



Special Considerations Online Tool

FREQUENTLY ASKED QUESTIONS (FAQ's)

Applying for Special Consideration online is a new addition to our Edexcel online services. This is a list of common questions and answers about the tool that will help you to navigate your way around the application and make the raising of a request even easier.

We are continuously working to improve the capabilities of this online tool, so please look out for notification of new features.

1. What does the Special Consideration Online Tool do?

Instead of having to post your JCQ 10 form requesting Special Consideration for candidates who have sat examinations but were disadvantaged or absent/partially absent for a timetabled written examination, you can now complete the request online and receive an instant decision.

2. How can/do I access the special considerations online tool?

If you are an Exams Officer/Head of Centre then your existing Edexcel Online login details will have the required access. There will be a '**Special Consideration**' link on the menu list of Edexcel Online on the left hand-side of the screen. This will enable you to access the new online tool.

If you are unable to access the online tool contact your Exams Officer/Head of Centre

3. What type of special considerations can I submit online?

Currently you can only submit a request for a disadvantaged or absent candidate for time-tabled written examinations **only**.

4. What type of special considerations cannot be submitted online?

You cannot apply for non-timetabled examinations or for NQF BTEC. Please continue to submit relevant form 10 for non-timetabled examinations i.e:

- a. Oral/Practicals (non-timetabled examinations)
- b. Group requests
- c. Lost coursework
- d. Functional Skills (Entry Level)
- e. NQF BTEC

5. Can I submit a request online for all qualification types?

No, you can raise a request for any of the following qualifications:

- a. GCSE & International GCSE
- b. GCE
- c. Functional Skills
- d. Principal Learning
- e. IAL
- f. Edexcel Award
- g. Edexcel Certificate



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6. When can I go online and submit a request for special consideration?

You will be able to submit a request for special considerations after 2pm (UK time) on the day of the examination. Applications should be made within 7 days of the written timetabled exam being taken. You can make one application for a candidate once they have completed their examination(s) instead of applying after each examination.

7. What do I do if I cannot find a candidate?

As the exams officer you will need to check the entries to ensure the candidate has been entered for the correct paper(s). If they have been entered check the following:

- a.** Has the correct qualification type and series been selected.
- b.** If you have sub-sites, please check to see if you have selected the correct site. For more details please refer to the user guide (which can be found at the bottom of this page)
- c.** Alternatively, if you are still unable to find the appropriate candidate details please contact us.

8. What does it mean if an exam has been greyed out?

If a request has already been made for a particular candidate /exam, this field will be greyed out and you will not be able to re-submit a request for that particular candidate and exam. This prevents duplicate requests being made for a candidate(s) /exam(s).

9. Can I apply for special consideration affecting multiple exams sat by a candidate?

Yes, the application will show all exams that the candidate is entered for. You can raise a request after 2pm on the day the exam was sat.

10. How do I know if the application has been received?

After you have selected the submit button on the online tool will provide you with a confirmation page with a summary of all the details of the request along with a unique reference number. We recommend that you print a save a copy of this for your records.

11. How will I know the outcome of the application?

The confirmation page will show you the status of your application(s) it will only be one of the following:

Accepted

This means your request has been successful and the appropriate tariff will be awarded to the candidate.

Rejected

This means your request has been unsuccessful, and the criterion for receiving any special consideration has not been met. For all rejected cases they will be reviewed by the Special Requirements Team within Pearson.



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Pending

This means that further consideration needs to be given to the application before a decision can be made. It could also indicate that the request may require evidence of the problem to be submitted.

Hard-Copy Request

This means that this particular request has been selected for auditing purposes and you are required to send us in the supporting evidence a copy of the application to speccons.online@pearson.com. Once this information has been sent to us we will then be able to review your application. If we do not receive this information we will not be able to process your application for special consideration.

However please note that this status is subject to change, as requests will be reviewed in accordance with the provisions of the regulations of the Joint Council for Qualifications.

12. What should I do if I want to appeal the outcome of a request?

In the cases where an application has been rejected and you believe that further details would support your application for special consideration, please email uk.special.requirements@pearson.com

The Exams Officer/Head of Centre will receive an automated email notifying them that the status of their request has changed as a result of further investigations by the Special Requirements Team. The email will inform you the request has been changed. You will then be able to use the online tool to view the updates to the request. If you still disagree with the outcome, you can appeal. Please write to the following address:

**The Appeals Manager
Business Improvement and Regulation
Pearson
One90 High Holborn
London
WC1V 7BH**

13. How will I know if I need to provide further information or if the status of an application has changed?

If we require further details in order to process your request, the Exams Officer/Head of Centre (representative that raised the request) will be contacted by a member of the Special Requirements Team who will inform you of the information that is required.

14. How can I see previous requests that I have already submitted for the current series?

By using the 'View Requests' link on the left hand side menu bar of the online tool, you will be able to select the required search criteria to see requests that you have submitted. The review screen will provide a summary of all the information that you have submitted for a candidate.



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If you need to review a request from a previous series please contact us at uk.special.requirements@pearson.com we will be able to provide the information you require.

15. How much will it cost to make a Special Consideration application?

There is no charge for making a request for special consideration.

16. Is there anything else I need to be aware of, when making a request?

Currently, you are unable to make a disadvantage or absent request for practical/orals or group requests using the online tool. This option is currently not available.

If you are a sub-site please ensure that you use the correct site when making your requests.

17. What is the process for a posthumous award?

To make enquiries relating to awards for a posthumous, please write to the Special Requirements Manager to the following address:

**The Special Requirements Manager
Pearson
One90 High Holborn
London
WC1V 7BH**

Or email: uk.special.requirements@pearson.com

18. Can I delete or amend an application if I have made an error?

Once you have submitted a request, you are unable to withdraw an application yourself. If you have raised a request in error or have made a mistake with the information please email speccons.online@pearson.com and provide the following information:

- a. Application id number (this can be found on the application confirmation page).
- b. Centre number
- c. Name of candidate and their candidate number
- d. The reason why you are requesting the deletion or amendment

19. Who can I contact if I am experiencing any problems?

You can contact the Special Requirements Team, by:

- a. Email: speccons.online@pearson.com
- b. Contacting our Customer Service Team on the following number:

+44 (0) 844 463 2535