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## Submitting special consideration requests via Interchange

A step-by-step guide to support the submission of special consideration requests for 14–19 qualifications.



Welcome to Interchange

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## Introduction

This guide demonstrates how to quickly and easily submit a special consideration request via Interchange for an individual or multiple candidates entered for a 14–19 qualification.

<https://interchange.ocr.org.uk>

### Remember:

- Requests concerning timetabled exams should be submitted **within seven days** of the last exam in the series in that subject.
- Please submit requests concerning coursework/controlled assessment **as soon as you are aware** of a problem affecting the assessment.

For more information about the regulations and guidance surrounding special consideration applications, see the JCQ website.

[www.jcq.org.uk/exams\\_office/access\\_arrangements/regulationsandguidance/](http://www.jcq.org.uk/exams_office/access_arrangements/regulationsandguidance/)

For help getting started with Interchange, please see our quick start guide.

### Quick start guide:

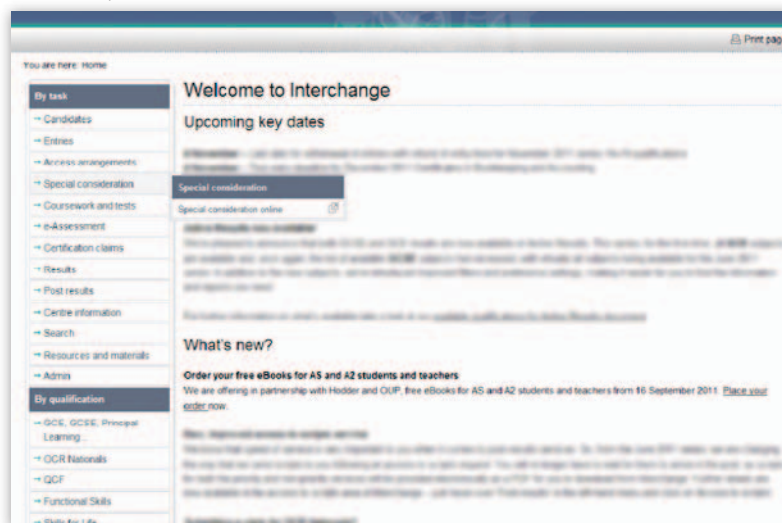
[www.ocr.org.uk/interchange](http://www.ocr.org.uk/interchange)

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## Log in to Interchange

Log in to Interchange, hover over 'Special consideration' in the left-hand menu and click on 'Special consideration online'.

*Choose 'Special consideration' from left-hand menu*



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## Special Consideration Online homepage

### – select your application type

You will then see the Special Consideration Online homepage. From here, you can:

- Submit a request for **present but disadvantaged candidates**
- Submit a request for **absent candidates**
- Submit a request related to **coursework** or controlled assessment (including practicals and orals)
- View **previously submitted requests** for your centre.

To get started, follow the instructions for either individual starting on page **5** or for multiple candidates starting on page **22**.

Special Consideration Online homepage



The screenshot shows the OCR Special Consideration Online homepage. At the top, there is a navigation bar with the OCR logo, the text 'Special Consideration Online', and a 'Log out' link. Below the navigation bar, there is a 'Home' link and a 'Help' link. The main content area features a yellow banner with a red pushpin icon and the text: 'Significant rise in number of 'special consideration' pupils'. Below the banner, there is a table with the following columns: 'Series', 'Application window', and 'Status'. The table contains the following data:

Series	Application window	Status
June 2010	From 08 June 2010 to 07 March 2012	Closed
June 2011	From 19 April 2011 to 29 May 2012	Open
January 2012	From 09 January 2012 to 01 May 2012	Open
March 2013	From 01 March 2012 to 24 May 2013	Open
June 2012	From 06 June 2012 to 16 August 2012	Not Yet Available
January 2013	From 09 January 2013 to 28 June 2013	Not Yet Available
January 2014	From 18 September 2013 to 08 November 2013	Not Yet Available

Below the table, there are four buttons for different application types: 'Present but disadvantaged candidates', 'Absent candidates', 'Coursework', and 'View submitted applications'. At the bottom of the page, there is a version number: 'Version 2.0 1988 1001'.

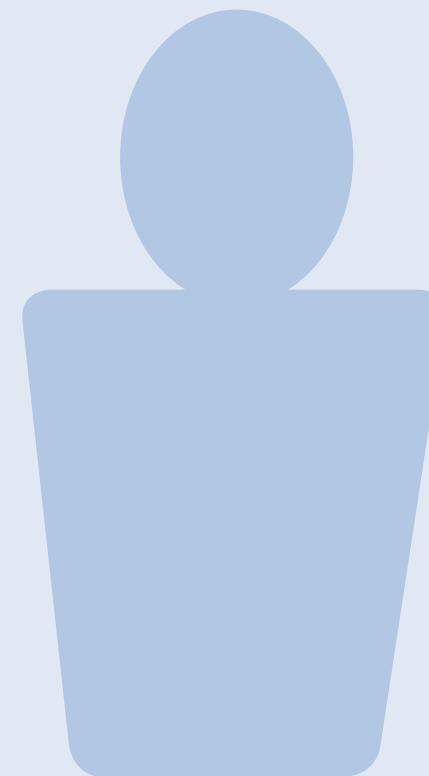
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## Individual candidates

The following pages guide you through each of the required steps for special consideration applications for **individual candidates**.

For individual candidates, you can:

- Submit a request for **present but disadvantaged candidate**
- Submit a request for **absent candidate**
- Submit a request related to **coursework** or controlled assessment (including practicals and orals)
- View **previously submitted requests** for your centre.



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## Present but disadvantaged candidates

Use this option if a candidate took a 14–19 qualification assessment, but was disadvantaged by unforeseen circumstances beyond their control.

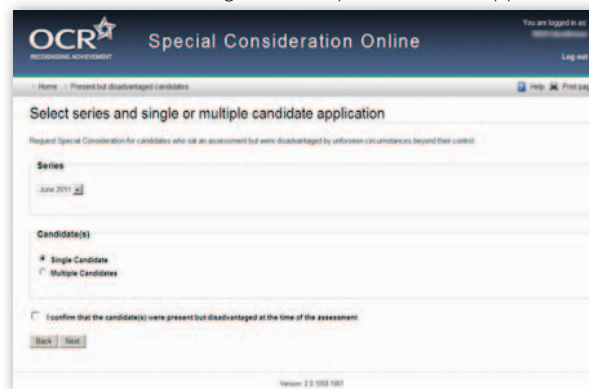
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

**Note** – Applications for special consideration must be made within a designated application window, which is different for each series. If the series you would like to submit an application for does not appear in the dropdown list for selection, it may be that the application window for that series has now closed. Check the Special Consideration Online homepage for a list of all application window dates, by series.

Next, you will need to select the number of candidates you are submitting an application for – a single candidate or multiple candidates.

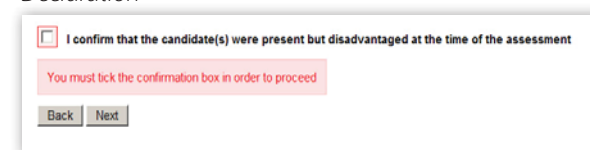
**Note** – This section of the guide is designed to support the submission of special consideration applications for **individual candidates**. If you'd like to submit an application for multiple candidates, see page 22.

*Choose series and single or multiple candidate application*



You will then need to tick the declaration box, to confirm that the candidate you are submitting an application for was present but disadvantaged at the time of the assessment, before clicking on the 'Next' button at the bottom of the page. **If you do not tick the declaration box, you will not be permitted to continue with the application.**

*Declaration*



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## Select a candidate

Next, you will need to select the affected candidate for whom you'd like to submit an application. You can find this candidate in Interchange using the search terms provided: *Cand. No., Surname, Forename, DOB, UCI or ULN.*

Select a candidate



Once you have entered one or more search terms, click on the 'Search' button to display the matching candidate details.

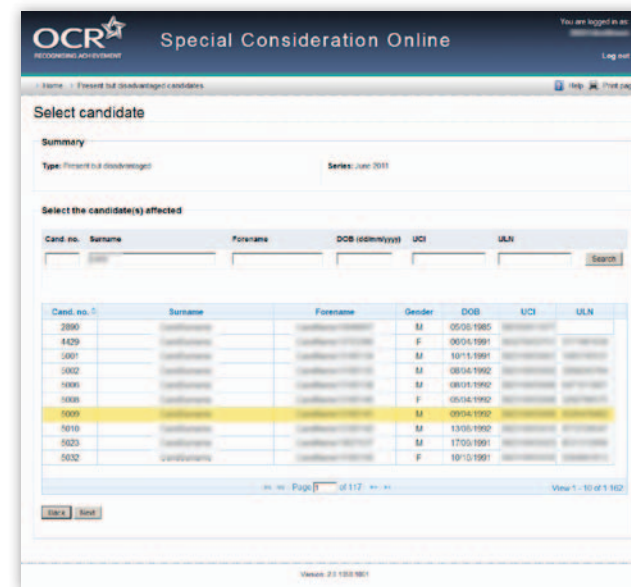
**Note** – If more than one candidate appears (for example, if you used 'Surname' as the search term and more than one candidate at your centre has the same surname) you can rearrange your search results by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI or ULN.*

If you have several results spanning multiple pages, you can scroll through each page using the arrows.

If you **cannot see the candidate you need** in this list, it may be that the candidate does not have any entries for the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Next, select the relevant candidate by clicking on the row containing their details. The selected row will be highlighted in yellow.

