

Special Consideration Policy and Procedure for Financial Capability 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 all Financial Capability qualifications.

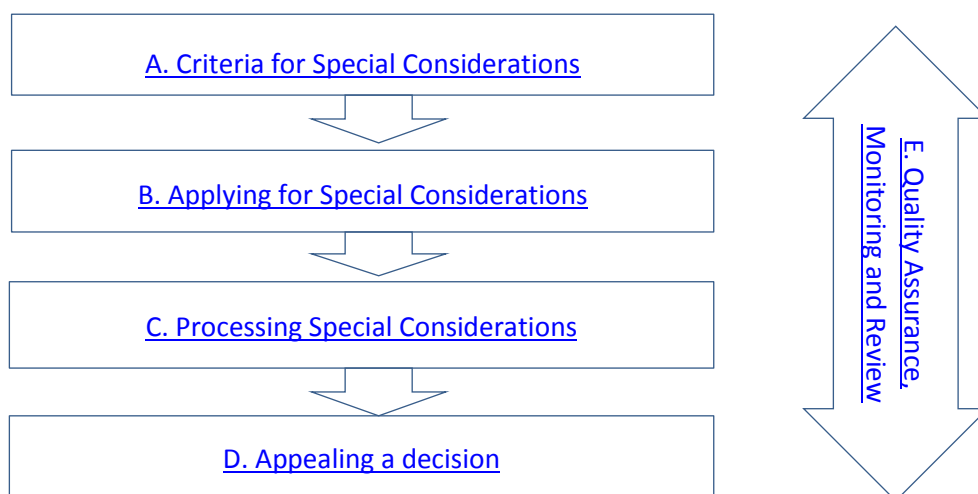
Special consideration is the term used when The London Institute of Banking & Finance considers cases of extenuating circumstances.

Summary of Policy

The London Institute of Banking & Finance is committed to the fair treatment of all of its students during the assessment process. The Special Considerations Policy has been designed to ensure that The London Institute of Banking & Finance

- provides an assessment and awarding system that supports equality and fairness to its students; and
- maintains the integrity and security of the assessment process.

The Special Considerations Policy applies to students who believe they have been disadvantaged during, or before, an assessment because of an injury, illness or other unforeseen temporary circumstances beyond their control that may have adversely affected their performance in one or more assessments. The London Institute of Banking & Finance recognises 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 Considerations

- 1.1 Claims relating to examinations must be submitted within five working days of the assessment. Claims relating to written assignments must be submitted on or before the date of submission.
- 1.2 If a centre is aware of an extenuating circumstance which affects a student's ability to study prior to the timeframes stated under paragraph 1.1, they must inform The London Institute of Banking & Finance immediately.
- 1.3 If a centre does not present the student's claim within the timeframes set out in paragraphs 1.1 and 1.2 the centre will be considered as declaring the student 'fit to sit' the assessment concerned.
- 1.4 Where there are reasonable grounds The London Institute of Banking & Finance may, exceptionally, consider accepting late submission of special consideration claims.
- 1.5 The London Institute of Banking & Finance will not consider requests for special consideration if the issues / circumstances concerned have previously been addressed through the implementation of special arrangements under The London Institute of Banking & Finance's Reasonable Adjustments policy.
- 1.6 Likely acceptable extenuating circumstances.

The following is a non-exhaustive list of examples of what The London Institute of Banking & Finance accepts as a special consideration.

- i. Bereavement- death of close relative/significant other (of a nature which, would have led to an absence from the centre).
- ii. Serious short term illness or accident (of a nature which, would have led to absence) 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 during or immediately before the assessment was due to take place that is beyond the control of the centre.
- vii. Incorrect information provided to the centre.
- viii. Scripts that have not been presented for marking, unless this was 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.

1.4 **Unlikely acceptable extenuating circumstances**

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

- i. Alleged statement of a medical condition without reasonable evidence (medical or otherwise) to support it.
- ii. Alleged medical circumstances for which appropriate adjustments for extenuating circumstances have already been made.
- iii. Retrospective evidence - that is evidence that was not in existence at the same time as the extenuating circumstance, eg a doctors 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. Long term health condition for which the student is receiving reasonable or appropriate adjustments.
- vi. Minor illness or ailment, which would be unlikely to lead to absence from the centre.
- vii. Holidays, regardless of the date of booking.
- viii. Financial issues.
- ix. Personal computer / printer problems.
- x. Poor practice e.g. no back up of electronic documents.
- xi. If there is a resit opportunity.
- xii. Claims that students were unaware of the dates or times of submission or examination.
- xiii. Late disclosure of circumstances on the basis that students felt unable to confide in a staff member about their extenuating circumstances.
- xiv. Poor time management.
- xv. Transport issues unless satisfactory evidence can be provided.

- 1.5 If the student's examination or assessment performance (including assessed coursework) has been affected due to the student breaking the law or consuming alcohol or any other non-prescribed drugs, The London Institute of Banking & Finance will reserve the right not to consider their application for special consideration.

- 1.6 The London Institute of Banking & Finance will not make a special consideration that affects the integrity of the qualification or disadvantages other students.

