

## **NRC Centre Information on Special Considerations**

PLASA has laid out its commitment to Equality of Opportunity for all of its qualifications, in the Equal Opportunities, Reasonable Adjustment and Special Considerations policy. This policy is available to every assessment centre and assessor and should be held in the Centre and Assessor Manuals. It is also issued to every candidate who registers and should be available to candidates to review at the centre.

The following is to assist centres with the procedural aspects of meeting the policy, should a candidate request special considerations.

### **Special Considerations**

A special consideration is an action taken after the assessment date to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment. **The candidate may apply on the advice of the Centre, who will supply the candidate with the form. The candidate returns the form to the Centre where it is stored in their file.**

1. Special Considerations are given following a booked scheduled assessment to a candidate:
  - Who is present for the assessment but for whom may be disadvantaged by a temporary illness, injury or adverse circumstances that arose at or near the time of assessment.
  - Who misses part of the assessment due to circumstances beyond their control.

The opportunity for re-assessment will be presented to the candidate at no extra fee incurred unless:

- No evidence has been supplied to the centre for the reasons for the lack of attendance if the reason is medical then a certificate from a medical doctor will be requested.
- Any part of the assessment is missed due to personal arrangements including holidays or unauthorised absence.

Centres must follow the procedures attached for Special Considerations please contact PLASA qualifications for advice or support on any decisions on evidence or any other aspect of Special Considerations.

**If, due to Assessor availability issues, the Centre is unable to provide an Assessor to validate candidate evidence within the registration period, the Centre may use the Special Consideration Policy to extend the registration period.**

**PLASA must be informed of the new expiry date via the CAF as soon as possible. For External Verification purposes, the Centre must complete a Special Considerations form and place it in the candidate file.**

## Centre Procedure for Special Considerations.

Steps	Procedure for Candidates for Requesting Special Considerations
Step 1	<p>Candidate registers with PLASA and is sent the candidate pack containing the Equal Opportunities policy. Candidate books assessment, but circumstances mean that the candidate is not able to attend. The centre should be notified as soon as possible of non-attendance.</p> <p>Candidate is to read through carefully the special considerations section and see if their non-attendance is eligible for special considerations.</p>
Step 2	<p>The candidate contacts the centre and enquires or requests a special consideration for their assessment. The centre sends the application form to the candidate.</p>
Step 3	<p>The candidate returns the completed special considerations form with evidence, as identified in the policy.</p> <p>The centre manager reviews the evidence and the information against the policy criteria and decides on the course of action:</p> <ul style="list-style-type: none"> <li>• To permit a new assessment at no fee.</li> <li>• To request support from PLASA Qualifications on the decision to allow the special considerations.</li> <li>• Not to permit the special considerations as insufficient evidence is provided by the candidate. The candidate must pay the assessment fee again if they want to continue their assessment.</li> </ul> <p>The candidate is notified of the course of action.</p>
Step 4	<p>If not agreed the centre informs the candidate and PLASA of the outcome. In the case of a non- agreement PLASA will not refund the registration fee to the Candidate.</p>
	<p>If agreed, the centre arranges an assessment under special considerations as it would be under normal circumstances.</p>
Step 5	<p>Records of the special considerations are kept in the candidate file and in the IV File. A copy of the special consideration form is sent to PLASA Qualifications and recorded on the candidate activity sheet as SC that is sent to PLASA.</p>
Step 6	<p>The assessment takes place.</p>
Step 7	<p>Outcomes of the assessment process follow normal assessment procedures.</p>
Step 8	<p>Special considerations are then moderated through External Verification.</p>