**Note** – You can only select one candidate. If you need to submit a request for more than one candidate, see page 22.



When you are satisfied that you have selected the correct candidate, click the 'Next' button at the bottom of the page.

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## Provide details of the disadvantaged candidate

You will then see the 'Provide details of disadvantage' page. This page is split into four key sections:

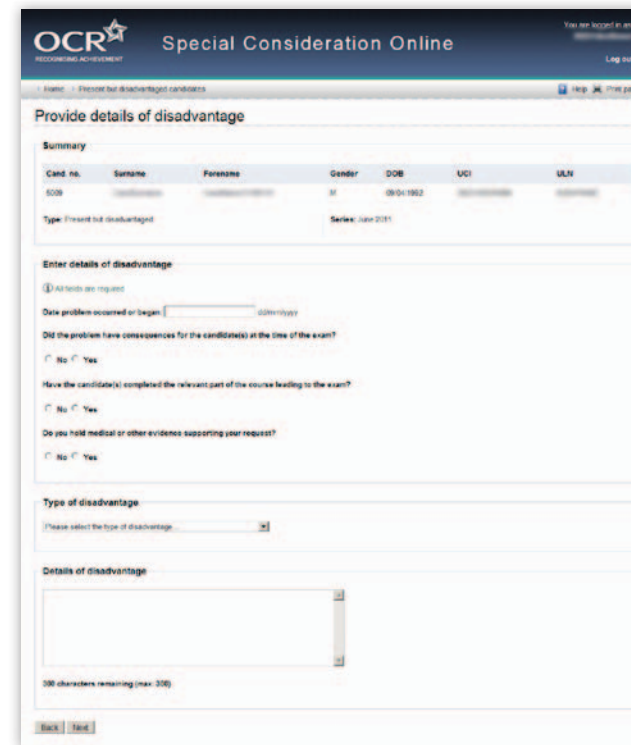
- *Summary* – This shows the series, type of request and the details of the affected candidate. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- *Enter details of disadvantage* – In this section you will need to answer some questions about the candidate's disadvantage. **All fields require an answer.**
- *Type of disadvantage* – Similar to the 'Enter details of disadvantage' section; you will need to select an option from the dropdown list.

**Note** – If none of the options in the dropdown list are appropriate, select 'Other causes of possible disadvantage'.

- *Details of disadvantage* – This is a text box for you to add further details of the candidate's disadvantage. The text box has a 300 character limit, with a character countdown telling you how many you have left to use. **You must provide information here.** You will not be permitted to continue with the application until you provide details.

Once you have checked and completed each section of the page, click on the 'Next' button at the bottom of the page.

Provide details of the disadvantaged candidate





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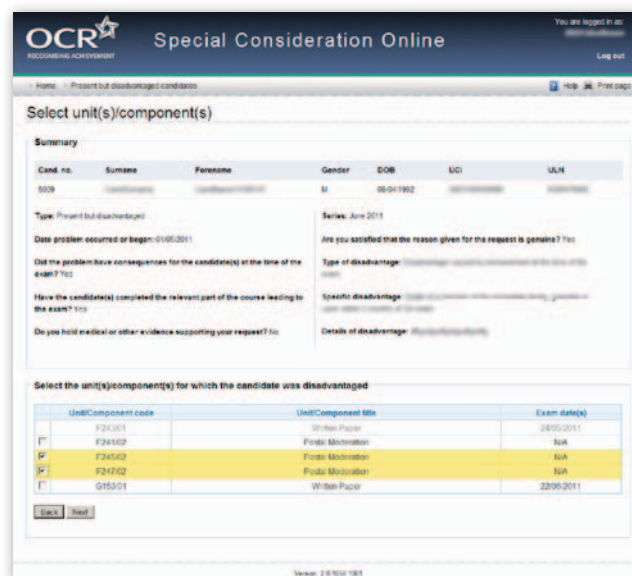
## Select unit(s)/component(s)

The next page is split into two sections:

- *Summary* – The summary on this page includes details of the candidate as well as the information you entered about the candidate's disadvantage on the previous page. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.
- *Select the unit(s)/component(s) for which the candidate was disadvantaged* – Here you will see a list of all the 14–19 qualification units/components the candidate has entries for in the selected series, for which an application for special consideration can be made. To select a unit/component, click in the tick box of the relevant row before clicking on the 'Next' button at the bottom of the page.

**Note** – If you cannot see the unit(s)/component(s) you require on this page, it may be that this candidate does not have any entries for the unit(s)/component(s) in the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

### Select unit(s)/component(s)



The screenshot shows the 'Select unit(s)/component(s)' page in the OCR Special Consideration Online system. The page is titled 'Select unit(s)/component(s)' and includes a 'Summary' section with the following details:

- Cand. no.:** 5009
- Surname:** [REDACTED]
- Forename:** [REDACTED]
- Gender:** M
- DOB:** 05/04/1992
- UCI:** [REDACTED]
- ULN:** [REDACTED]
- Type:** Present but disadvantaged
- Date problem occurred or began:** 01/05/2011
- Series:** June 2011
- Are you satisfied that the reason given for the request is genuine? Y/N:** [REDACTED]
- Did the problem have consequences for the candidate(s) at the time of the exam? Y/N:** [REDACTED]
- Type of disadvantage:** [REDACTED]
- Have the candidate(s) completed the relevant part of the course leading to the exam? Y/N:** [REDACTED]
- Specific disadvantage:** [REDACTED]
- Do you hold medical or other evidence supporting your request? Y/N:** [REDACTED]
- Details of disadvantage:** [REDACTED]

Below the summary is a table titled 'Select the unit(s)/component(s) for which the candidate was disadvantaged':

Unit/Component code	Unit/Component title	Exam date(s)
<input type="checkbox"/> F24301	Written Paper	28/05/2011
<input type="checkbox"/> F24302	Practical Moderation	Jun
<input checked="" type="checkbox"/> F24302	Practical Moderation	Jun
<input checked="" type="checkbox"/> F24302	Practical Moderation	Jun
<input type="checkbox"/> G15301	Written Paper	28/06/2011

At the bottom of the table are 'Back' and 'Next' buttons.

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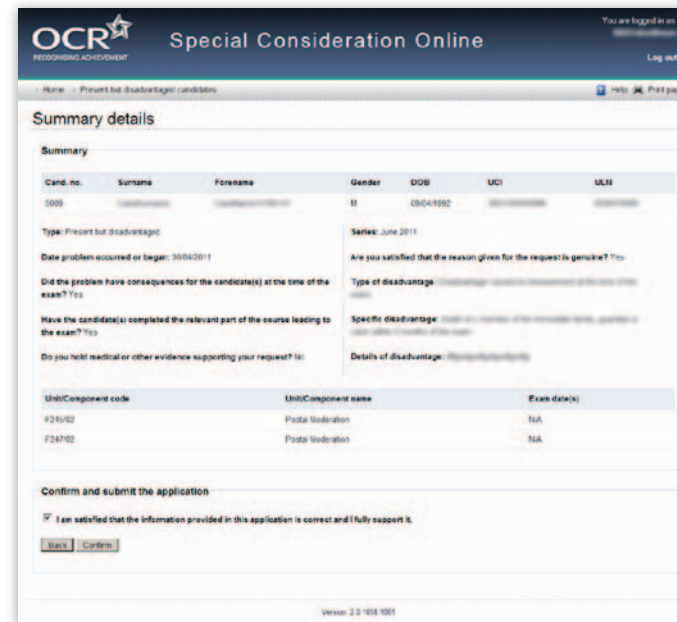
## Confirm and submit the application

You will then see the 'Summary details' page. This will show you a complete summary of your application: the type of request, series, candidate details, details of the disadvantage and the unit(s)/ component(s) affected. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.

Once you have checked these details and are happy that all the information listed is correct, please click in the declaration tick box, before clicking on the 'Confirm' button at the bottom of the page.

**Note** – Please check all details of your application carefully as you will **not** be able to amend them once you have clicked 'Confirm' and submitted your application. If you have submitted an application in error, please contact the Special Requirements team on 01223 552505 as soon as possible.

*Confirm and submit the application*



The screenshot shows the 'Summary details' page in the OCR Special Consideration Online system. The page is titled 'Summary details' and includes a 'Summary' section with the following information:

Cand. no.	Surname	Forename	Gender	DOB	UCI	ULN
500			M	09-04-1992		

Additional details include:

- Type: Present but disadvantaged
- Date problem occurred or began: 30/04/2011
- Series: June 2011
- Are you satisfied that the reason given for the request is genuine? Yes
- Did the problem have consequences for the candidate(s) at the time of the exam? Yes
- Type of disadvantage: [dropdown menu]
- Have the candidate(s) completed the relevant part of the course leading to the exam? Yes
- Specific disadvantage: [dropdown menu]
- Do you hold medical or other evidence supporting your request? No
- Details of disadvantage: [dropdown menu]

Below this, there is a table for Unit/Component details:

Unit/Component code	Unit/Component name	Exam date(s)
F24702	Postal Moderation	N/A
F24702	Postal Moderation	N/A

At the bottom of the page, there is a section titled 'Confirm and submit the application' with a checkbox:  I am satisfied that the information provided in this application is correct and I fully support it. Below the checkbox are 'Back' and 'Confirm' buttons.

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## Absent candidates

Use this option for a candidate who is certificating in the current series but was absent from a 14–19 qualification assessment.

