

2.2.6 Compassionate Consideration

Procedure code and title:	2.2.6 Compassionate Consideration
Policy area:	2.2 Support for Learners
Version Number:	1
Reviewed by:	Quality Assurance Sub-Group
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Review Date:	

Purpose

The purpose of this procedure is to detail how KWETB ensures that the learner is not unfairly disadvantaged if they cannot participate in assessment due to personal events/circumstances beyond their control. This procedure outlines how the learner can apply to defer an assessment activity if they feel their assessment performance or preparation for assessment has been affected due the event.

Scope

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision-Second Providers.

Preamble

The learner can experience personal events which may impact on their ability to participate in assessment. When this type of event occurs, the learner can apply for Compassionate Consideration if they feel their assessment performance or preparation for assessment has been affected due to this event.

Examples of circumstances where a learner may apply for Compassionate Consideration include:

- A physical injury during a period of four to six weeks before the assessment deadline or scheduled assessment event.
- Emotional trauma during a period of four to six weeks before the assessment deadline or scheduled assessment event.



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- A physical disability or chronic disabling conditions such as epilepsy, glandular fever or other incapacitating illness which prevented participation in the scheduled assessment.
- The recent bereavement of a close family member or friend.
- Severe accident.
- Domestic crisis.
- Terminal illness of a close family member.
- Other extenuating circumstances.

In these circumstances, the learner may apply to defer the assessment: i.e. to complete the assessment activity on another occasion or submit assessment materials on an alternative date.

These examples are circumstances which are unlikely to be considered valid criteria for availing of Compassionate Consideration:

- Typical symptoms associated with examination stress.
- Minor illnesses such as common cold.
- Holidays.
- I.T. or computer failure (excluding during an exam).
- Where English is not the first language of the assessment learner (This issue should be dealt with separately and appropriate supports provided to enable learners to contribute and participate in learning delivered through English.)

When considering an application for compassionate consideration, fairness to the learner and all other learners must be the overriding principle when evaluating applications.

Granting the compassionate consideration should be based on evidence provided by the learner regarding the extenuating circumstances.

The Programme Co-ordinator should decide based on the learner's application for compassionate consideration. The Programme Co-ordinator may consult with the designated person with responsibility for QA authentication / TSO regarding the application.

Procedure – 2.2.6 Compassionate Consideration

1	<p>The Programme Co-ordinator should ensure that information about availing of Compassionate Consideration is circulated to learners at course induction.</p> <p>The Learning Practitioner should ensure that information about availing of Compassionate Consideration is circulated to learners and in advance of assessment periods.</p>
2	If appropriate, the learner should complete an application for Compassionate Consideration in advance of the assessment date.

	The learner should submit the application to the Programme Co-ordinator.
3	The Programme Co-ordinator should gather more information from the learner if necessary, including requesting medical certificates or other evidence.
4	The Programme Co-ordinator should decide based on the information received based on procedure.
5	The Programme Co-ordinator should ensure the decision is recorded and signed off on the Compassionate Consideration Application Form. A decision must be made promptly, ideally within 3 working days from receipt of application.
6	The Programme Co-ordinator should communicate the decision to the learner and affected staff.
7	<p>The Learning Practitioner should arrange an alternative opportunity for the learner to complete the assessment, including the provision of an alternative examination paper/assessment brief to ensure the validity and reliability of the assessment.</p> <p>The Programme Co-ordinator should engage an invigilator as necessary.</p> <p>The learner should participate in the assessment under the same circumstances as the previous instance of the assessment.</p>
8	The Programme Co-ordinator should ensure they adjust the Centre Assessment Plan/ F12 if necessary.
9	<p>The Programme Co-ordinator should ensure that all documentation is filed in the learner file.</p> <p>The Programme Co-ordinator should ensure that all documentation is confidential and stored in a secure place.</p>
10	The Programme Co-ordinator should ensure they record the instance(s) of Compassionate Consideration applied for and granted (without reference to personal details) on the Internal Verification Report.

Appeals for Compassionate Consideration:

1	The learner (or parent/guardian for U18s) have a right to appeal if they are dissatisfied with any aspect of the decision in relation to their application for Compassionate Consideration. The appeal must be made in writing using the Compassionate Consideration Appeal form.
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	The learner should submit this application to the Co-ordinator/Programme Manager within 5 working days from the date of notification.
2	<p>The Programme Co-ordinator should submit the Compassionate Consideration Appeals Application form to the Adult Education Officer for decision.</p> <p>The Programme Co-ordinator should inform the learner (parent/guardian for U18s) of the appeal decision with five working days of receipt of the completed Compassionate Consideration Appeals Application form.</p>

Records and Retention:

	The Programme Co-ordinator should retain all records of application for Compassionate Consideration and supporting evidence until the learner has completed their programme of learning and the assessment process is complete.
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Links to other Policies/Procedures

1.3.2	Information to learners about Assessment
1.3.10	Internal Verification
2.1.1	Student Induction
2.1.3	Information to Learners
2.2.7	Deadlines, short-term extensions and deferrals
3.4.1	Learner Records
3.4.4	GDPR Policy

Resources

Resources	<ul style="list-style-type: none"> • Application for Compassionate Consideration • Compassionate Consideration Appeal Application Form
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