

Special Considerations Policy

Version 1.0 — 03 May 2026

Learner-Friendly Summary

Special consideration is support given when something unexpected and serious affects your ability to complete an assessment. It applies to sudden illness, bereavement, technical failures outside your control, or other exceptional circumstances. You must apply within **10 working days** of the assessment by email or Moodle messaging. A Special Considerations Application Form will be provided. Decisions are made within **10 working days** by the Responsible Officer.

1. Purpose

This policy ensures that learners who experience unexpected, exceptional circumstances are treated fairly and consistently. Special consideration provides short-term adjustments to assessment conditions when a learner's performance has been negatively affected by events outside their control.

This policy applies to all online assessments delivered through Moodle Cloud.

2. Scope

This policy applies to:

- All private learners
- All centre-entered learners
- All assessment types (MCQ, written, reflective, scenario-based, document uploads)
- All courses delivered by SBK Teaching Standards

Special consideration is only available to adults aged 18+, as SBK Teaching Standards does not work with under-18s.

3. Situations That Qualify for Special Consideration

Special consideration may be granted when a learner experiences one or more of the following:

3.1 Illness or Injury

- Sudden illness during or immediately before an assessment
- Injury affecting ability to type, write, concentrate, or complete tasks
- Unexpected worsening of a long-term condition

3.2 Bereavement

- Death of a close family member
- Death of someone with whom the learner had a significant relationship

3.3 Significant Personal or Family Crisis

- Domestic emergency
- Relationship breakdown
- Serious illness of a close family member
- Major unexpected life event

3.4 Mental Health Crisis

- Acute episodes of anxiety, depression, PTSD, or other mental health conditions
- Sudden deterioration of an existing mental health condition

3.5 Technical Failure Outside the Learner's Control

- Verified Moodle Cloud outage
- Widespread internet outage affecting the learner's region
- Platform-side error preventing submission
- Corrupted upload caused by system failure

3.6 Victim of Crime or Traumatic Incident

- Police-reported incident
- Serious accident
- Emergency services involvement

3.7 Work-Related Emergency (Adult Learners Only)

- Mandatory emergency shift
- Employer-verified disruption
- Critical incident at work

3.8 Other Exceptional Circumstances

Any unforeseeable, unavoidable event outside the learner's control that significantly affects performance.

4. Situations That Do Not Qualify

Special consideration will **not** be granted for:

- Minor illness (e.g., mild cold)
- Poor time management
- Lack of preparation
- Forgetting deadlines
- Technical issues caused by the learner's own device
- Voluntary travel or holidays
- Workload due to elective commitments
- Normal life stressors

5. Eligible Learners

The following may apply for special consideration:

- Private learners
- Centre-entered learners
- Learners directly
- Heads of Centre on behalf of a learner

6. Evidence Requirements

Learners must provide appropriate evidence, which may include:

- **Screenshots** of technical errors
- **Doctor's notes** or medical documentation
- **Professional statements** (e.g., employer, counsellor)
- **Police or incident reports**
- **Bereavement evidence**
- Any other relevant supporting documentation

Incomplete evidence may delay the decision.

7. Application Process

Learners must request special consideration via:

- **Email**, or
- **Moodle messaging**

A **Special Considerations Application Form** will be provided and must be completed in full.

8. Time Limit for Submitting Requests

Requests must be submitted:

- **Within 10 working days** of the assessment date

Late requests may only be considered in exceptional circumstances.

9. Decision Maker

- All requests are reviewed by the **Responsible Officer (Clerissa)**
- Decisions are communicated within **10 working days**

10. Possible Outcomes

Depending on the circumstances and evidence, outcomes may include:

- **Extension** to submission deadline
- **Resit without penalty**
- **Adjustment to assessment conditions**
- **No action** (if the request does not meet criteria)

11. Technical Failure Rules

To ensure fairness and consistency:

- Learners must provide **screenshots** or error logs
- Verified **MoodleCloud outages** qualify
- **Personal device issues do not qualify**
- Loss of internet caused by the learner's provider may qualify only if widespread and evidenced

12. Data Protection

All special consideration requests are processed in line with:

- **Data Protection & Information Security Policy**
- **Privacy Policy**

Only authorised staff may access learner information.

13. Linked Policies

This policy should be read alongside:

- Assessment Policy
- Access Arrangements & Reasonable Adjustments Policy
- Appeals Policy
- Complaints Policy
- Safeguarding Policy
- Equality & Diversity Policy

14. Review Cycle

This policy is reviewed:

- **Annually**, or
- When legislation or regulatory guidance changes