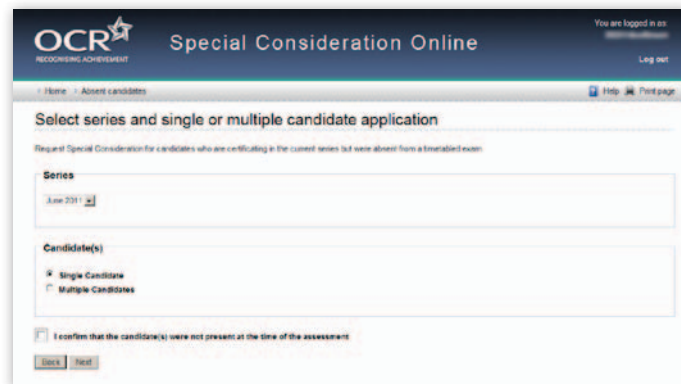
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

**Note** – Applications for special consideration must be made within a designated application window, which is different for each series. If the series you would like to submit an application for does not appear in the dropdown list for selection, it may be that the application window for that series has now closed. Check the Special Consideration Online homepage for a list of all application window dates, by series.

Next, you will need to select the number of candidates you are submitting an application for – a single candidate or multiple candidates.

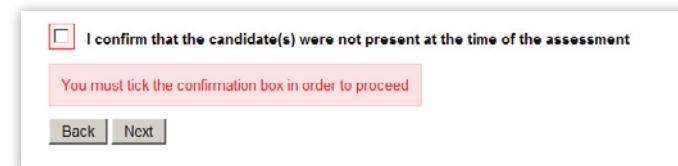
**Note** – This section of the guide is designed to support the submission of special consideration applications for **individual candidates**. If you'd like to submit an application for multiple candidates, see page 22.

*Choose series and single or multiple candidate application*



You will then need to tick the declaration box, to confirm that the candidate you are submitting an application for was absent from the assessment, before clicking on the 'Next' button at the bottom of the page. **If you do not tick the declaration box, you will not be permitted to continue with the application.**

*Declaration*



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## Select a candidate

Next, you will need to select the affected candidate for whom you'd like to submit an application. You can find this candidate in Interchange using the search terms provided: *Cand. No.*, *Surname*, *Forename*, *DOB*, *UCI* or *ULN*.

Select a candidate



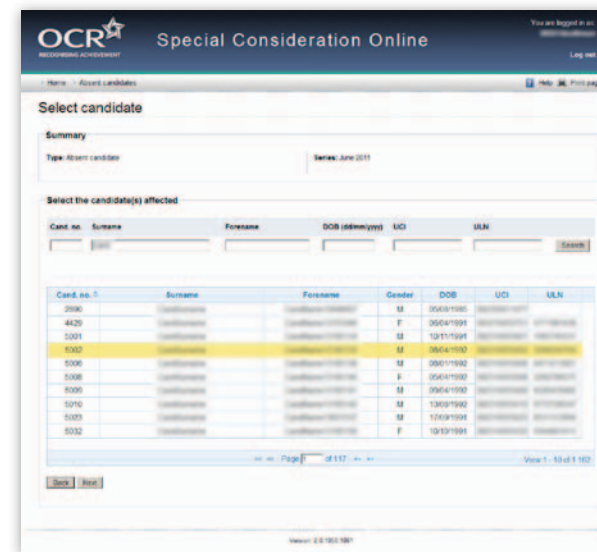
Once you have entered one or more search terms, click on the 'Search' button to display the matching candidate details.

**Note** – If more than one candidate appears (for example, if you used 'Surname' as the search term and more than one candidate at your centre has the same surname) you can rearrange your search results by clicking on any of the column headings: *Cand. No.*, *Surname*, *Forename*, *Gender*, *DOB*, *UCI* or *ULN*.

If you have several results spanning multiple pages, you can scroll through each page using the arrows.

If you **cannot see the candidate you need** in this list, it may be that the candidate does not have any entries for the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Next, select the relevant candidate by clicking on the row containing their details. The selected row will be highlighted in yellow.



**Note** – You can only select one candidate. If you need to submit a request for more than one candidate, see page 22.

When you are satisfied that you have selected the correct candidate, click the 'Next' button at the bottom of the page.

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## Provide details of the absence

You will then see the 'Absence details' page. This page is split into three key sections:

- *Summary* – This shows the series, type of request and details of the absent candidate. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- *Enter details of absence* – In this section you will need to answer some questions about the candidate's absence. **All fields require an answer.**
- *Reason for absence* – This is a text box for you to add further details of the candidate's absence. The text box has a 300 character limit, with a character countdown telling you how many you have left to use. **You must provide information here.** You will not be permitted to continue with the application until you provide details.

Once you have checked and completed each section of the page, click on the 'Next' button at the bottom of the page.

Provide details of the absence



The screenshot shows the 'Absence details' page in the OCR Special Consideration Online system. At the top, there's a navigation bar with 'Home', 'Absent candidates', and 'Help / Feedback' links. The main content area is titled 'Absence details' and includes a 'Summary' section with a table of candidate information. Below this, there are three main sections: 'Enter details of absence' with three radio button questions, and 'Reason for absence' with a large text input field and a character count (300 characters remaining).

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## Select unit(s)/component(s)

The next page is split into two sections:

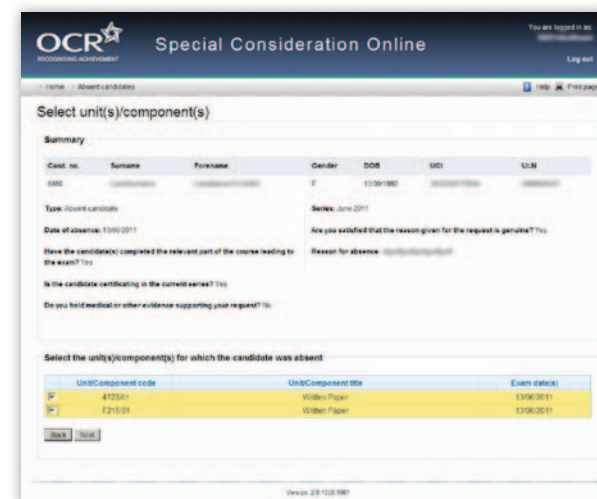
- *Summary* – The summary on this page includes details of the candidate as well as the information you entered about the candidate's absence on the previous page. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.
- *Select the unit(s)/component(s) for which the candidate was absent* – Here you will see a list of all 14–19 qualification units/components the candidate has entries for on the selected assessment date, for which an application for special consideration can be made. To select a unit/component, click in the tick box of the relevant row before clicking on the 'Next' button at the bottom of the page.

**Note** – When submitting an application for special consideration for absent candidates, only the units/components that were assessed on the **date of absence** will appear for selection on this page.

If a candidate was absent for assessments on more than one date, you will need to submit a separate application for special consideration for each assessment date.

**Note** – If you cannot see the unit(s)/component(s) you require on this page, it may be that this candidate does not have any entries for units/components that were assessed on the selected date. If you believe that this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Select unit(s)/component(s)



The screenshot shows the 'Select unit(s)/component(s)' page in the OCR Special Consideration Online system. The page is titled 'Select unit(s)/component(s)' and contains a 'Summary' section with the following details:

- Cand. no.:** 4444
- Surname:** SMITH
- Forename:** JOHN
- Gender:** F
- DOB:** 12/20/1985
- UCI:** 0000000000000000
- UIN:** 0000000000000000

Below the summary, there are several questions to be answered:

- Type:** Absent candidate
- Date of absence:** 13/06/2011
- Have the candidate(s) completed the relevant part of the course leading to the exam? Yes**
- Reason for absence:** 0000000000000000
- Is the candidate certifying in the current series? Yes**
- Do you hold medical or other evidence supporting your request? Yes**

At the bottom, there is a table for selecting units/components for which the candidate was absent:

Unit/Component code	Unit/Component title	Exam date(s)
<input type="checkbox"/> 472301	Written Paper	13/06/2011
<input type="checkbox"/> 472302	Written Paper	13/06/2011

Buttons for 'Back' and 'Next' are located at the bottom of the table.

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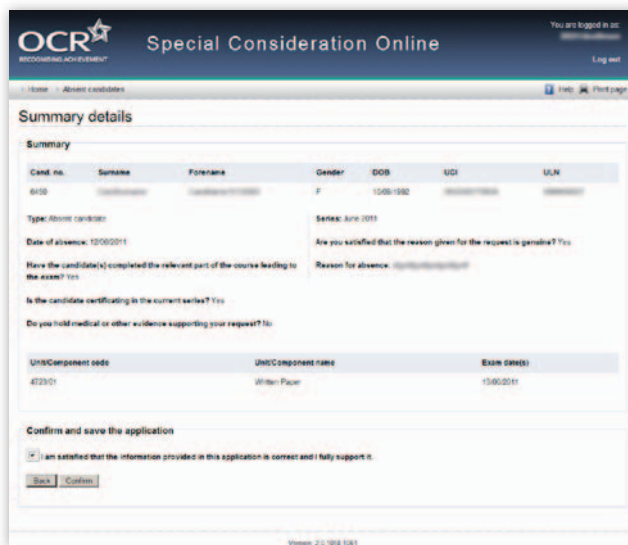
## Confirm and submit the application

You will then see the 'Summary details' page. This will show you a complete summary of your application: the type of request, series, candidate details, details of the absence as well as the unit(s)/ component(s) affected. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.

Once you have checked these details and are happy that all the information listed is correct, please click in the declaration tick box, before clicking on the 'Confirm' button at the bottom of the page.

**Note** – Please check all details of your application carefully as you will **not** be able to amend them once you have clicked 'Confirm' and submitted your application. If you have submitted an application in error, please contact the Special Requirements team on 01223 552505 as soon as possible.

