

Special consideration

When and how applications need to be made to City & Guilds

Version 1.2

Last modified 8-September-2025

For external use

Document revision history

Version	Summary of change	Approval date
1.2	<p>Guidance updated on Technical qualifications and T Level Technical qualifications and the Extended Project qualification in sections:</p> <ul style="list-style-type: none">• 2.1 Sections that apply to City & Guilds,• 6.1 Technical qualifications• 6.2 T Level Technical Qualifications <p>Reference to extensions removed</p>	September 2025
1.1	Section added on Technical qualification (6.1)	December 2023
1.0	Document created	November 2022

Contents

1. Introduction	3
2. Relationship with JCQ guidance	4
2.1. Sections that apply to City & Guilds	4
3. Candidates who are present for the assessment but disadvantaged	5
3.1. Dated Examinations.....	5
3.2. On-demand assessments	5
4. Absence from dated assessments for acceptable reasons	6
4.1. Dated exams.....	6
4.2. Moderated assessments.....	6
4.3. Work experience	6
4.4. On-demand assessments	6
4.5. Remote invigilation	7
5. Other issues	7
5.1. Partially completed internal assessments	7
5.2. Other certificates.....	7
6. Qualification specific information	7
6.1. Technical qualifications.....	7
6.2. T Level Technical Qualifications	8
6.3. Functional Skills.....	8
6.4. End-point assessment	8
7. Making an application for special consideration	9

1. Introduction

We are committed to developing a process that, as far as possible, will:

- be practical and manageable for centres,
- support the validity and reliability of learner results,
- maintain standards.

Special consideration supports this process, where candidate performance in assessments is adversely affected by events outside their control. This document provides guidance on the available special consideration options and application process.

The JCQ definition of special consideration is:

Special consideration is a post-examination adjustment to a candidate's mark or grade. This is to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

The Ofqual definition is:

Consideration to be given to a learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the learner's ability to –

- a) take an assessment, or
- b) demonstrate his or her level of attainment in an assessment

Special consideration can be applied at individual and at cohort level, depending on the circumstances. It can be applied following large-scale external events beyond their control.

Regulatory references

City & Guilds is regulated by four regulators across the UK who set requirements for reasonable adjustments. The requirements are:

- Ofqual - General Conditions of Recognition, Condition G7,
- Qualifications Wales – Standard Conditions of Recognition, Condition G7,
- SQA Accreditation - Regulatory Principles, Principle 14,
- CCEA Regulation - General Conditions of Recognition, Condition G7.

2. Relationship with JCQ guidance

This document should be used in conjunction with the JCQ document, [A Guide to the Special Consideration Process](#). This contains information on the types of special consideration available, the eligibility of candidates and the application process. Where the City & Guilds process is different to that described in the JCQ document, it is outlined in this document.

2.1. Sections that apply to City & Guilds

Centres should apply the following sections to City & Guilds qualifications:

Chapter	Qualifications it applies to
1 What is special consideration?	This applies to City & Guilds qualifications.
2 Which candidates will be eligible for special consideration?	This applies to City & Guilds qualifications.
3 Candidates who are present for the assessment but disadvantaged	This applies to City & Guilds qualifications.
4 Candidates who are absent from a timetabled component/unit for acceptable reasons	This section references the requirements for T Level Technical qualifications, Technical qualifications and the Extended Project qualification.
5 Other issues	<p>The following sections apply to City & Guilds qualifications:</p> <ul style="list-style-type: none">• Coursework/non-examination assessment extensions• Other problems <p>For the remaining sections, the arrangements are different for City & Guilds qualifications.</p>
6 Processing applications for special consideration (GCSE and GCE qualifications)	This section does not apply to City & Guilds qualifications.
7 Post assessment adjustments – special consideration (Vocational qualifications)	This applies to City & Guilds vocational qualifications, for example: vocationally related qualifications (VRQs) and occupational qualifications.

3. Candidates who are present for the assessment but disadvantaged

Candidates should complete assessments in full, wherever possible. If candidates complete an assessment but are disadvantaged, they may be eligible for a special consideration. For vocational qualifications, the following text from the JCQ guide will apply:

It is important to note that it may not be possible to apply special consideration where:

- an assessment requires the demonstration of a practical competence,
- the assessment criteria must be fully met,
- units/qualifications confer 'Licence to Practise'.

3.1. Dated Examinations

Candidates who are present at a **dated** examination and have been disadvantaged, please refer to the JCQ guide to the special consideration process in order to determine if the candidate is eligible for special consideration.

As described above, it may not be possible to apply special consideration to every qualification.

3.2. On-demand assessments

In the case of an **on-demand** assessment, where a candidate's performance is likely to be affected by circumstances beyond their control, the assessment should be rescheduled. However, if this is not possible, the centre should contact City & Guilds as soon as possible. The following text from the JCQ guide would apply:

Where an assessment has been missed or is in the form of an on-demand test, such as an electronic test set and marked by a computer, the centre should offer the learner an opportunity to take the assessment at a later date.

4. Absence from dated assessments for acceptable reasons

4.1. Dated exams

When candidates have missed dated examinations for acceptable reasons, they may be eligible for a special consideration application and if the centre is prepared to support an application for special consideration, the centre should contact City & Guilds.

