

Procedure Title	Compassionate Consideration
Associated Policy	<ul style="list-style-type: none"> <li>• Chapter 6 Assessment of Learners</li> <li>• Chapter 7 Supports for Learners</li> </ul>
Version Number	V1
Owner	Education and Training Manager
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### Purpose

To set out a clear procedure to enable learners to request the deferral of an assessment or avail of an extended deadline because of exceptional or extenuating circumstances

### Scope

All Learners

### Definitions/Acronyms

**Compassionate Consideration** is a process which enables learners who have been prevented from undertaking a specific assessment activity or who feel their performance is seriously impaired because of exceptional circumstances to apply to defer the assessment i.e. to be allowed to complete the assessment activity on another occasion.

**Extenuating circumstances** are serious, unforeseen circumstances beyond the learners control which prevent them from meeting the requirements of the programme. The following are examples of **Extenuating circumstances** under which we may consider granting compassionate consideration to the learner;

- A physical injury or emotional trauma during a period four to six weeks previously
- A physical disability or chronic or disabling condition or incapacitating illness of the learner
- Recent bereavement of close family member or friend
- Serious accident
- Domestic crisis
- Terminal illness of a close family member
- Other extenuating circumstances.

This is not an exhaustive list and there may be other circumstances which we can consider. We consider each application on its own merits.

### **Steps for Implementation**

- The learner completes the Compassionate Consideration Application Form available from the ETM. This must be accompanied with relevant supporting evidence or documentation such as a medical certificate (this can be submitted after the event if necessary)
- THE ETM processes the application immediately, having discussed it with the tutor if necessary
- The ETM lets the learner know by email and/or phone call the decision within 24 hours
- THE ETM informs the tutor
- The tutor contacts the learner to agree alternative arrangements when the learner is in a position to consider these arrangements.
- If a revised assessment schedule is required, this is agreed between the tutor and learner.
- If the assessment is an examination, the tutor sets a new examination paper
- Where compassionate consideration has been granted, the assessment evidence is marked and graded in accordance with the standards of the award
- The ETM records details of the compassionate consideration provided in the Compassionate Consideration Log, including the details of the extensions and/or alternative arrangements.
- All personal data related to an application is securely maintained according to our data protection policy and destroyed in line with our data retention schedule
- The ETM makes the Compassionate Consideration Log available to the External Authenticator
- In the case that the compassionate consideration is not granted to the learner, the learner has the right to appeal this decision. The learner must complete and submit the *Compassionate Consideration Appeal Form*

### **Reference Documents**

LWL Equality and Diversity Policy

### **Supporting Documents**

- Compassionate Consideration Application Form
- Compassionate Consideration Appeal Form
- Compassionate Consideration Log