*Confirm and submit the application*



The screenshot shows the 'Summary details' page in the OCR Special Consideration Online system. The page is titled 'Summary details' and contains the following information:

- Summary:**
  - Cand no.: 6455
  - Surname: [redacted]
  - Forename: [redacted]
  - Gender: F
  - DOB: 12/05/1992
  - UCI: [redacted]
  - UIN: [redacted]
- Type:** Absent candidate
- Series:** June 2011
- Date of absence:** 12/05/2011
- Are you satisfied that the reason given for the request is genuine?** Yes
- Have the candidate(s) completed the relevant part of the course leading to the exam?** Yes
- Reason for absence:** [redacted]
- Is the candidate certifying in the current series?** Yes
- Do you hold medical or other evidence supporting your request?** No

At the bottom of the page, there is a table for 'Unit/Component details':

Unit/Component code	Unit/Component name	Exam Dates
422901	Written Paper	15/06/2011

Below the table, there is a section for 'Confirms and save the application' with a checkbox:  I am satisfied that the information provided in this application is correct and I fully support it. At the bottom, there are 'Back' and 'Confirm' buttons.

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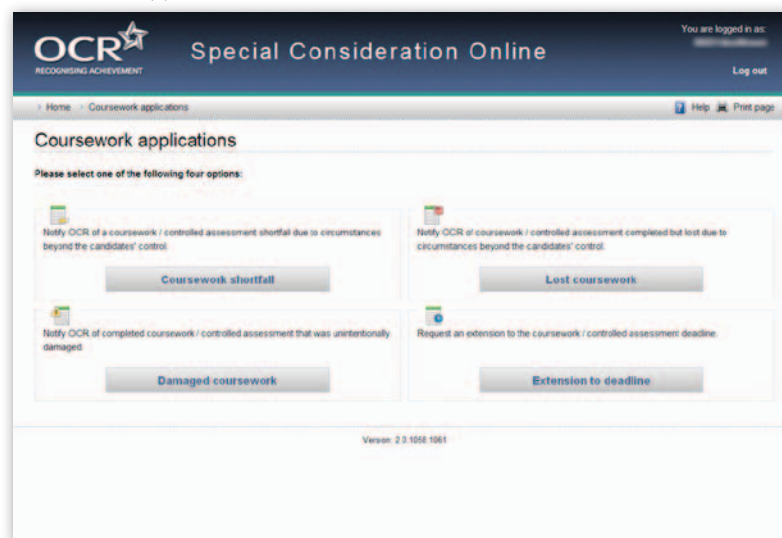
## Coursework applications

Use this option to:

- Notify OCR of a coursework/controlled assessment **shortfall** due to circumstances beyond the candidate's control
- Notify OCR of coursework/controlled assessment completed but **lost** due to circumstances beyond the candidate's control
- Notify OCR of completed coursework/controlled assessment that was unintentionally **damaged**
- Request an **extension** to the coursework/controlled assessment deadline

To get started, click on the button for the service you require.

### Coursework applications





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## Select a series

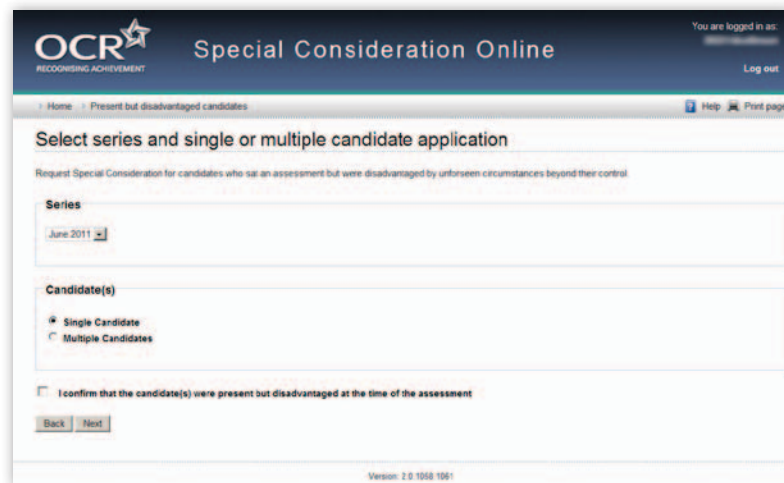
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

**Note** – Applications for special consideration must be made within a designated application window, which is different for each series. If the series you would like to submit an application for does not appear in the dropdown list for selection, it may be that the application window for that series has now closed. Check the Special Consideration Online homepage for a list of all application window dates, by series.

Next, you will need to select the number of candidates you are submitting an application for – a single candidate or multiple candidates, before clicking on the 'Next' button at the bottom of the page.

**Note** – This guide is designed to support the submission of special consideration applications for **individual candidates**. If you'd like to submit an application for multiple candidates, see page 22.

*Choose series and single or multiple candidate application*



The screenshot shows the 'Special Consideration Online' application form. At the top, it says 'You are logged in as: [username]' and 'Log out'. The main heading is 'Select series and single or multiple candidate application'. Below this, there is a sub-heading: 'Request Special Consideration for candidates who sat an assessment but were disadvantaged by unforeseen circumstances beyond their control'. The form has two main sections: 'Series' and 'Candidate(s)'. The 'Series' section has a dropdown menu currently set to 'June 2011'. The 'Candidate(s)' section has two radio buttons: 'Single Candidate' (which is selected) and 'Multiple Candidates'. At the bottom of the form, there is a checkbox labeled 'I confirm that the candidate(s) were present but disadvantaged at the time of the assessment'. Below the checkbox are 'Back' and 'Next' buttons. The version number 'Version: 2.0 1908 1061' is visible at the very bottom.

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## Select a candidate

Next, you will need to select the affected candidate for whom you'd like to submit an application. You can find this candidate in Interchange using the search terms provided: *Cand. No., Surname, Forename, DOB, UCI or ULN.*

Select a candidate



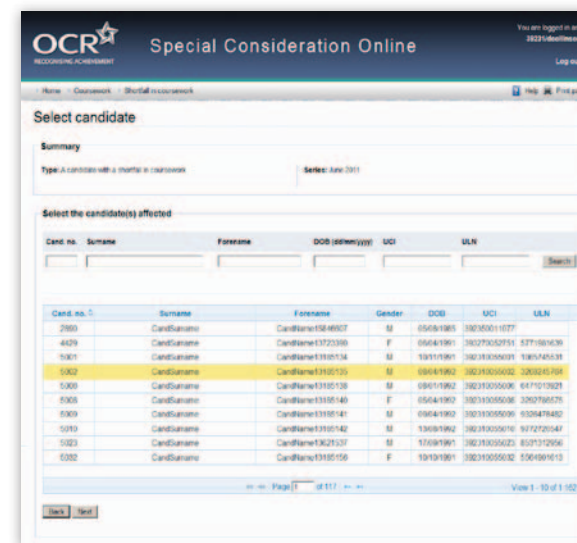
Once you have entered one or more search terms, click on the 'Search' button to display the matching candidate details.

**Note** – If more than one candidate appears (for example, if you used 'Surname' as the search term and more than one candidate at your centre has the same surname) you can rearrange your search results by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI or ULN.*

If you have several results spanning multiple pages, you can scroll through each page using the arrows.

If you **cannot see the candidate** you need in this list, it may be that the candidate does not have any entries for the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Next, select the relevant candidate by clicking on the row containing their details. The selected row will be highlighted in yellow.



**Note** – You can only select one candidate. If you'd like to submit an application for multiple candidates, see page 22.

When you are satisfied that you have selected the correct candidate, click the 'Next' button at the bottom of the page.

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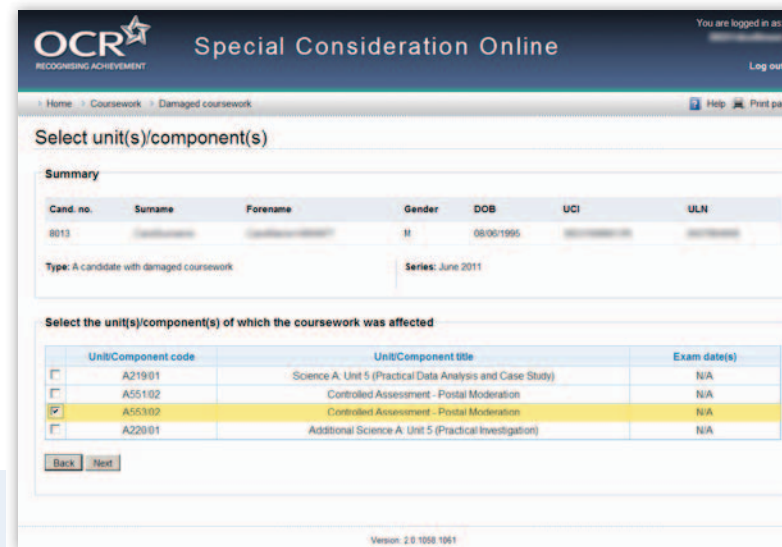
## Select unit(s)/component(s)

The next page is split into two sections:

- **Summary** – The summary on this page includes details of the candidate as well as the series and type of application. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.
- **Select the unit(s)/component(s) of which the coursework was affected** – Here you will see a list of all the 14–19 qualification coursework/controlled assessment units/components the candidate has entries for in the selected series, for which an application for special consideration can be made. To select a unit/component, click in the tick box of the relevant row before clicking on the 'Next' button at the bottom of the page.

**Note** – If you cannot see the unit(s)/component(s) you require on this page, it may be that the candidate does not have any entries for the unit(s)/component(s) in the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Select unit(s)/component(s)



The screenshot shows the OCR Special Consideration Online interface. At the top, there is a navigation bar with the OCR logo and the text 'Special Consideration Online'. Below this, there is a breadcrumb trail: 'Home > Coursework > Damaged coursework'. The main heading is 'Select unit(s)/component(s)'. The page is divided into two main sections: 'Summary' and 'Select the unit(s)/component(s) of which the coursework was affected'.