2.0 Section B – Applying for Special Considerations

- 2.1 Applications for special consideration will only be considered for the second available assessment attempt
- 2.2 Applications for special consideration are made by a centre¹ on behalf of a student or group of students whom they have registered with The London Institute of Banking & Finance. Centre applications must be submitted by an authorised centre representative, usually either the named examinations officer or the Head of Centre.
- 2.3 Any information supplied by a centre on behalf of their student(s), in respect of an application for special consideration will, as far as possible, be treated as confidential and will only be used on a 'need to know' basis.
- 2.4 Centres should be aware that failure to comply with The London Institute of Banking & Finance guidance regarding special considerations has the potential to constitute maladministration and could lead to The London Institute of Banking & Finance withholding student result(s). Failure to comply is defined as any or all of the following:
- i. putting in place arrangements without seeking prior approval from The London Institute of Banking & Finance;
 - ii. exceeding the allowances agreed with The London Institute of Banking & Finance;
 - iii. agreeing adjustments that are not supported by appropriate and verifiable evidence;
 - iv. failing to maintain records of special considerations for audit; or
 - v. failing to report reasonable adjustments to The London Institute of Banking & Finance.
- 2.5 Applications should be submitted to The London Institute of Banking & Finance Financial Capability Services team using the Financial Capability Special Considerations Application Form , along with any supporting evidence. For example:
- Death certificate
 - Medical / health certificate (with relevant date to the assessment)

¹ Centres are organisations who are involved with any part of the delivery of qualifications on behalf of The London Institute of Banking & Finance. Centres may be schools, colleges or any other venue where the delivery of learning, including teaching and / or assessments, leading to an The London Institute of Banking & Finance qualification is conducted.

- Letter of support / explanation from the centre
- 2.6 Before submitting an application the centre should contact The London Institute of Banking & Finance Financial Capability Services team (by telephone on +44 (0) 1227 828234 or email fcexams@libf.ac.uk), . This allows The London Institute of Banking & Finance and the centre to fully understand the circumstances of the request, agree whether special consideration is the appropriate action, and to provide advice on the type of supporting evidence required.
- 2.7 The application must be completed by an appropriately authorised member of centre staff, usually the named examinations officer.
- 2.8 Applications for special consideration must be fully supported by independent evidence. It is the responsibility of the centre, not The London Institute of Banking & Finance, to include (with the application) details of any report that they have made, any record made by the invigilator at the time of the assessment / examination and / or independent evidence from a medical practitioner or specialist in support of the application. The London Institute of Banking & Finance reserves the right not to consider an application for which no supporting evidence is provided.
- 2.9 All supporting documentation must be in English, legible, dated, include the student's full name and be on headed paper as appropriate.
- 2.10 All evidence must be valid and include specific dates for the period stated within the student's application and support the circumstances detailed within the claim form.
- 2.11 The centre retain all the necessary supporting evidence for the special consideration claim for a minimum of five years. The London Institute of Banking & Finance reserves the right to request sight of this documentation at any time within this five year period

3.0 Section C – Processing Special Considerations

- 3.1 The London Institute of Banking & Finance will acknowledge the application for special consideration within five working days of receipt and advise the date when the application will be considered by the Concessionary Board.
- 3.2 Applications for special consideration are reviewed by the Financial Capability Services team in terms of the student's individual and specific circumstances, with reference to the supporting evidence / documentation provided.
- 3.3 All decisions made by the Financial Capability Services team are monitored by the Concessionary Board on a quarterly basis to ensure consistency and fairness in decisions.

- 3.4 If necessary, the Financial Capability Services team may refer cases to the Concessionary Board for a decision.
- 3.5 When deciding upon the outcome of an application for special consideration, The London Institute of Banking & Finance 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 The London Institute of Banking & Finance's assessment procedures.
- 3.6 The London Institute of Banking & Finance will contact the centre within 10 working days of receipt of the application with one of the following outcomes:
- i. confirmation that the special consideration request has been approved; and / or
 - ii. details of the measures to be taken as a result; or
 - iii. reason(s) for the application being declined.
 - iv. Advise that the special consideration request has been referred to the Concessionary Board for a decision. Where this occurs, the centre will be advised of the time frame for a decision.
- 3.7 If The London Institute of Banking & Finance approves the special consideration request then one of the following outcomes will be actioned to ensure that the student is 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
 - Amend registration
- 3.8 The outcomes listed under paragraph 3.4 are usually free of charge to the centre, though the Concessionary board reserve the right to apply a charge where appropriate.
- 3.9 If, at any time, The London Institute of Banking & Finance finds 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 The London Institute of Banking & Finance reserves 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. The outcome of the investigations undertaken by The London Institute of Banking & Finance may be shared with any key stakeholders.

4.0 Section D – Appealing a Decision

- 4.1 The centre has a right to appeal against a special consideration decision made by The London Institute of Banking & Finance if they 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 London Institute of Banking & Finance's Concessionary Board.
- 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 The London Institute of Banking & Finance 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 The London Institute of Banking & Finance is subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales and CCEA.