

## Special Consideration Policy for Professional Qualifications

The London Institute of Banking & Finance defines extenuating circumstances as circumstances, normally exceptional and outside the control of the student, which happen unexpectedly on or before an assessment and have prevented the student from performing in an assessment at the level expected or required of them. This document details the policy and procedure for Professional Qualifications programmes.

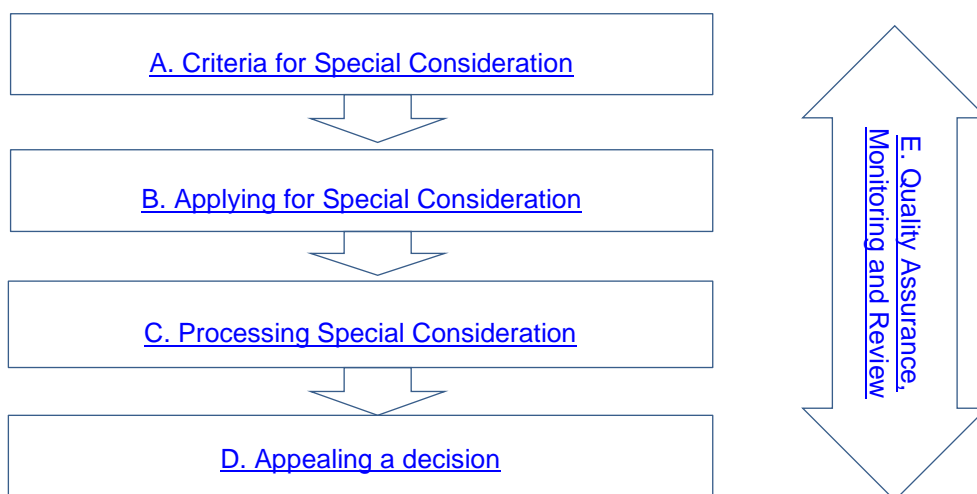
Special consideration is the term used when The London Institute of Banking & Finance considers cases of extenuating circumstances.

### Summary of Policy

We are committed to the fair treatment of all of our students during the assessment process. The Special Consideration Policy has been designed to ensure that we:

- provide an assessment and awarding system that supports equality and fairness to our students; and
- maintain the integrity and security of the assessment process.

The Special Consideration Policy applies to students who believe they have been disadvantaged during, or before, an assessment because of an injury, illness or other unforeseen temporary circumstance beyond their control that may have adversely affected their performance in one or more assessments. We recognise that, as a result of such circumstances, some students may not be able to demonstrate their true level of ability during an assessment.



## 1.0 Section A – Criteria for Special Consideration

- 1.1 Claims relating to a session-based exam, sat both remotely at home or at a venue, must be submitted within 48 hours of the assessment. Claims relating to on-demand exam must be submitted within 5 working days of the assessment. We will consider accepting claims after this date if there are exceptional reasons for the delay. Claims relating to other forms of assignments must be submitted on or before the date of submission.
- 1.2 If you are aware of an extenuating circumstance which affects your studies prior to the timeframes stated under paragraph 1.1, you must inform us immediately.
- 1.3 If you do not present your claim within the timeframes set out in paragraphs 1.1 and 1.2 you will be considered as declaring yourself 'fit to sit / fit to submit' the assessment concerned.
- 1.4 Where there are reasonable grounds we may, exceptionally, consider accepting late submission of special consideration claims.
- 1.5 We will not consider requests for special consideration if the issues / circumstances concerned have previously been addressed through the implementation of special arrangements under our Reasonable Adjustments policy.

### 1.6 Likely acceptable extenuating circumstances

The following is a non-exhaustive list of examples of what we accept as an extenuating circumstance:

- i. Bereavement- death of close relative / significant other (of a nature which, in an employment context, would have led to an absence in accordance with Compassionate Leave).
- ii. Serious short term illness or accident (of a nature which, in an employment situation would have led to absence or sick leave) that could not have been addressed in advance through a reasonable adjustment request.
- iii. Evidence of a long term health condition deteriorating.
- iv. Evidence of a long term health condition which has reoccurred.
- v. Significant adverse personal/ family circumstances.
- vi. Significant disruption at the assessment venue or during remote invigilation.
- vii. Incorrect information provided to the student.

- viii. Scripts are not presented for marking, where this is not the responsibility of the student.
- ix. Other significant exceptional factors outside the control of the student, for which there is evidence of something that caused a student not to perform to their best ability.

1.7 Where an incident occurs that is due to a fault on our behalf that we are already aware of we may proactively contact students to advise them of solutions being implemented rather than waiting for students to contact us individually to request special consideration, particularly where it has affected numerous students. In these situations, we will keep all affected students informed of the resolutions being provided (see section 3.7).