**Summary Section:**

Cand. no.	Surname	Forename	Gender	DOB	UCI	ULN
8013	XXXXXXXXXX	XXXXXXXXXX	M	08/06/1995	XXXXXXXXXX	XXXXXXXXXX

Type: A candidate with damaged coursework  
Series: June 2011

**Select the unit(s)/component(s) of which the coursework was affected**

Unit/Component code	Unit/Component title	Exam date(s)
<input type="checkbox"/> A21901	Science A: Unit 5 (Practical Data Analysis and Case Study)	N/A
<input type="checkbox"/> A55102	Controlled Assessment - Postal Moderation	N/A
<input checked="" type="checkbox"/> A55302	Controlled Assessment - Postal Moderation	N/A
<input type="checkbox"/> A22001	Additional Science A: Unit 5 (Practical Investigation)	N/A

Buttons: Back, Next

Version: 2.0.1068.1061

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## Coursework details

You will then see the 'Coursework details' page. This page is split into three key sections:

- **Summary** – This shows the series, type of request and details of the absent candidate. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- **Enter coursework details** – In this section you will need to answer some questions about the candidate's coursework. **All fields require an answer.**
- **Details of the shortfall/loss/extension/damage to coursework** – This is a text box for you to add further details of the candidate's coursework situation. The text box has a 300 character limit, with a character countdown telling you how many you have left to use. **You must provide information here.** You will not be permitted to continue with the application until you provide details.

Once you have checked and completed each section of the page, click on the 'Next' button at the bottom of the page.

*Enter details of the shortfall/loss/extension/damage to coursework*



The screenshot shows the 'Coursework details' page in the OCR Special Consideration Online system. The page is titled 'Coursework details' and includes a breadcrumb trail: Home > Coursework > Damaged coursework. The page is split into three main sections:

- Summary:** A table displaying candidate information:
 

Cand. no.	Surname	Forename	Gender	DOB	UCI	ULN
8013	XXXXXXXXXX	XXXXXXXXXX	M	08/06/1995	XXXXXXXXXX	XXXXXXXXXX

 Below the table, it shows 'Type: A candidate with damaged coursework' and 'Series: June 2011'.
- Enter coursework details:** A section with three questions and radio button options for 'No' and 'Yes':
  - Was all of the work for that unit marked before it was damaged? (No  Yes )
  - Was the candidate's work monitored whilst in progress? (No  Yes )
  - Was the damage a consequence of negligence on part of the candidate? (No  Yes )
- Record the details of how the damage occurred:** A text area for providing details, with a character count of '300 characters remaining (max:300)'.

At the bottom of the page, there are 'Back' and 'Next' buttons, and a version number 'Version 2.0 1058 1361'.

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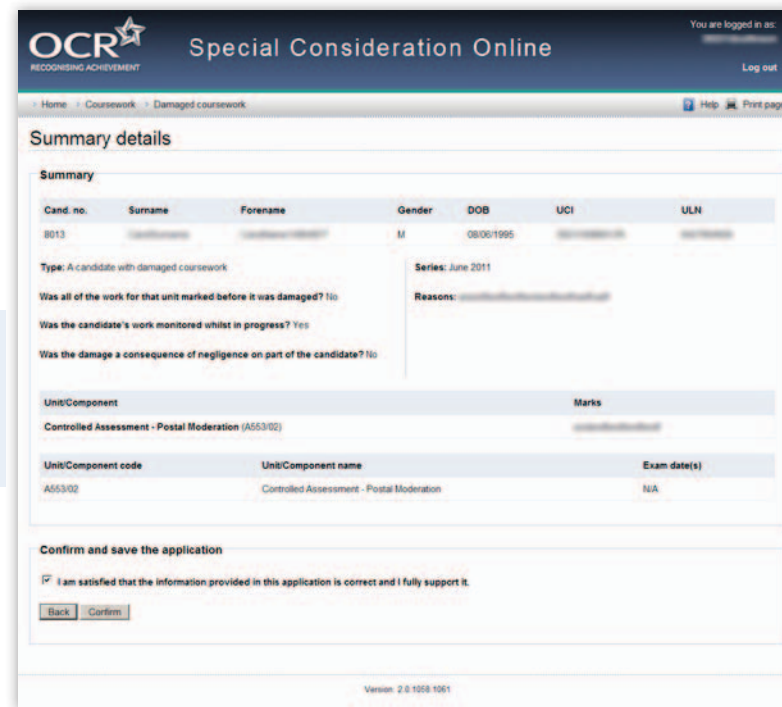
## Summary details

You will then see the 'Summary details' page. This will show you a complete summary of your application: the type of request, series, candidate details, details of the coursework as well as the unit(s)/ component(s) affected. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.

Once you have checked these details and are happy that all the information listed is correct, please click in the declaration tick box, before clicking on the 'Confirm' button at the bottom of the page.

**Note** – Please check all details of your application carefully as you will **not** be able to amend them once you have clicked 'Confirm' and submitted your application. If you have submitted an application in error, please contact the Special Requirements team on 01223 552505 as soon as possible.

*Confirm and submit the application*



The screenshot shows the 'Summary details' page in the OCR Special Consideration Online system. The page header includes the OCR logo and 'Special Consideration Online'. The main content area is titled 'Summary details' and contains a 'Summary' section with a table of candidate information. Below this is a form for 'Summary' with fields for 'Type', 'Series', and 'Reasons'. There is also a table for 'Unit/Component' and 'Marks'. At the bottom, there is a 'Confirm and save the application' section with a checked declaration box and 'Back' and 'Confirm' buttons.

Cand. no.	Surname	Forename	Gender	DOB	UCI	ULN
8013			M	08/08/1995		

Type: A candidate with damaged coursework  
 Series: June 2011  
 Was all of the work for that unit marked before it was damaged? No  
 Was the candidate's work monitored whilst in progress? Yes  
 Was the damage a consequence of negligence on part of the candidate? No

Unit/Component	Marks
Controlled Assessment - Postal Moderation (A553/02)	

Unit/Component code	Unit/Component name	Exam date(s)
A553/02	Controlled Assessment - Postal Moderation	N/A

Confirm and save the application  
 I am satisfied that the information provided in this application is correct and I fully support it.  
 Back Confirm

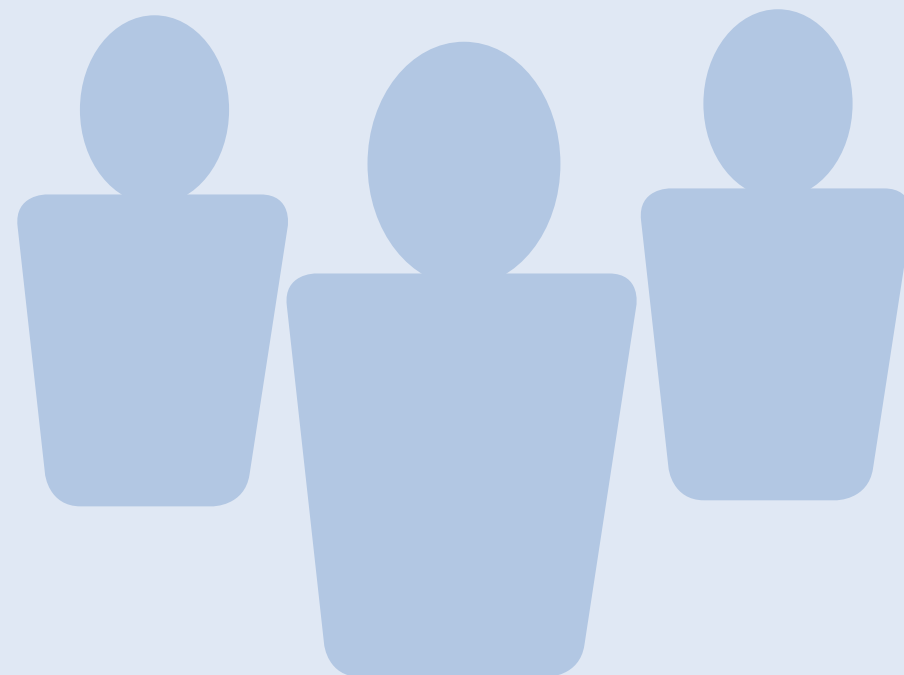
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## Multiple candidates

The following pages guide you through each of the required steps for special consideration applications for **multiple candidates**.

For multiple candidates, you can:

- Submit a request for **present but disadvantaged candidates**
- Submit a request for **absent candidates**
- Submit a request related to **coursework** or controlled assessment (including practicals and orals)
- View **previously submitted requests** for your centre.



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## Present but disadvantaged candidates

Use this option if candidates took a 14–19 qualification assessment, but were disadvantaged by unforeseen circumstances beyond their control.

