

# SPECIAL CONSIDERATIONS POLICY

*PMQ Regulated Qualifications*

## Purpose

1. PMQ recognises that some learners who are fully prepared for an assessment may have been temporarily disadvantaged by adverse circumstances beyond their control at the time of the assessment. The Special Consideration Policy sets out PMQ's policy position for supporting learners who have been disadvantaged, whilst ensuring that the integrity of the PMQ qualifications is maintained.
2. This policy should be read in conjunction with the Special Consideration Procedure – PMQ Regulated Qualifications.

## Scope

3. This policy applies to PMQ learners, training providers, training provider staff and associated contractors, PMQ staff and contractors involved in the assessment and/or delivery of PMQ regulated qualifications.

## Definitions

4. The term 'learners' in the context of this policy includes all individuals studying for the regulated qualifications listed in Appendix 1.
5. The term 'assessment' in the context of this policy includes assessments taken towards PMQ regulated qualifications, for example, external examinations, Professional Skills assessments, online examinations and internal assessments.
6. Special consideration may be applied in circumstances where a learner is materially affected by adverse circumstances beyond their control at the time of an assessment. The adverse circumstances may include temporary injury, illness, other indisposition or event outside of the learner's control.
7. Special consideration will be dependent on the nature of the assessment and the adverse circumstances encountered and may include:
  - a small post-assessment adjustment to a learner's mark;
  - rearranging an assessment for a future session at no extra charge.

## Key Principles

8. In circumstances where special consideration is approved the integrity of the assessment must not be compromised.
9. Any post-assessment adjustment to a learner's marks must be a minor adjustment (usually a maximum of 3% of the marks available for the assessment, and in exceptional circumstances 6%), as to do more would jeopardise the standard of the assessment.

10. Special consideration should not give a learner an unfair advantage, neither should it mislead stakeholders regarding a learner's achievements. A learner's results must reflect the achievement in an assessment and not their potential ability.
11. PMQ does not permit, within the scope of its special consideration policy, a qualification to be awarded to a learner who has not successfully completed all the assessment components.

## Eligibility for Special Consideration

12. Learners who are fully prepared for an assessment may be eligible for special consideration if their performance in an assessment is materially affected by adverse circumstances beyond their control.
13. PMQ will set out circumstances for which special consideration will not be agreed. This will include but not be limited to circumstances which are not proximate to the assessment, issues arising due to a learner's own actions and personal choices, issues affecting preparation for an assessment (for example, loss of learning).
14. Learners who receive reasonable adjustments or access arrangements for assessments will not be entitled to receive special consideration for the same circumstances.
15. Special consideration cannot be applied where an assessment requires a demonstration of practical competence.
16. Learners will only be eligible for special consideration if supporting evidence accompanies the application in accordance with PMQ requirements.

## Supporting Evidence

17. Written evidence from an authoritative source which can be validated must support applications for special consideration.
18. It is the learner's responsibility to provide sufficient evidence.

## Decision making

19. PMQ decides the outcomes of special consideration applications. PMQ does not devolve special consideration decisions to training providers.
20. PMQ will set out criteria against which individual applications for a post-assessment mark adjustment will be considered and ensure that decisions are evidence based.
21. PMQ will set out the criteria which must be met for an assessment to be re-arranged for a future session at no extra charge.

22. In making decisions PMQ will consider:
  - documented, valid supporting evidence;
  - the assessment type;
  - the PMQ criteria for mark adjustments, as applicable;
  - the PMQ criteria for rearranging assessment at no extra charge, as applicable;
  - the potential impact of any special consideration on the validity of the assessment.
23. PMQ may consider whether the cost implications of rearranging an assessment are reasonable in the circumstances, before approving an application to rearrange an assessment.
24. The outcome of a special consideration request may be:
  - a mark adjustment in accordance with PMQ criteria;
  - the rearrangement of an assessment at no extra charge;
  - rejection of the application.

## Special Consideration Appeals

25. Information about appealing the outcome of a special consideration application is set out in the Appeals Policy – PMQ Regulated Qualifications and the associated Appeals Procedure.

## Policy review arrangements

26. This policy is subject to a three-year review cycle. However, the policy may be reviewed more frequently to address regulatory changes, operational feedback or concerns brought to the attention of PMQ to ensure the policy remains fit for purpose.
27. This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.

## Appendix 1

### PMQ Regulated Qualifications:

1. PMQ Level 2 Award in Introduction to Residential Property Management Practice
2. PMQ Level 2 Award in Introduction to Sale of Residential Property
3. PMQ Level 3 (SCQF Level 6) Certificate in Property Agency
4. PMQ Level 3 Award in Chattels Auctioneering
5. PMQ Level 3 Award in Real Property Auctioneering
6. PMQ Level 3 Award in Residential Inventory Management and Practice
7. PMQ Level 3 Award in Residential Tenancy Deposit Protection and Management
8. PMQ Level 4 Certificate in Property Agency Management