#### 1.8 **Unlikely acceptable extenuating circumstances**

The following is a non-exhaustive list of circumstances unlikely to be regarded as falling within the relevant definition:

- i. Statement of an extenuating circumstance without evidence (medical or otherwise) to support it.
- ii. Medical circumstances for which appropriate reasonable adjustments have already been made.
- iii. Retrospective evidence - that is evidence that is not in existence at the same time as the extenuating circumstance eg a doctor's note which states that the student was seen (after the illness occurred) and declared they had been ill previously.
- iv. A circumstance that was foreseeable or preventable.
- v. A circumstance which in a work situation would be unlikely to lead to absence from work.
- vi. Holidays, regardless of the date of booking.
- vii. Financial issues.
- viii. Issues with personal / workplace electronic devices affecting assessment and studies.
- ix. Poor practice eg no back up of electronic documents.
- x. Late disclosure of circumstances.
- xi. Poor time management, including increased workload.
- xii. Jury service.
- xiii. Transport issues unless satisfactory evidence can be provided.
- xiv. Pregnancy, unless there are associated medical problems).

- 1.9 If your examination or assessment performance (including assessed coursework) has been affected due to you breaking the law or consuming alcohol or any other non-prescribed drugs, we will reserve the right not to consider your application for special consideration.
- 1.10 We will not make a special consideration that affects the integrity of the qualification or disadvantages other students.

## 2.0 Section B – Applying for Special Consideration

- 2.1 You should contact our Student and Customer Services Team (by telephone on +44(0)1227 818609 or email [customerservices@libf.ac.uk](mailto:customerservices@libf.ac.uk)), before submitting an application for special consideration in writing. This allows us to fully understand the circumstances of the request, agree if special consideration is the appropriate action, and advise on the type of supporting evidence required. An initial discussion regarding possible solutions may also be possible.
- 2.2 You should submit your application to our Student and Customer Services team using the [Special Consideration](#) form and supported by independent evidence. For example:
- Death certificate,
  - Medical / health certificate (with relevant date to the assessment),
  - Letter of support / explanation from a Line Manager / HR at place of employment.
- 2.3 Completed claim forms and supporting evidence must be returned within five working days of our confirmation email. If this is not possible, please contact the Student and Customer Services team (by telephone on +44(0)1227 818609 or email [customerservices@libf.ac.uk](mailto:customerservices@libf.ac.uk)), to agree a time limit.
- 2.4 We are not responsible for obtaining evidence to support a claim but will provide advice on its requirements. Please contact the Student and Customer Services team on +44 (0)1227 818609.
- 2.5 All supporting documentation must be in English, legible, dated, include your full name and be on headed paper as appropriate.
- 2.6 When providing copies of evidence to support a claim the document must be certified and include contact details of the certifier.
- 2.7 All evidence must be valid and include specific dates for the period stated within your application and support the circumstances detailed within the claim form.
- 2.8 Any information you supply in respect of an application for special consideration will, as far as possible, be treated as confidential.

### 3.0 Section C – Processing Special Considerations

- 3.1 We will acknowledge the application for special consideration within five working days of receipt and advise the date when the application will be considered by Student Support Services.
- 3.2 Applications for special consideration are reviewed by Student Support Services in terms of your individual and specific circumstances, with reference to the supporting evidence / documentation provided.
- 3.3 All decisions made by Student Support Services are monitored by the Concessionary Board on a quarterly basis to ensure consistency and fairness in decisions.
- 3.4 If necessary, Student Support Services may refer cases to the Concessionary Board for a decision.
- 3.5 When deciding upon the outcome of an application for extenuating circumstances, we will, in addition to making a judgement upon the individual merits of the case under review, take into account the outcome of previous claims of a similar nature. This action maintains the consistency and fairness of our assessment procedures.
- 3.6 We will contact you within five working days of the application with one of the following outcomes:
- i. confirmation that the special consideration request has been approved and / or details of the measures to be taken as a result;
  - ii. reason(s) for the application being declined; or
  - iii. advise that the special consideration request has been referred to the Concessionary Board for a decision. Where this occurs, the student will be advised of the time frame for their claim.
- 3.7 If we approve the special consideration request then one of the following outcomes will be actioned to ensure that you are not disadvantaged. Please note this list is not exhaustive and applications are considered on a case by case basis.
- Sit / submit assessment at next available opportunity
  - Extension to registration
  - Deferral to next session
- 3.8 The outcomes listed under paragraph 3.7 are usually free of charge to you, though we reserve the right to apply a charge where appropriate.

3.9 If, at any time, we find that an application for special consideration was fraudulent, it will consider this to be malpractice and will investigate according to the [Student Malpractice Policy](#).

3.10 We reserve the right to withdraw any certification made as a result of the special consideration applied in such circumstances, subject to the outcome of a malpractice investigation.

#### **4.0 Section D – Appealing a Decision**

4.1 You have a right to appeal against a special consideration decision made by us if you believe that the process has not been followed properly. For more detail, see the [Appeals Policy](#).

#### **5.0 Section E – Quality assurance, monitoring and review**

5.1 The policy and procedures are formally approved by the Regulatory Compliance Group.

5.2 The policy and procedures are subject to regular review and approval.

5.3 All records of special consideration applications and their outcomes are maintained by us for a period of at least five years.

5.4 The policy and procedures have been developed to comply with all relevant legislation.

5.5 We are subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales, and CCEA.

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