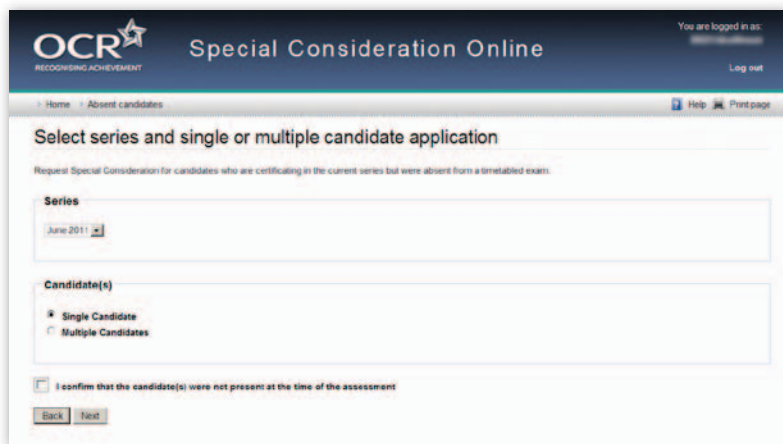
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

**Note** – Applications for special consideration must be made within a designated application window, which is different for each series. If the series you would like to submit an application for does not appear in the dropdown list for selection, it may be that the application window for that series has now closed. Check the Special Consideration Online homepage for a list of all application window dates, by series.

Next, you will need to select the number of candidates you are submitting an application for – a single candidate or multiple candidates.

**Note** – This section of the guide is designed to support the submission of special consideration applications for **multiple candidates**. If you'd like to submit an application for an individual candidate, see page 5.

*Choose series and single or multiple candidate application*



The screenshot shows the 'Special Consideration Online' interface. The page title is 'Select series and single or multiple candidate application'. Below the title, there is a message: 'Request Special Consideration for candidates who are certifying in the current series but were absent from a timetable exam.' The form contains two main sections: 'Series' with a dropdown menu set to 'June 2011', and 'Candidate(s)' with radio buttons for 'Single Candidate' (selected) and 'Multiple Candidates'. At the bottom, there is a declaration checkbox: 'I confirm that the candidate(s) were not present at the time of the assessment', which is currently unchecked. 'Back' and 'Next' buttons are visible at the bottom of the form.

You will then need to tick the declaration box, to confirm that **each** candidate you are submitting an application for was present but disadvantaged at the time of the assessment, before clicking on the 'Next' button at the bottom of the page. **If you do not tick the declaration box, you will not be permitted to continue with the application.**

*Declaration*



The screenshot shows a declaration box with a checkbox and the text: 'I confirm that the candidate(s) were present but disadvantaged at the time of the assessment'. Below the checkbox is a red error message: 'You must tick the confirmation box in order to proceed'. At the bottom of the box are 'Back' and 'Next' buttons.

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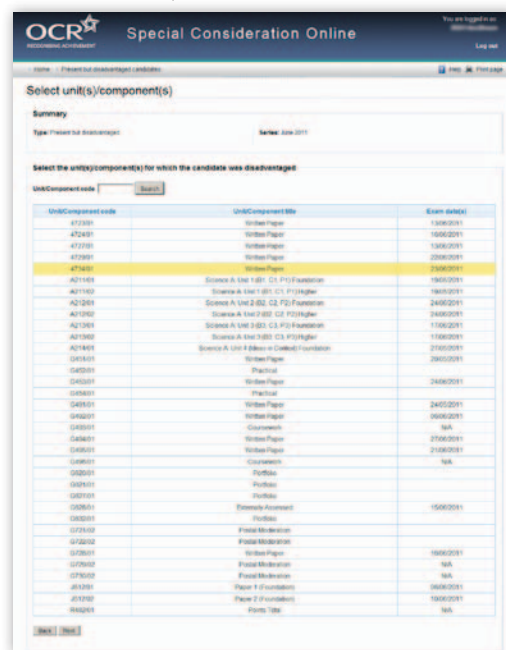
## Select unit/component

Next, select the unit/component for which the candidates were disadvantaged.

**Note** – If the candidates were disadvantaged for more than one unit/component, please submit a separate application for each affected unit/component. **You cannot select more than one unit/component in a single application.**

All the 14–19 qualification unit/components you have submitted entries for in the selected series, for which an application for special consideration can be made will appear on this page. To select a unit/component, click on the row containing the relevant details. The selected row will be highlighted in yellow.

Select unit/component



The screenshot shows the 'Select unit(s)/component(s)' page. It features a search bar for 'Unit/Component code' and a table with the following columns: Unit/Component code, Unit/Component title, and Exam date(s). The table lists various units and components, with the row for '471401 Science A Unit 1 (B1) C1, P1 (Higher)' highlighted in yellow.

Unit/Component code	Unit/Component title	Exam date(s)
472301	Write Paper	15/05/2011
472401	Write Paper	15/05/2011
472501	Write Paper	15/05/2011
472601	Write Paper	20/05/2011
471401	Science A Unit 1 (B1) C1, P1 (Higher)	21/05/2011
471402	Science A Unit 1 (B1) C1, P1 (Foundation)	15/05/2011
471403	Science A Unit 1 (B1) C1, P1 (Higher)	15/05/2011
421201	Science A Unit 2 (B2) C2, P2 (Foundation)	24/05/2011
471701	Science A Unit 2 (B2) C2, P2 (Higher)	24/05/2011
421301	Science A Unit 2 (B2) C2, P2 (Foundation)	11/06/2011
421302	Science A Unit 2 (B2) C2, P2 (Higher)	11/06/2011
421401	Science A Unit 3 (B3) C3, P3 (Higher)	11/06/2011
421402	Science A Unit 3 (B3) C3, P3 (Foundation)	27/05/2011
040101	Written Paper	28/05/2011
040201	Practical	28/05/2011
040301	Written Paper	24/05/2011
040401	Practical	24/05/2011
040501	Written Paper	24/05/2011
040601	Written Paper	24/05/2011
040701	Written Paper	24/05/2011
040801	Coursework	N/A
040901	Written Paper	21/05/2011
041001	Written Paper	21/05/2011
041101	Coursework	N/A
041201	Written Paper	N/A
041301	Written Paper	N/A
041401	Written Paper	N/A
041501	Written Paper	N/A
041601	Written Paper	N/A
041701	Written Paper	N/A
041801	Written Paper	N/A
041901	Written Paper	N/A
042001	Written Paper	N/A
042101	Written Paper	N/A
042201	Written Paper	N/A
042301	Written Paper	N/A
042401	Written Paper	N/A
042501	Written Paper	N/A
042601	Written Paper	N/A
042701	Written Paper	N/A
042801	Written Paper	N/A
042901	Written Paper	N/A
043001	Written Paper	N/A
043101	Written Paper	N/A
043201	Written Paper	N/A
043301	Written Paper	N/A
043401	Written Paper	N/A
043501	Written Paper	N/A
043601	Written Paper	N/A
043701	Written Paper	N/A
043801	Written Paper	N/A
043901	Written Paper	N/A
044001	Written Paper	N/A
044101	Written Paper	N/A
044201	Written Paper	N/A
044301	Written Paper	N/A
044401	Written Paper	N/A
044501	Written Paper	N/A
044601	Written Paper	N/A
044701	Written Paper	N/A
044801	Written Paper	N/A
044901	Written Paper	N/A
045001	Written Paper	N/A
045101	Written Paper	N/A
045201	Written Paper	N/A
045301	Written Paper	N/A
045401	Written Paper	N/A
045501	Written Paper	N/A
045601	Written Paper	N/A
045701	Written Paper	N/A
045801	Written Paper	N/A
045901	Written Paper	N/A
046001	Written Paper	N/A
046101	Written Paper	N/A
046201	Written Paper	N/A
046301	Written Paper	N/A
046401	Written Paper	N/A
046501	Written Paper	N/A
046601	Written Paper	N/A
046701	Written Paper	N/A
046801	Written Paper	N/A
046901	Written Paper	N/A
047001	Written Paper	N/A
047101	Written Paper	N/A
047201	Written Paper	N/A
047301	Written Paper	N/A
047401	Written Paper	N/A
047501	Written Paper	N/A
047601	Written Paper	N/A
047701	Written Paper	N/A
047801	Written Paper	N/A
047901	Written Paper	N/A
048001	Written Paper	N/A
048101	Written Paper	N/A
048201	Written Paper	N/A
048301	Written Paper	N/A
048401	Written Paper	N/A
048501	Written Paper	N/A
048601	Written Paper	N/A
048701	Written Paper	N/A
048801	Written Paper	N/A
048901	Written Paper	N/A
049001	Written Paper	N/A
049101	Written Paper	N/A
049201	Written Paper	N/A
049301	Written Paper	N/A
049401	Written Paper	N/A
049501	Written Paper	N/A
049601	Written Paper	N/A
049701	Written Paper	N/A
049801	Written Paper	N/A
049901	Written Paper	N/A
050001	Written Paper	N/A

**Note** – If you have entered for multiple units/components, you can rearrange the list by clicking on any of the column headings to find the unit/component you'd like to submit an application for: *Unit/Component code*, *Unit/Component title* or *Exam date(s)*. Alternatively, you can search for the relevant unit/component by entering a unit/component code in the search box provided and clicking on the 'Search' button.

When you are satisfied that you have selected the correct unit/component, click the 'Next' button at the bottom of the page.

**Note** – If you cannot see the unit/component you require on this page, it may be that you do not have any entries for the unit/component in the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.



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## Select candidates

Once you have selected the unit/component, you will need to select the affected candidates for whom you'd like to submit an application. You will see a list of all candidates entered for the selected unit/component in the selected series.

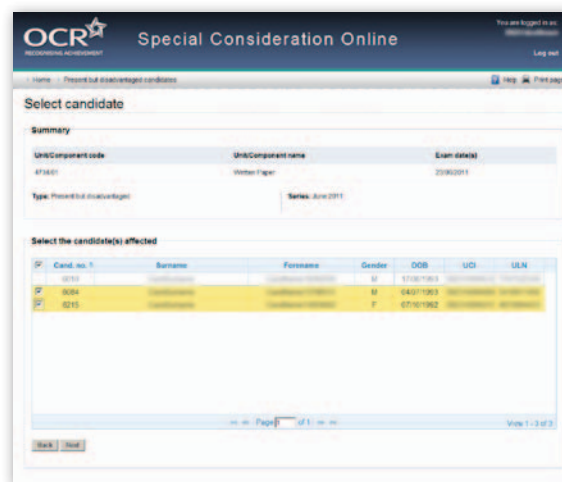
**Note** – The list is automatically arranged by candidate number. However, you can rearrange the list by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI or ULN*.

