

Highfield Special Considerations Policy



1. Introduction

- 1.1 This policy sets out Highfield's approach to special considerations.
- 1.2 The policy and associated arrangements will be kept under continuous review by Highfield to ensure appropriateness and effectiveness. In particular, a formal review of these arrangements will be carried out at least annually as part of our annual self-evaluation activities.

2. Special consideration

- 2.1 A special consideration may be granted in instances where, following a scheduled assessment, a learner:
 - 2.1.1 may have been disadvantaged by temporary illness, injury or other adverse circumstances arising at or near the time of assessment; and/or
 - 2.1.2 who misses part of the assessment owing to circumstances beyond the learner's control.
- 2.2 If a learner falls into categories above, special consideration may result in a post-assessment adjustment being made to the mark of the learner in question.
- 2.3 Centres must be aware of the dangers of learners receiving an unfair advantage and about the potential for learners abusing the process to obtain better marks. Centres must also be aware that the learner's results are a reflection of performance as opposed to potential ability therefore appropriate mandatory procedures will be maintained by Highfield.

3. Learner eligibility

- 3.1 Eligibility criteria (for learners who are fully prepared and have attended a scheduled assessment) which may qualify a learner for special consideration include:
 - 3.1.1 alternative assessment arrangements that were agreed in advance, but which through no fault of the learner, proved to be unworkable;
 - 3.1.2 where the learner's performance in other parts of the qualification is considerably better than part of the assessment where it is being asked that special consideration should be applied;

- 3.1.3 part of an assessment is missed by a learner due to unforeseen circumstances beyond their control. Examples include bereavement or illness; and
- 3.1.4 unforeseen circumstances during an examination such as excessive noise in the examination room, a fire alarm, gas leak, infrastructure failure, technical failure or power cut.
- 3.2 The above list is not exhaustive.
- 3.3 In some circumstances it may be appropriate to offer a learner who is eligible for special consideration an opportunity to take the assessment at a later date.
- 3.4 Situations in which a learner will not be eligible for special consideration:
 - 3.4.1 An assessment (or part thereof) is missed due to unauthorised absence or annual leave;
 - 3.4.2 Preparation is affected by problems during the course, for example, industrial action; and
 - 3.4.3 No evidence (medical or otherwise) is presented by a learner in support of an application for special consideration.
- 3.5 The above list is not exhaustive.

4. Applying for special consideration

- 4.1 Applications for special consideration must be completed on the Special Considerations Form. The completed form must be submitted to Highfield by the centre on behalf of the learner. The form can be found in the Members Area of the Highfield website.
- 4.2 Applications must be submitted to Highfield within five working days following the examination/assessment. Highfield reserves the right to decline the request for special consideration if the above is not adhered to. This is applicable to all Highfield examinations undertaken via remote invigilation.
- 4.3 Highfield will respond in writing to the request for special consideration within two working days of the application. The written response will detail the acceptance or refusal of permission for special consideration.
- 4.4 Highfield's decision in this regard is final.

5. Aegrotat

- 5.1 Due to the nature of qualifications being offered by Highfield, aegrotat awards cannot be offered to learners. Learners have the opportunity to apply for special consideration on the form in circumstances where they believe they have a grievance.

6. Contact us

- 6.1 If you have any comments about this policy or its associated practices, please contact your Customer Support Officer on 01302 363 277 or e-mail info@highfield.co.uk.

Document control

Version	Date	Author	Notes
V1	April 2022	Terry Bloor	
V2	October 2023	Terry Bloor	Latest review
V3	January 2024	Terry Bloor	Branding update
V3.1	August 2025	Grace Stansfield	Latest review