

Special considerations process

1. Purpose

- 1.1. The purpose of this document is to outline the process to be followed when a candidate has experienced an incident(s) outside of their control that they believe has affected their ability to perform to their normal expectations during an examination or assessment, and they wish to request special considerations so that they are treated fairly.

2. Circumstances and response

- 2.1. The IoD recognises two circumstances that may form the basis for a request for special consideration:
- 2.1.1. Those which arise from aspects of the examination or assessment process that are under the control of the IoD or its partners (see examples in table 2.2 below).
- 2.1.2. Those which, while affecting the candidate's ability to perform to the best of their ability, are nonetheless beyond the control of the IoD (see examples in table 2.2 below).
- 2.2. Examples of circumstances which may qualify for special considerations and potential outcomes to be applied (note this is not an exhaustive list):

Circumstance	Possible considerations applied*		
	Certificate	Diploma	Chartered Director
Failure to apply reasonable adjustment agreed or adjustment applied was not sufficient for candidate's needs	Free resit	Free resit and/or additional marks awarded on a % basis	New interview, free of charge
Disruption within the assessment venue	Free resit	Free resit and/or additional marks awarded on a % basis	New interview, free of charge
Incorrect information supplied to the candidate	Free resit	Free resit	New interview, free of charge
Content error within the examination	Marks adjusted accordingly	Marks adjusted accordingly	N/A
Insufficient time	Free resit and/or marks adjusted accordingly	Marks adjusted accordingly	New interview, free of charge
Technical difficulties with the examination system	Free resit	Free resit and/or additional marks awarded on a % basis	N/A

Administrative error concerning the examination sitting or Chartered Director interview	Free resit	Free resit	New interview, free of charge
Error in the translation of an exam question from English	Free resit	Free resit and/or additional marks awarded on a % basis	N/A
Accident	Free resit	Free resit and/or additional marks awarded on a % basis	New interview, free of charge
Sudden illness the day before or the day of the assessment	Free resit	Free resit and/or additional marks awarded on a % basis	New interview, free of charge
Recent bereavement	Free resit	Free resit and/or additional marks awarded on a % basis	New interview, free of charge
External events with unforeseen severe impacts	Free resit	Free resit and/or additional marks awarded on a % basis	New interview, free of charge

*The IoD reserves the right to apply considerations other than those listed here.

- 2.3. Any additional marks awarded on a percentage basis will be between 1% and 5% of the total available marks. Five per cent is the maximum allowance and will be reserved for the most exceptional cases, such as the death of an immediate family member within four weeks of the examination, or a very serious crisis or incident at or near the time of the examination.
- 2.4. Where a candidate has been granted additional time during the examination by the invigilator in recognition of one of the circumstances listed in the table above, any further consideration may not be awarded after the exam.
- 2.5. The IoD will not recognise requests for special consideration based on circumstances which, in its opinion, are reasonably within the control of the candidate. Examples of such circumstances are:
- 2.5.1. late arrival at the examination or assessment venue due to poor planning by the candidate
 - 2.5.2. disruption in the environment of a remotely invigilated exam
 - 2.5.3. ill preparedness for the examination or assessment by the candidate
 - 2.5.4. taking the examination or assessment when unwell and/or against medical advice

- 2.5.5. insufficient broadband speed or internet connectivity or failure to gain access to hardware or software which meets the minimum system requirements advised in the examination confirmation email
- 2.5.6. failure to complete the system checks as advised in the examination enrolment email, in advance of the examination day.
- 2.6. Where the circumstances are reported before the examination or assessment takes place, the candidate is to be offered the opportunity to sit the examination. If they decide not to proceed, a free transfer may be given on the submission of appropriate evidence.

3. Applying for special considerations

- 3.1. Candidates requiring special considerations should report the circumstances at the time of the examination to the invigilator or assessor, if at all possible.
- 3.2. Where results are made available to candidates immediately on completion of an examination or assessment, the circumstances must have been reported before the results have been issued.
- 3.3. The candidate must submit a request for special consideration form to examinations@iod.com within 48 hours of the examination or assessment.
- 3.4. A member of the assessment team will review the application and recommend to the Head of Content and Assessment whether any considerations should be applied and the nature of the consideration.
- 3.5. The Head of Content and Assessment will write to the candidate confirming what, if any considerations will be made in respect of the candidate's request within 12 working days of the request being received, or before the release of the results, whichever is later.

4. Appeals

- 4.1. If the candidate thinks that the special considerations applied (e.g. additional marks or a free exam resit) are inadequate, they will have the opportunity to make an appeal.
- 4.2. An appeal should be submitted on an Appeals Application Form to examinations@iod.com within 15 working days of the decision being communicated to the candidate.
- 4.3. An appeal application form is available on the [IoD website](#) or on request from examinations@iod.com.
- 4.4. It is the responsibility of the candidate to ensure the Appeals Application Form includes a clear statement of the grounds on which the appeal is being made and is accompanied by supporting evidence.
- 4.5. A fee of £150 is chargeable for any appeal. An invoice will be sent to the candidate on receipt of the completed form, which should be paid according to the instructions in the form.
- 4.6. The appeal will not proceed until the IoD has received payment of the fee. If the appeal is upheld the fee will be refunded.
- 4.7. The Head of Content and Assessment will notify the Chair of the Assessment Committee (AC), along with the Chair of the Accreditation and Standards Committee (ASC), of any request for an appeal.

- 4.8. The Chair of the AC will identify and instruct an independent person with relevant skills to review the case and make a recommendation to the AC within 20 working days.
- 4.9. This independent person can be, but doesn't have to be, a member of the AC (including the Chair) or a member of the ASC (including the Chair).
- 4.10. The person cannot be a member of IoD staff, a Lead Examiner, an item writer, a member of the Diploma-marking team, a Chartered Director interviewer or anyone with a vested interest, whether real or perceived, in the outcome of the review.
- 4.11. The person carrying out the review will present their conclusions to the AC. The committee will come to a final decision within 10 working days.
- 4.12. The decision will be communicated to the candidate by the Chair of the AC and a synopsis of the case will be made available to the ASC.
- 4.13. There is no further right of appeal.

5. Recording

- 5.1. Whether successful or unsuccessful, full records of the appeal and its outcome will be kept for three years.

6. Supporting documents

- Special Considerations Application Form
- Appeal Application Form