If you have several results spanning multiple pages, you can scroll through each page using the arrows.

If you cannot see the candidate(s) you need in this list, it may be that they have no entries for the selected unit/component in the selected series.

To select a candidate, click in the tick box in the row containing their details. The selected row will be highlighted in yellow.

### Select candidates



**Note** – Any candidates that are shown as 'greyed out', with no tick box, will not be available for selection. This means an application has already been submitted for this candidate. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Continue to select all affected candidates and, once you are satisfied that you have selected all the correct candidates, click on the 'Next' button at the bottom of the page.

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## Provide details of disadvantage

You will then see the 'Provide details of disadvantage' page. This page is split into four key sections:

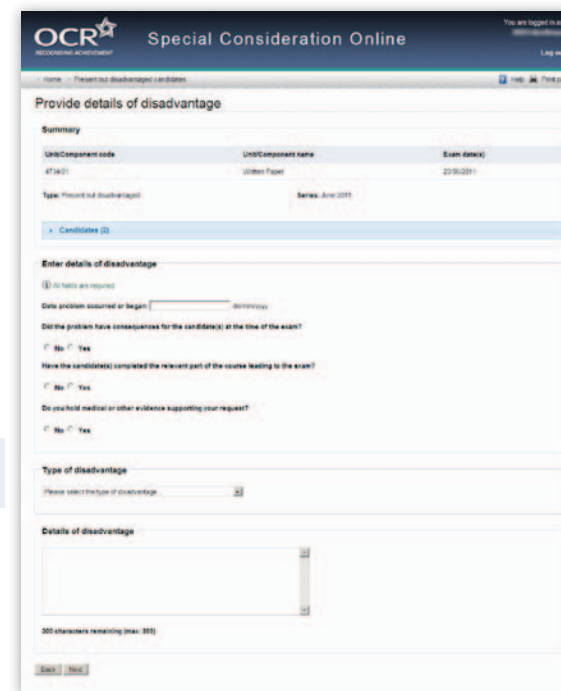
- **Summary** – This shows the series, type of request, unit/component information as well as the details of the affected candidates. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- **Enter details of disadvantage** – In this section you will need to answer some questions about the disadvantage that affected the selected candidates. **All fields require an answer.**
- **Type of disadvantage** – Similar to the 'Enter details of disadvantage' section; you will need to select an option from the dropdown list.

**Note** – If none of the options in the dropdown list are appropriate, select 'Other causes of possible disadvantage'.

- **Details of disadvantage** – This is a text box for you to add further details of the disadvantage that affected the candidates. The text box has a 300 character limit, with a character countdown telling you how many you have left to use. **You must provide information here.** You will not be permitted to continue with the application until you provide details.

Once you have checked and completed each section of the page, click on the 'Next' button at the bottom of the page.

*Provide details of the disadvantaged candidates*



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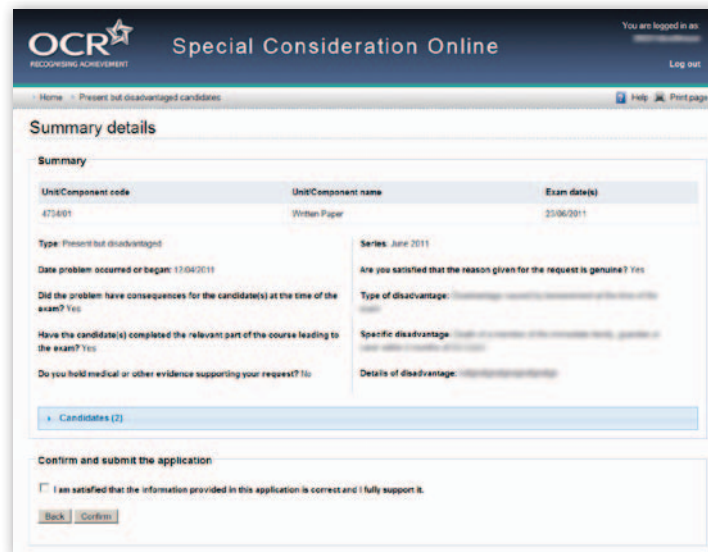
## Confirm and submit the application

You will then see the ‘Summary details’ page. This will show you a complete summary of your application: the type of request, series, candidate details, details of the disadvantage and the unit/component affected. Please check these details carefully. **If any of these details are incorrect**, you can click on the ‘Back’ button at the bottom of the page to go back and amend them.

**Note** – Please check all details of your application carefully as you will **not** be able to amend them once you have clicked ‘Confirm’ and submitted your application. If you have submitted an application in error, please contact the Special Requirements team on 01223 552505 as soon as possible.

Once you have checked these details and are happy that all the information listed is correct, please click in the declaration tick box, before clicking on the ‘Confirm’ button at the bottom of the page.

### Confirm and submit the application



The screenshot shows the 'Summary details' page in the OCR Special Consideration Online system. The page header includes the OCR logo and 'Special Consideration Online'. The main content area is titled 'Summary details' and contains a table with the following information:

Unit/Component code	Unit/Component name	Exam date(s)
473401	Written Paper	23/06/2011

Below the table, there are several sections for providing details of the disadvantage:

- Type:** Present but disadvantaged
- Series:** June 2011
- Date problem occurred or began:** 13/04/2011
- Are you satisfied that the reason given for the request is genuine?** Yes
- Did the problem have consequences for the candidate(s) at the time of the exam?** Yes
- Type of disadvantage:** [Dropdown menu]
- Have the candidate(s) completed the relevant part of the course leading to the exam?** Yes
- Specific disadvantage:** [Text input field]
- Do you hold medical or other evidence supporting your request?** No
- Details of disadvantage:** [Text input field]

At the bottom of the page, there is a section titled 'Confirm and submit the application' with a checkbox for the declaration: 'I am satisfied that the information provided in this application is correct and I fully support it.' Below this are 'Back' and 'Confirm' buttons.

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## Absent candidates

Use this option for candidates who are certificating in the current series but were absent from a 14–19 qualification assessment.

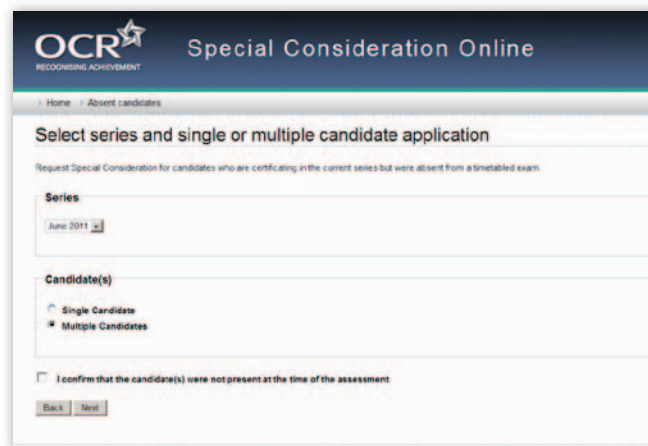
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

**Note** – Applications for special consideration must be made within a designated application window, which is different for each series. If the series you would like to submit an application for does not appear in the dropdown list for selection, it may be that the application window for that series has now closed. Check the Special Consideration Online homepage for a list of all application window dates, by series.

Next, you will need to select the number of candidates you are submitting an application for – a single candidate or multiple candidates.

**Note** – This section of the guide is designed to support the submission of special consideration applications for **multiple candidates**. If you'd like to submit an application for an individual candidate, see page 5.

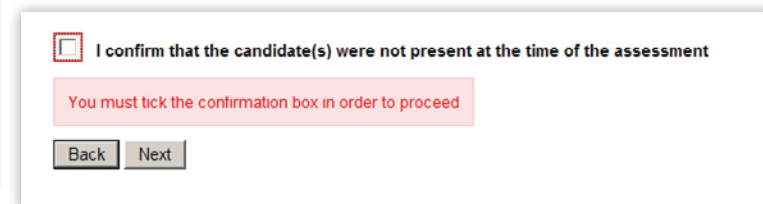
*Choose series and single or multiple candidate application*



The screenshot shows the OCR Special Consideration Online interface. At the top, there is a navigation bar with the OCR logo and the text 'Special Consideration Online'. Below this, there is a breadcrumb trail: 'Home > Absent candidates'. The main heading is 'Select series and single or multiple candidate application'. Underneath, there is a sub-heading: 'Request Special Consideration for candidates who are certificating in the current series but were absent from a timetabled exam.' The form contains two main sections: 'Series' with a dropdown menu showing 'June 2011' and 'Candidate(s)' with radio buttons for 'Single Candidate' and 'Multiple Candidates' (which is selected). At the bottom of the form, there is a declaration box: 'I confirm that the candidate(s) were not present at the time of the assessment' with 'Back' and 'Next' buttons.

You will then need to tick the declaration box, to confirm that **each** candidate you are submitting an application for was absent from the assessment, before clicking on the 'Next' button at the bottom of the page. **If you do not tick the declaration box, you will not be permitted to continue with the application.**

*Declaration*



The screenshot shows a declaration box with a red border. It contains a checkbox that is currently unchecked, followed by the text: 'I confirm that the candidate(s) were not present at the time of the assessment'. Below this text is a red box with white text that reads: 'You must tick the confirmation box in order to proceed'. At the bottom of the box are two buttons: 'Back' and 'Next'.

