



Special Consideration policy

You must read and understand this document before sitting any exam.

What is special consideration?

Special consideration is for students that experience extenuating circumstances during an exam. If you make a successful application for special consideration, and you fail the exam, then ICAEW may grant you special consideration. **If you pass the exam, no action will be taken.**

Special consideration falls under two categories:

1. Personal circumstances for a candidate; and
2. Issues arising from the exam environment itself.

Usually, a successful application for special consideration will mean your exam is voided and would not count as an attempt.

I have personal circumstances which might affect my exam: what should I do?

Usually you will need to defer your exam. By attending the exam, you will be presumed to be fit to take the exam and able to fully demonstrate your knowledge and skills. You may wish to review ICAEW's exam withdrawal policy. Where circumstances occur before the exam application deadline, you might be eligible for access arrangements. Make sure you read the relevant guidance available on our website.

ICAEW will only accept special consideration applications relating to personal circumstances where all of the below apply. There are also specific exclusions at the end of this document.

- Withdrawing from the exam was not an option
- The issue was significant, and would have a clear impact on your exam mark
- The circumstances are independently verified with appropriate evidence (see below)
- The circumstances were not related to travel or lateness
- You took reasonable mitigating action to prevent any negative impact
- You could not have applied for access arrangements, or were not eligible for access arrangements

There is an issue with the exam environment itself: what should I do?

You should inform the invigilator or contact ICAEW support; many problems can be solved at the time. If the issue is resolved or you are provided extra time to compensate, you would not usually be eligible for special consideration. You **must** submit an application for special consideration if you want us to consider your circumstances, even if you raised it on the day.

ICAEW will only accept special consideration applications relating to exam environment issues where all of the below apply. There are also specific exclusions at the end of this document.

- The issue was significant, and would have a clear impact on your exam mark.
- You took reasonable mitigating action to prevent any negative impact.
- The invigilator was unable to resolve the issue(s).
- The invigilator is able to verify the details of your application.
- Additional time was not, or could not be granted to compensate for the situation.

Applying for special consideration

Stage 1

If you wish to apply, you must submit an online application by visiting <https://my.icaew.com/examsonline> and clicking on 'Apply for special consideration'. You can also attach any supporting evidence along with your application. You must do this within seven days of the exam. If you wish to apply for more than one exam, you must submit an individual application for each module and must meet the seven day deadline relating to each individual module.

We will send you an email to confirm that we have received your application. We will then confirm if you have met the basic criteria described in this guidance document.

If your application is one relating to personal circumstances and you require additional time to obtain evidence from a third-party source, you must inform us of this in your original application, and we will then allow you an additional seven days to submit such evidence.

Stage 2

If your application has met the basic criteria, your application will be put forward to the Assessment Review Panel (stage 4).

If you have not met the basic criteria we will tell you why. We will refer to one or more of the bullet points in this document and offer you the opportunity to request a review and provide a timescale to do so (stage 3).

Stage 3

You should only request a review if you can either show that your original application does meet the application criteria or you can provide further evidence. We will send you an email to confirm that we have received your review request.

Stage 4

If you passed the exam, special consideration does not apply to you and your application will be taken no further.

If you failed the exam your application will be assessed by the Assessment Review Panel and a recommendation put forward to the Assessment Committee.

Stage 5

If you are granted special consideration for **personal circumstances**, then the Assessment Committee will void your exam mark. If you are granted special consideration for **exam environment issues**, then the Assessment Committee will consider whether to make an adjustment to the mark or to void the mark.

A void mark means that the exam will not count as an attempt.

If the Assessment Committee does not grant you special consideration, you will receive your result as normal on results day.

The Assessment Committee's decision is final, and the Committee may vary the policy as is required. You cannot appeal against a decision after results have been issued.

Acceptable evidence

Many special consideration applications will need to be supported by independent evidence. This can be attached to the online application. Any evidence you submit must be from an appropriate source, and must be verifiable. Medical evidence must be issued within two days of the exam date and must be sufficiently detailed to demonstrate the impact on your exam performance. It's up to you to supply appropriate evidence. We won't consider evidence from friends or relatives nor will we contact third parties on your behalf. You should always consult a fully qualified doctor if you require medical evidence.

Where relevant, we will also consider the statements of ICAEW invigilators in the context of your application and corresponding evidence.

Specific exclusions

In addition to the requirements above, for avoidance of doubt we will not accept applications:

- supported by statutory sick notes, which do not give sufficient detail;
- supported by evidence from family or friends;
- relating to minor illness such as colds or headaches;
- relating to minor issues during the exam;
- relating to any incident prior to the exam day;
- relating to any incident on the exam day where you chose to attend in an unfit state;
- for physical impairments supported by evidence from a doctor who has not examined you in person;
- relating to minor disturbances such as mobile phones ringing, or keyboard noise;
- relating to invigilator actions necessary for the administration of the exam;
- relating to a delayed start of the examination which is 30 minutes or less;
- relating to travel or lateness;
- relating to issues of which you were aware and may have been eligible for access arrangements;
- relating to computer equipment which meets the minimum specification;
- which require ICAEW to contact parties on your behalf; or
- which are late or incomplete because criteria in this document have not been met.

This list is not exhaustive and only represents common circumstances which are not eligible for special consideration.

Issues which fall under the Equality Act 2010 will be considered on a case-by-case basis, and the Assessment Committee will adjust the special consideration criteria if this is required by the Act.