The following points from the JCQ guide apply to City & Guilds qualifications:

- City & Guilds cannot give advice as to whether a candidate is fit to take an exam. Centre staff must follow their internal procedures for dealing with candidates who feel unwell on the day of an exam.
- For exams taken in a series prior to certification, candidates must be re-entered for any missed assessments at the next assessment opportunity.

4.2. Moderated assessments

Where candidates have missed externally moderated assessments, the centre should first consider applying for an extension to the deadline for the submission of work (see section **Error! Reference source not found.**). If this does not allow the assessment to be completed, it may still be possible to submit the partially completed assessment for moderation (see section 5.1). If this is not sufficient evidence, the assessment will need to be completed in the next assessment window. Centres are advised to contact City & Guilds to discuss.

4.3. Work experience

If candidates cannot complete a work experience / placement component required for the qualification and the candidate meets the eligibility criteria, the centre can apply for special consideration. City & Guilds will decide, based on the requirements of the qualification, whether it is possible to reduce the number of hours required. Centres should be prepared to submit evidence to show how the assessment criteria have been met by the candidate.

4.4. On-demand assessments

In the case of an **on-demand** assessment, if a candidate's performance is likely to be affected by illness, injury or any other event outside the candidate's control, the assessment should be rescheduled to a later date. Before starting any assessment, the centre must check the candidates are able to complete the assessment at that time. Candidates should be encouraged to tell their centre if they feel unwell at the time of an assessment or if something has happened that might affect their performance in the assessment.

If an on-demand assessment cannot be rescheduled and the candidate has completed all the other required components/units for the qualification, please contact City & Guilds as soon as possible.

4.5. Remote invigilation

For remote invigilation, please refer to our [Remote Invigilation - Special Consideration](#) guide, on our [remote invigilation page](#).

5. Other issues

5.1. Partially completed internal assessments

If candidates are only able to complete some of the tasks within an assessment due to disruption or adverse circumstances, centres should check whether any permissible adaptations would be appropriate or useful to allow the candidate(s) to complete the assessment in the first instance. When and how the assessments were completed should be captured to support marking and subsequent external quality assurance or moderation by City & Guilds.

If the candidate is unable to complete the assessment, please contact City & Guilds.

5.2. Other certificates

Where a candidate has been registered for a qualification and has subsequently died or is terminally ill and unable to complete the full qualification, the centre may request an honorary certificate/posthumous award. Please contact City & Guilds for more information.

6. Qualification specific information

6.1. Technical qualifications

These are covered within the [JCQ Guide to the special consideration process](#).

Additional information for absence from an assessment for acceptable reasons

Candidates who are absent with good reason from the dated theory exam, will only be eligible for special consideration where:

- they have missed an exam in their terminal series,

- they have fully completed the synoptic assignment(s),
- the centre can provide clear reasons why the candidate missed the exam (that relate specifically to the day of the exam).

For qualifications without the terminal rule, special consideration is **not available** where the candidate has already passed the exam.

Where candidates have missed externally moderated assessments, see section 4.2.

6.2. T Level Technical Qualifications

These are covered within the [JCQ Guide to the special consideration process](#).

Additional information for absence from an assessment for acceptable reasons

When a candidate has missed one of the exam papers for acceptable reasons, but completes the other exam paper in the same series, they may be eligible for special consideration. Where the centre is prepared to support an application, an adjustment may be made to their grade for the Core. This is available in the candidate's first and subsequent series, as the two exam papers cannot be retaken separately.

When a candidate has missed one of the sub-components for acceptable reasons, an adjustment can only be made during their terminal series (ie at the end of the two year programme).

In all cases, candidates must have been fully prepared and covered the whole course.

6.3. Functional Skills

Special consideration is not normally available for Functional Skills assessments, as they are on-demand. The centre should reschedule the assessment wherever possible.

Please note, it is not possible to estimate a grade for Functional Skills where the candidate has been absent for acceptable reasons.

6.4. End-point assessment

Special consideration is not normally available for end-point assessment. The following from the JCQ guide would apply:

- It may not be possible to apply special consideration where:

- the assessment requires the demonstration of practical competence,
- the assessment criteria must be fully met,
- units/qualifications confer ‘Licence to Practise’.
- Where an assessment has been missed or is in the form of an on-demand test, such as an electronic test set and marked by a computer, the centre should offer the learner an opportunity to take the assessment at a later date.

Some EPAs have rules around resits and retakes, guidance on this is available in the [EPA document library](#).

7. Making an application for special consideration

Applications for special consideration must be made in writing by the head of centre / examinations officer, per candidate, per assessment and sent to City & Guilds. Details of the circumstances supporting the application must be supplied. No applications will be accepted if submitted directly by candidates, parents or employers.

Applications for examinations, must be submitted within five working days of the examination date. Applications will not be accepted after the publication of results. It is important to process applications before the issue of results, so it may not be possible to respond individually to each request.

The [application form](#) is available on the City & Guilds website.

Centre Document Library

The City & Guilds / ILM Centre document library can be found at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

Contact us

T: 0844 543 0000*

E: centresupport@cityandguilds.com

Lines open: Monday to Friday 08.00 to 18.00 GMT

About City & Guilds

For almost 150 years we have been developing the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning. We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

Giltspur House
5–6 Giltspur Street
London EC1A 9DE
www.cityandguilds.com

*Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

© 2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.