CIWM | Qualifications

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Special Considerations Policy

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Definition of 'Special Consideration'

Special consideration is a post-assessment adjustment to a learner result to reflect temporary but unavoidable circumstances which led, or are reasonably likely to have led to a material effect on the learner's ability to demonstrate his or her normal level of attainment in the assessment.

CIWM sets controlled assessments for certain knowledge-based, vocational qualifications where it is valid to do so. Assessment results for these qualifications are therefore a reflection of what a learner knows and can do, and Special Consideration seeks to assist learners affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in controlled assessments.

Special Consideration is used to address any short-term difficulty faced by the learner whilst undertaking the controlled assessment. Only minor adjustments can be made to the percentage awarded because to do more than this would jeopardize the robustness of the assessment, and adjustments can only be made in particular circumstances.

The following pages outline instances where Special Consideration can be utilised by learners who feel that these rules apply to them. CIWM will review each application for Special Consideration individually.

Who is Eligible for Special Consideration?

Learners will only be eligible for Special Consideration if they have been fully prepared and have covered all learning outcomes and assessment criteria included within all of the units required for their chosen qualification, but performance in the controlled assessment has been materially affected by adverse circumstances beyond their control.

This includes:

- Accident, injury or temporary illness at the time of the scheduled assessment
- Domestic crisis arising at the time of the scheduled assessment
- Bereavement at the time of the scheduled assessment
- Serious disturbance at the time of the assessment, corroborated by documentation provided by the invigilator of the test
- Failure by the CIWM (WAMITAB) Qualifications Centre to implement previously approved Access Arrangements for Reasonable Adjustments

Other events affecting learners at the scheduled time of assessment, such as internet availability for online tests preventing testing on scheduled days will be considered by CIWM as qualifying for a re-scheduled test date at no additional fee.

Learners will not be eligible for Special Consideration if performance in assessment is affected by;

- Long term illness or other difficulties affecting preparation time for scheduled tests, unless the difficulty remains at the time of the scheduled assessment
- Bereavement occurring more than 6 months before the scheduled date of the assessment, unless special circumstances apply (for which CIWM will make an independent decision)
- Minor disturbance in the examination such as a telephone ringing on a single occasion (invigilator reports will be used to corroborate this)

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- The consequences of taking alcohol, non-prescribed drugs, committing an offense and/or being charged with an offense
- The consequences of failing to comply with CIWM and/or the CIWM (WAMITAB) Qualifications Centre's regulations and guidelines
- The failure of the CIWM (WAMITAB) Qualifications Centre to prepare learners properly for the assessment, for whatever reason
- Failing to attend the assessment without due cause as listed above
- Failure by the CIWM (WAMITAB) Qualifications Centre to process access arrangements on time

How will Special Consideration be applied?

CIWM will consider each application for Special Consideration on an individual basis, and will make a decision based on various factors, including:

- The severity of the circumstances
- The date of the assessment in relation to the circumstances sited
- The nature of the assessment

Special Consideration cannot be applied cumulatively; learners cannot site more than one reason to gain additional percentage adjustments to results.

CIWM (WAMITAB) Qualifications Centres must liaise with learners to complete the Special Considerations Application form, which must be submitted to CIWM by the CIWM (WAMITAB) Qualifications Centre Coordinator and signed by both the learner and CIWM (WAMITAB) Qualifications Centre Coordinator. The application must be made within 2 working days of the date of the assessment.

CIWM will apply the following percentage increases, which are in line with practice adopted by the Joint Council for Qualifications, to controlled assessments for its vocational qualifications. The percentages provided are illustrative, and decisions will be based on a number of factors, as outlined above.

5% This is the maximum adjustment allowance and will be reserved for the most exceptional cases, e.g.:

- Terminal illness of the learner
- Terminal illness of a parent/carer
- Very recent death of a member of the immediate family
- Very serious and disruptive domestic crisis leading to acute anxiety about the family

4% Very serious problems such as:

- life-threatening illness of candidate or member of immediate family;
- major surgery at or near the time of the examination;
- severe disease;
- severe injury arising from a car accident;
- very recent death of member of extended family;
- severe or permanent bodily injury occurring at the time of the examinations;
- serious domestic crisis at time of examinations.

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3% A more common category, (more cases will fall into this category) including:

- recent traumatic experience such as death of a close friend or distant relative;
- recent illness of a more serious nature;
- flare-up of severe congenital conditions such as epilepsy, diabetes, severe asthmatic attack;
- recently broken limbs;
- organ disease;
- physical assault trauma before an examination;
- recent domestic crisis;
- witnessing a distressing event on the day of the examination.

2% The most common category of allowance – the majority of cases will fall into this category:

- illness at the time of the assessment;
- broken limb on the mend;
- recent viral illness;
- concussion;
- effects of pregnancy (not pregnancy per se);
- hay fever on the day of an examination;
- extreme distress on the day of an examination; (not simply exam related stress)

1% Reserved for more minor problems:

- noise during examination which is more than momentary;
- illness of another candidate which leads to disruption in the examination room;
- stress or anxiety for which medication has been prescribed;
- minor ailments;
- headache;
- minor upset arising from administrative problems, such as wrong time allocated.

0% The application is deemed inappropriate and fails to meet the criteria for approval.

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Special Consideration – Exceptions

CIWM will make decisions to award or reject applications for Special Consideration based on a number of factors, which include the severity of the circumstances, the assessment date in relation to the circumstance and the nature of the assessment.

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

- An assessment requires a demonstration of practical competence
- The assessment criteria have to be fully met in order for the qualification to remain valid
- Units/qualification confer a 'Licence to Practice'

Where an assessment has been missed that is in the form of an on-demand test, marked by computer and available on for a set period of time as scheduled the CIWM (WAMITAB) Qualifications Centre must apply to CIWM for a re-test.

How to apply

Applications for Special Consideration must be made on a case by case basis. CIWM (WAMITAB) Qualifications Centres must liaise with learners to complete the Special Considerations Application form, which must be submitted to CIWM by the CIWM (WAMITAB) Qualifications Centre Coordinator and signed by both the learner and CIWM (WAMITAB) Qualifications Centre Coordinator. The application must be made within 2 working days of the date of the assessment.

Separate applications must be made for each learner, except where a group of learners have been affected by a similar circumstance during an assessment. In the case of a full-cohort application, the list of learners affected and invigilator report must be included with the application.

To ensure effective processing of applications, CIWM (WAMITAB) Qualifications Centres must submit applications with supporting evidence - for example, a statement from a member of CIWM (WAMITAB) Qualifications Centre Staff, Employer, GP or other appropriate information.

The CIWM (WAMITAB) Qualifications Centre Coordinator must authorise all applications, and sign the application form as confirmation of authorisation.

During the processing of applications, CIWM will only liaise with Approved CIWM (WAMITAB) Qualifications Centre Personnel making the application on behalf of the learner.

Special Consideration will not be considered once learner achievement has been claimed and certificated.

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