



NET Exceptional Circumstances Policy

Document History

Version History

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Contents

1	What are Exceptional Circumstances?	3
2	What is the deadline for submitting an ECF form?	3
3	What happens when a form is submitted?	4
4	Confidential Data	5

This policy is an addition to the Reasonable Adjustment and Special Considerations policy

1 What are Exceptional Circumstances?

Exceptional circumstances are unforeseen circumstances outside of the candidate's control which may have had a significant impact on the candidate completing the summative assessment. Such circumstances might include, but are not limited to, illness, being victim to a crime, injury, personal/family problems and/or bereavement.

By entering the Centre Assessment room, the candidate is declaring themselves fit enough to attempt the assessment. If the candidate experiences disruption, prior to the assessment (e.g. due to personal difficulties, crime, bereavement, illness etc.) the candidate must think carefully about whether they should attempt it or whether they should discuss applying for deferring the assessment. If this deferral passes the expiry of the assessment time frame, then an ECF (Exceptional Circumstances Form) must be completed in conjunction with the Centre (there may be additional charges to the candidate for rescheduling and should be carried out at the same Assessment Centre) The detail submitted in the form must highlight that the completion of the assessment will be outside of the timeframe for the summative assessment.

If, having attempted an assessment, the candidate is experiencing difficulties which may have had an impact on their performance, the candidate in conjunction with the Centre should submit an ECF (Exceptional Circumstances Form) within the deadline. When considering your ECF, NET reserves the right to determine whether it was appropriate for you to attempt the assessment. In the case where an Exceptional Circumstance was upheld then the candidate will repeat the assessment at the same centre.

The candidate is encouraged to discuss circumstances with the Assessment Centre, in order to ensure full support and referral. However, the candidate must ensure ECF and evidence is submitted to NET. An ECF form will only be accepted before or during an assessment. Once a section or assessment has been completed an ECF form cannot be raised retrospectively. NET will not accept any forms where a candidate has waited to see the results of the assessment and then submit an ECF.

2 What is the deadline for submitting an ECF form?

You must submit your Exceptional Circumstances Form and corroborating evidence as soon as possible before the assessment and before any results are issued.

You are encouraged to discuss your circumstances with your Centre. However, you must ensure you also submit an EC form and evidence to NET.

- 1) Download and complete/print an Exceptional Circumstances Form.
- 2) Attach appropriate official corroborating evidence:
 - Written by appropriately qualified professionals (e.g. health professionals, police authority) who are independent from the candidate.

- On headed paper and signed and dated by the author. Evidence presented by email may be acceptable in some circumstances and only if the email has been sent by the author from the official domain name of the author's organisation. Where evidence is submitted in email form, NET reserves the right to request further information from the candidate.
- Confirming specifically that the circumstances were witnessed on the relevant date as opposed to being reported retrospectively.
- In English. If the candidate's evidence is not in English, then the candidate must submit an original source-language copy of the evidence together with an officially translated copy.
- Unaltered. Documentation that has been amended for any reason will be deemed inadmissible by NET.

If the candidate can obtain corroborating evidence but will not be able to submit the evidence within the deadline: the candidate/Centre must still complete and submit the form and clearly a note on the form that the evidence will follow shortly. The evidence must then be submitted as soon as possible.

No decision will be made until the corroborating evidence is reviewed. Failure to provide evidence after 10 working days will result in the ECF being rejected.

It is the candidate's responsibility to ensure that the submission is received by NET within the deadlines and that all documents are included.

3 What happens when a form is submitted?

An email will be sent to the candidate/centre after review in line with the Reasonable Adjustments Policy once the decision is made.

The Centre or NET cannot guess, assume or predict how the circumstances might have affected the candidate. The candidate therefore will need to write a statement explaining how they felt the circumstances affected the wellbeing and their performance in an assessment:

'I became ill six days before my AM2. The medication I was prescribed made me drowsy and I could not concentrate fully. I have not returned to work which is confirmed by my GP and employer.'

If the circumstances are of a kind where the candidate feels the performance was affected during or immediately before an Assessment, because they were worried about somebody else's wellbeing (for example a very sick relative), then where possible the candidate should provide evidence of their illness. However, in such cases NET will also need evidence of how these circumstances specifically impacted on the candidate's own wellbeing. (there may be additional charges to the candidate for rescheduling and should be carried out at the same Assessment Centre).



4 Confidential Data

Information submitted through the exceptional circumstances process will only be made available to NET staff who are directly involved with the process, in line with the Reasonable Adjustments and Special Considerations policy.