

# JIEB Special consideration policy

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

## What is special consideration?

Special consideration is for students who experience extenuating circumstances during an exam. If you make a successful application for special consideration, and you fail the exam, then the JIEB Board may grant you special consideration. If you pass the exam, special consideration will not apply.

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. You would not receive a mark for the exam, it would not count as an attempt, and you would not be eligible to apply for marks feedback.

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

Personal circumstances might include illness, bereavement, or other circumstances which are specific to you and not to the exam.

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.

The JIEB Board 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.

- The issue was significant, and would have a clear impact on your exam mark.
- Exam deferral was not an option.
- 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; many problems can be solved at the exam venue. If you have advised the invigilator, or they were already aware of the issue, then you need to consider whether the circumstances had a clear and substantial impact on your exam performance. You **must** submit an application for special consideration if you want us to consider your circumstances, even if the invigilator says they will report it.

The JIEB Board 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

If you wish to apply for special consideration, you must submit an email with any supporting evidence to [specialconsiderations@icaew.com](mailto:specialconsiderations@icaew.com) within 14 days of the exam session. Please fill in the subject line with **JIEB Special Considerations**

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

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. 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.

If your application has met the basic criteria, and you have failed the exam, your application will be put forward to the JIEB Board. Only the JIEB Board can decide whether to grant you special consideration. If the JIEB Board does not grant you special consideration, you will receive your result as normal on results day. If you passed the exam, special consideration will not apply.

If you are granted special consideration for **personal circumstances**, then the JIEB Board may void your exam mark. If you are granted special consideration for **exam environment issues**, then the JIEB Board will consider whether to void your exam mark, or in exceptional circumstances they may make an adjustment to the mark.

A void mark means that you will not receive a mark for the exam, it will not count as an attempt.

## Acceptable evidence

Many special consideration applications will need to be supported by independent evidence. 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 JIEB 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 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 in computerised exams;
- relating to invigilator actions necessary for the administration of the exam;
- relating to travel or lateness;
- relating to issues of which you were aware and may have been eligible for access arrangements;
- which require the JIEB Board to contact parties on your behalf (we will only review what you provide); 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 JIEB Board will adjust the special consideration criteria if this is required by the Act.