

# SPECIAL CONSIDERATIONS

## 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 new '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. What type of special considerations can I submit online?

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

In the mean time please continue to submit JCQ form 10 for non-timetabled examinations i.e. practicals/orals or form 15 for lost coursework.

### 3. 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.

### 4. 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; alternatively [Contact us](#).

### 5. Can I raise a request online for any qualification type?

You can raise a request for any of the following:

- a. GCSE & International GCSE
- b. GCE
- c. Functional Skills
- d. Principal Learning

Currently you cannot raise a request online for the following:

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

f. BTEC/NVQs

## 6. 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 are a sub-site check to see if you have the correct site selected.
- c. Alternatively, if you are still unable to find the appropriate candidate details please contact us.

## 7. 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/exam.

If you would like to see the details of a previously submitted request, you can use the 'View Request' link on the left hand menu option. Alternatively if you need to access any components that have been greyed out please contact us.

## 8. 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.

## 9. 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.

## 10. 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 rejected cases they will be reviewed by the Special Consideration Team within Edexcel.

**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 Requested:** As part of our quality process we will be randomly requesting that centres send a copy of their online request(s) along with any supporting evidence. This process will apply for '**Disadvantage**' and '**Absent**' requests, applications will need to be posted to the Special Requirements Team to review.

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.

### **11. I find it difficult to print all my applications for special consideration?**

There is now a new functionality on 'View Requests', which will allow you to download a CSV file of all requests you have made instead of printing each application individually.

### **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 [Contact us](#)

### **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 Edexcel Special Requirements Team who will inform you of the information that is required.

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 Assurance Group  
One90 High Holborn  
London  
WC1V 7BH**

### **14. How can I see requests that I have 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.

If you need to review a request from a previous series please contact us at [Contact us](#) we will be able to provide the information you require.

### **15. Can I delete or amend an application if I have made an error?**

Once you have submitted a request, it cannot be withdrawn. If you have raised a request in error please email [speccons.online@edexcel.com](mailto:speccons.online@edexcel.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

### **16. How much will it cost to make a Special Consideration application?**

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

### **17. 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/oral or group requests using the online tool. This option will be available shortly.

If you are a sub-site please ensure that you use the correct site when making your requests. [Contact us](#)

### **18. Who can I contact if I am experiencing any problems?**

You can contact the Special Requirements Team, by:

- a. Email: [speccons.online@edexcel.com](mailto:speccons.online@edexcel.com)
- b. Using the [Contact us](#) at the top of the online system
- c. Contacting our Customer Service Team on the following numbers:

GCSE	0844 576 0027
GCE	0844 576 0025
Diploma	0844 576 0028 (Functional Skills/ Principal Learning)

### **19. What is the process for deceased candidates?**

To make enquiries relating to awards for a deceased candidate, please write to the Head of Standards at the following address:

**Edexcel  
One90 High Holborn  
London  
WC1V 7BH**