

# UAT-UK Special Consideration Policy

UAT-UK acknowledges and appreciates that applicants may suffer from serious and unforeseen circumstances, outside of their control, in the lead up to the test sitting and is committed to supporting students who are therefore unable to sit their test, or whose performance might be seriously impacted. This Policy sets out how such circumstances should be reported to UAT-UK, and how they will be considered.

Please note that should you suffer from any illness, injury, or other personal circumstances from the time at which you enter the test centre, this should be reported as a test incident and is not covered by this policy. Please refer to our [Test Incident Policy](#).

## 1. General Principles

- 1.1 Candidates aware of any circumstances that might affect their performance on the day, should contact the UAT-UK office before they sit the test. This applies even if they fall ill or experience issues on the day of their test before they attend the test centre.
- 1.2 Candidates who attend their test, without any communication with the UAT-UK office, are declaring that they are fit to test. UAT-UK will not normally, therefore, take any action if illness, injury, or personal circumstances, that arose ahead of the test, are subsequently reported.

## 2. Injury, illness, or personal circumstances that may impact your test

- 2.1 Candidates experiencing moderate or major illness/injury or significant personal circumstances that may affect their ability to declare themselves 'fit to test' on the day of their booking, must contact the UAT-UK Office for advice before sitting their test.
- 2.2 Moderate and major illness, injury, or personal circumstances deemed to be significant enough to take any action includes but is not limited to:

- Severe injury or serious physical or mental illness, resulting hospitalisation, significant medical treatment or significantly inhibiting your ability to get to your test centre.
- Flare up of a long-term, severe, medical, or psychological condition.
- Severe injury or serious physical, mental illness, or death of a parent/carer or other member of the immediate family or other recent, serious, and personal trauma. Immediate family would normally refer to any parent, guardian, sibling, child, spouse, or partner.

2.3 UAT-UK does not normally consider minor illness/injury or minor personal circumstances to be significant enough to take any action. This includes but is not limited to:

- Coughs, colds, headaches or minor infections, unless symptoms are particularly severe.
- Hay fever, stings, or minor allergic reactions
- Muscular or back pain or toothache
- Physical injury that does not impede your ability to take the test such as minor burns, scalds, bites, cuts, grazes, sprains, or strains.
- Normal exam-related stress
- General domestic/family/financial problems

2.4 Access arrangements will also not normally be approved for minor illness/injury or minor personal circumstances.

2.5 Conditions that are not supported with documentary evidence will not usually be accepted.

2.6 In order for any special consideration request to be accepted it must be unforeseen and/or out of the control of the applicant and must be directly related to the timing of the test sitting.

2.7 UAT-UK will not normally act where a candidate is on holiday, experiences work or other issues that impact their ability to attend the test centre as planned, is delayed getting to the test centre.

- 2.8 For candidates sitting online-proctored tests, outside of a Pearson VUE test centre, as well as those outlined in 2.7, UAT-UK will not normally act where a candidate experiences technical issues unrelated to the online-proctoring platform.
- 2.9 In some instances, including those in 2.7, although special consideration will not be given, candidates are able to reschedule their test booking, up to 48 hours prior, without financial penalty, subject to test centre availability, if they are aware in advance they are not able to attend. Candidates can do so via their UAT-UK account on the Pearson VUE site. If you are within 48 hours of your booking, please contact Pearson VUE customer services. Assistance may be available, subject to additional fees.

### 3. Reporting injury, illness, or personal circumstances

- 3.1 UAT-UK will **not** normally act if you notify us of illness, injury or personal circumstances after the test has been taken. In attending the test, you declare that you are fit to take the test, or that you have notified the UAT-UK of your circumstances.
- 3.2 In limited circumstances, UAT-UK may allow a candidate to withdraw their implied fitness to test declaration after sitting, if they experienced exceptional circumstances close to their test date where their judgement was impaired, and they were unable to make a rational decision about whether they were well enough to test. You must notify the **UAT-UK office** within **5 working days** of sitting your test if you think this applies to you.
- 3.3 In order to report an injury, illness or personal circumstances affecting your ability to sit the test within the allocated test window you should contact the **UAT-UK office** directly, providing your candidate ID, full name and any evidence in support of your claim. You should do this as early as possible and up until the date and time of the test.

### 4. What happens next?

- 4.1 In most cases, where a candidate reports and evidences moderate to severe circumstances that either mean they are absent from their booking

or their performance might be significantly inhibited, UAT-UK will add a flag to their results record for consideration by the institutions to which they applied.

- 4.2 This flag will state the severity of the reported circumstances but will not provide additional details. Each university institution retains discretion to take account of these circumstances however they see fit, within their admissions processes and decision-making procedures.
- 4.3 On occasion the UAT-UK office might offer to communicate with the relevant institution to provide an explanation of the candidate's specific circumstances, only with express permission and/or at the request of the candidate.
- 4.4 For candidates not applying to Cambridge, if you experience serious injury, illness, or personal circumstances relating to the October test sitting, you should consider cancelling and re-booking when test registration opens for the January test sitting. Registration dates can be found [[here](#)]. This will not impact the outcome of your application.
- 4.5 Where there has been very serious injury, illness, or personal circumstances that have arisen within 48 hours of your test booking, UAT-UK may choose to reimburse your test fee or provide you with a code to re-book, free of charge, in the second test sitting, where applicable. Please note that the January test sitting will not be available to Cambridge applicants under any circumstances.

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