



ENERGY &
ENVIRONMENT
AWARDS

Special Consideration Policy

Version 1

December 2025

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Purpose

This policy defines and sets out the scope of Special Consideration, clarifying the responsibilities of Energy & Environment Awards. The purpose is to ensure fairness and equity in the assessment process, by providing appropriate adjustments for learners who experience temporary illness, injury, or other unforeseen circumstances that may significantly affect their performance during an assessment.

The policy aims to:

- Maintain the integrity of the qualification or assessment while recognising that learners may face exceptional circumstances outside of their control
- Provide a consistent and transparent process for handling requests for special consideration
- Ensure compliance with regulatory requirements and uphold our commitment to equal opportunities
- Protect the validity and reliability of assessment outcomes, ensuring that adjustments do not compromise standards or give undue advantage.

Energy & Environment Awards approved Centres must have in place their own special consideration policy. It is recommended that Centres refer to this Policy when creating and applying their own.

Definition

Ofqual defines a Special Consideration as: *'consideration to be given to a Learner who has temporarily experienced illness or injury, or some 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'.*

We have adopted the following Joint Council for Qualifications (JCQ) guidance to apply for a special consideration: *'Special consideration is given to a learner who has temporarily experienced illness, injury or some other event outside of their 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 learner's ability to take an assessment or demonstrate their normal level of attainment in an assessment.'

A special consideration is applied after the assessment. Circumstances that Energy & Environment Awards deem appropriate for special consideration are set out within this policy. Where conditions and situations arise that are not addressed in this document, please contact us for guidance via enquiries@energyenvironmentawards.co.uk

Scope

This policy may be applied to all Energy & Environment Awards qualifications, including end-point assessments.

This policy is part of a range of our policies, all of which are designed to protect learners who are registered with us and minimise the risk of an adverse effect occurring. All learners registered on Energy & Environment Awards qualifications, including end-point assessments, must be informed of the contents of the Policy.

This policy should be read in conjunction with the Energy & Environment Awards Centre Agreement and Centre Handbook. Non-adherence to our policies, Centre Agreement and Centre Handbook may constitute malpractice and/or maladministration.

Examples of criteria eligible for a special consideration

A learner can only be granted a special consideration where they have been fully prepared for the assessment and are unable to fully demonstrate their subject knowledge, skills and understanding due to circumstances outside of their control, at the time of assessment. The learner may be affected by circumstances beyond their control, including but not limited to:

- Temporary illness, accident or injury at the time of the assessment
- Bereavement at the time of the assessment
- Domestic crisis arising at the time of the assessment
- A serious disturbance during an examination

- Accidental events at the time of the assessment, such as being given the wrong examination paper, failure of practical equipment etc.
- Failure by the centre to implement previously approved access arrangements for the assessment.

Examples of criteria not eligible for a special consideration

The following examples illustrate criteria that are not eligible for special consideration. This list is not exhaustive:

- Long-term illness
- A bereavement occurring more than six months before the assessment
- Minor disturbance in the examination caused by another learner
- The consequences of disobeying the centre's internal regulations
- The failure of the centre to prepare learners properly for the assessment
- Misreading the instructions on the question paper
- Not submitting any coursework or non-examination assessment
- Pre-existing medical conditions, disabilities or learning difficulties. In these circumstances, learners should declare their condition prior to the assessment in order for reasonable adjustments to be implemented, and
- Failure by the centre to process access arrangements by the published deadline.

What special consideration might be possible?

Special consideration may result in a post-assessment adjustment to the mark or result. The adjustment will depend on the circumstances and will reflect the difficulty faced by the learner or the reason for the special consideration request. However, as the assessment is measuring what the learner knows or can do, their mark or result must reflect their level of attainment.

Where an assessment requires a competence, criterion or standard to be fully met, or in the case of standard(s) that confer a Licence to Practice, it may not be possible to apply a special consideration. It may be more appropriate to offer the learner an opportunity to retake the assessment at a later date, or to extend the registration period so that the learner has more time to complete the assessment activity.

How to Apply for Special Considerations

Energy and Environment Awards is responsible for making the decisions in relation to the application for a special consideration. A special consideration must be applied for by a learner's Employer or Centre, within 5 working days of the assessment taking place. The application form in Appendix A must be submitted by email to enquiries@energyenvironmentawards.co.uk, and supported by the relevant evidence. The application form is also available in a Microsoft word version on the policy page of our website.

Timescales for requesting a Special Consideration

To request a special consideration, you must notify us **at the time of the assessment** and then complete and return the form in Appendix B within 5 working days of the assessment.

Once a request for a special consideration is received, we will aim to review the request and evidence provided within 10 working days of it being received.

Special consideration(s) will not be approved until sufficient evidence is provided.

Appendix A

Application for Special Consideration

Name of the Employer:	
Name of the Centre:	
Apprenticeship/ qualification title:	
Date of assessment:	

Learner Name	Assessment component	Rationale for special consideration application	Evidence provided

Declaration

I confirm that the above learner(s) requires a Special Consideration, that the learner has been fully involved in any decisions about Special Consideration

Role and Signature of Employer representative

Signature of Centre representative

Date

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of Energy & Environment Awards, to ensure it remains fit for purpose and the process, including its outcomes is deliverable.

It is also reviewed as part of Energy & Environment Awards continuous improvement monitoring through its annual self-assessment arrangements.

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