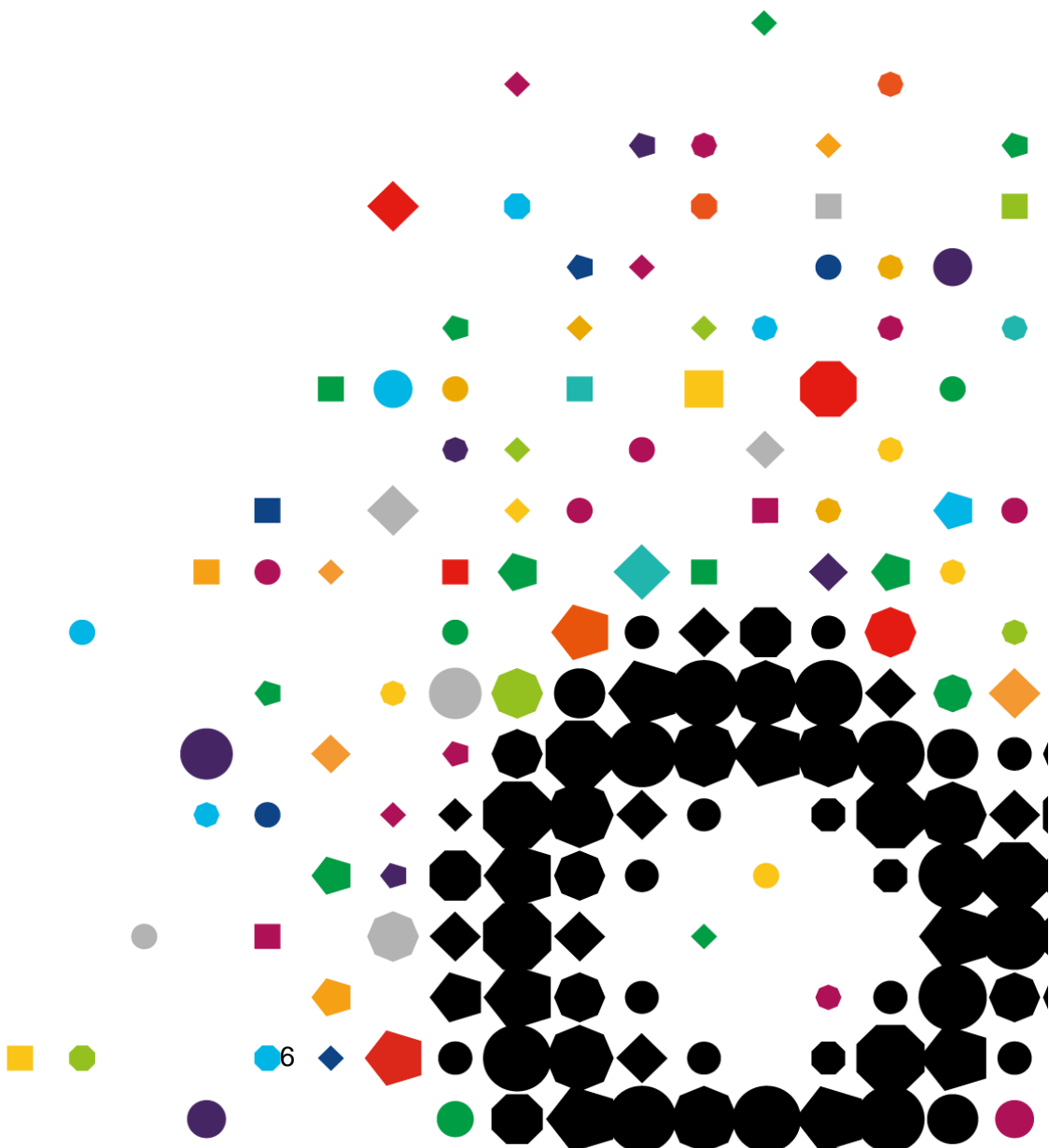
or

[general.enquiries@cityandguilds.com](mailto:general.enquiries@cityandguilds.com)



0844 543 0000

Related documents, Ofqual guidance and updates can be found on our website here  
<https://www.cityandguilds.com/covid-19>





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