



NET Exceptional Circumstances Policy

Document History

Version History

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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 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 this must 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). 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 ECF and evidence to NET.

- 1) Download and complete the Exceptional Circumstances Form available at: <https://www.netservices.org.uk/policies-and-procedures/>
- 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 will be acceptable, 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.
- 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 a reasonable time: 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. Failure to do so may result in an assessment booking becoming void.

It is the candidate's responsibility to ensure that the submission is received by NET 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 performance. The candidate therefore will need to write a statement explaining how they felt the circumstances affected the wellbeing and their performance in an assessment scenario:

"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 candidates own wellbeing. (there may be additional charges to the candidate for rescheduling and should be carried out at the same Assessment Centre).

If the candidate becomes ill during the course of the assessment and cannot continue, the centre has the option of extending the section of the assessment. The Centre must mark all completed sections and criteria, but not mark any criteria that has not been completed due to the illness and then extend the assessment up to a maximum of 14 days at the Centre discretion. An ECF form must be submitted to NET.



If the time of absence is greater or the Centre is unable to keep the assessment in a partially completed state, then the Centre has the right to inform the candidate that the section and any outstanding sections will need to be rescheduled. In this case the centre will mark all criteria appropriately until the point of departure, where any outstanding criteria is then marked out of time.

The candidate must complete or resit at the same Centre (administration charges may be applied). If a candidate leaves the assessment with no viable reason, then the assessment is marked out of time including any outstanding sections and the candidate will be required to rebook a complete new assessment or resit, but this can be at another Centre of their choosing.

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.