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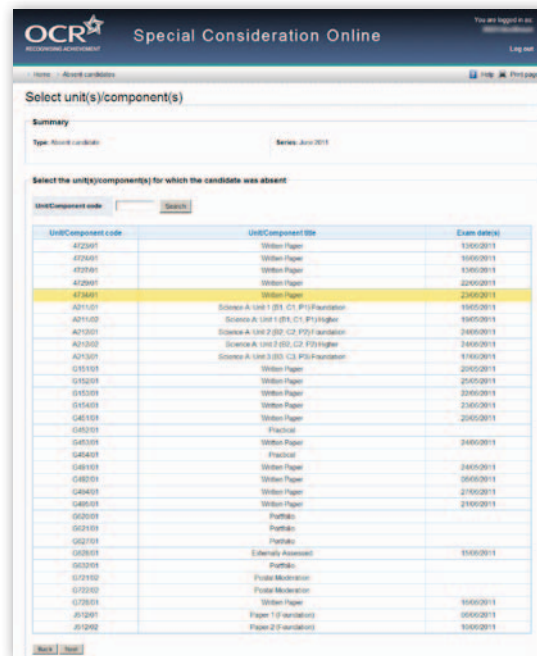
## Select unit/component

Next, select the unit/component for which the candidates were absent.

**Note** – If the candidates were absent from more than one unit/component, please submit a separate application for each affected unit/component. **You cannot select more than one unit/component in a single application.**

All the 14–19 qualification units/components you have submitted entries for in the selected series for which an application for special consideration can be made will appear on this page. To select a unit/component, click on the row containing the relevant details. The selected row will be highlighted in yellow.

Select unit/component



Unit/Component code	Unit/Component title	Exam date(s)
422901	Written Paper	15/05/2011
422901	Written Paper	15/05/2011
422901	Written Paper	15/05/2011
422901	Written Paper	22/05/2011
473401	Science A Unit 1 (B1, C1, P1) Foundation	23/05/2011
421101	Science A Unit 1 (B1, C1, P1) Foundation	19/05/2011
421102	Science A Unit 1 (B1, C1, P1) Higher	19/05/2011
421301	Science A Unit 2 (B2, C2, P2) Foundation	24/05/2011
421302	Science A Unit 2 (B2, C2, P2) Higher	24/05/2011
421303	Science A Unit 3 (B3, C3, P3) Foundation	17/05/2011
015101	Written Paper	20/05/2011
015201	Written Paper	20/05/2011
015301	Written Paper	20/05/2011
015401	Written Paper	23/05/2011
046101	Written Paper	20/05/2011
046201	Practical	20/05/2011
046301	Written Paper	24/05/2011
046401	Practical	24/05/2011
046501	Written Paper	24/05/2011
046601	Written Paper	24/05/2011
046701	Written Paper	21/05/2011
046801	Written Paper	21/05/2011
063001	Portfolio	
063101	Portfolio	
063201	Portfolio	
063301	Externally Assessed	19/05/2011
063401	Portfolio	
063501	Portfolio	
063601	Portfolio	
063701	Portfolio	
063801	Portfolio	
063901	Portfolio	
064001	Portfolio	
064101	Portfolio	
064201	Portfolio	
064301	Portfolio	
064401	Portfolio	
064501	Portfolio	
064601	Portfolio	
064701	Portfolio	
064801	Portfolio	
064901	Portfolio	
065001	Portfolio	
065101	Portfolio	
065201	Portfolio	
065301	Portfolio	
065401	Portfolio	
065501	Portfolio	
065601	Portfolio	
065701	Portfolio	
065801	Portfolio	
065901	Portfolio	
066001	Portfolio	
066101	Portfolio	
066201	Portfolio	
066301	Portfolio	
066401	Portfolio	
066501	Portfolio	
066601	Portfolio	
066701	Portfolio	
066801	Portfolio	
066901	Portfolio	
067001	Portfolio	
067101	Portfolio	
067201	Portfolio	
067301	Portfolio	
067401	Portfolio	
067501	Portfolio	
067601	Portfolio	
067701	Portfolio	
067801	Portfolio	
067901	Portfolio	
068001	Portfolio	
068101	Portfolio	
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068301	Portfolio	
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069701	Portfolio	
069801	Portfolio	
069901	Portfolio	
070001	Portfolio	

**Note** – If you have entered for multiple units/components, you can rearrange the list by clicking on any of the column headings to find the unit/component you'd like to submit an application for: *Unit/Component code*, *Unit/Component title* or *Exam date(s)*. Alternatively, you can search for the relevant unit(s)/component(s) by entering a unit/component code in the search box provided and clicking on the 'Search' button.

When you are satisfied that you have selected the correct unit/component, click the 'Next' button at the bottom of the page.

**Note** – If you cannot see the unit/component you require on this page, it may be that you do not have any entries for the unit/component in the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

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## Select candidates

Once you have selected the unit/component, you will need to select the affected candidates for whom you'd like to submit an application. You will see a list of all candidates entered for the selected unit/component in the selected series.

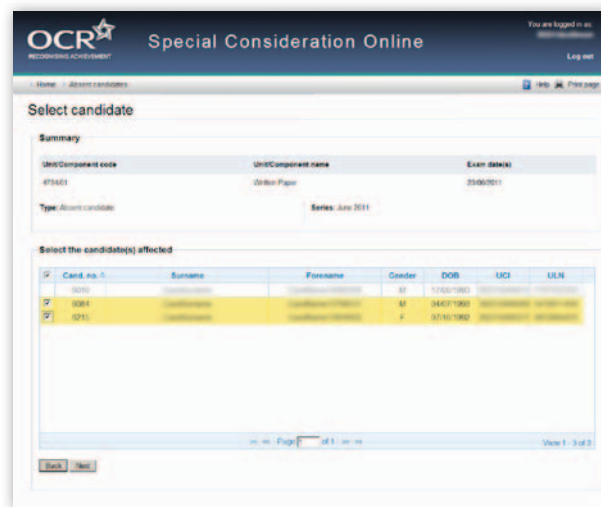
**Note** – The list is automatically arranged by candidate number. However, you can rearrange the list by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI* or *ULN*.

If you have several results spanning multiple pages, you can scroll through each page using the arrows.

If you cannot see the candidate(s) you need in this list, it may be that they have no entries for the selected unit/component in the selected series.

To select a candidate, click in the tick box in the row containing their details. The selected row will be highlighted in yellow.

*Select candidates*



**Note** – Any candidates that are shown as 'greyed out', with no tick box, will not be available for selection. This means that an application has already been submitted for this candidate. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Continue to select all affected candidates and, once you are satisfied that you have selected all the correct candidates, click on the 'Next' button at the bottom of the page.

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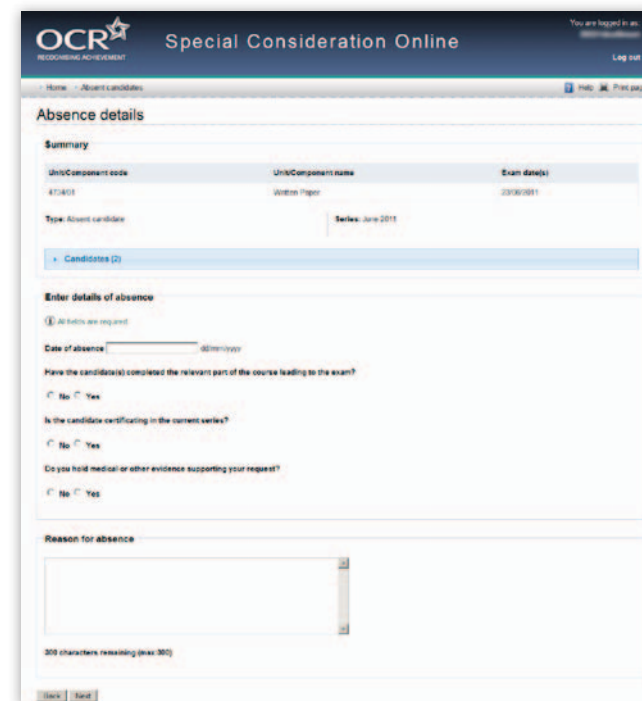
## Provide details of the absence

You will then see the 'Absence details' page. This page is split into three key sections:

- *Summary* – This shows the series, type of request, unit/component information as well as the details of the affected candidates. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- *Enter details of absence* – In this section you will need to answer some questions about the candidates' absence. **All fields require an answer.**
- *Reason for absence* – This is a text box for you to add further details of the reason for the candidates' absence. The text box has a 300 character limit, with a character countdown telling you how many you have left to use. **You must provide information here.** You will not be permitted to continue with the application until you provide details.

Once you have checked and completed each section of the page, click on the 'Next' button at the bottom of the page.

*Provide details of the absence*



The screenshot shows the 'Absence details' page in the OCR Special Consideration Online system. At the top, there is a navigation bar with 'Home', 'Absent candidates', and 'Print page'. The main content area is titled 'Absence details' and contains three main sections:

- Summary:** A table with three columns: 'Unit/Component code', 'Unit/Component name', and 'Exam details'. The first row shows '471401', 'Western Paper', and '23/06/2011'. Below the table, it indicates 'Type: Absent candidate' and 'Series: June 2011'.
- Enter details of absence:** A section with a note 'All fields are required'. It contains three questions with radio button options:
  - 'Date of absence' with a date picker set to '26/06/2011'.
  - 'Have the candidate(s) completed the relevant part of the course leading to the exam?' with 'No' and 'Yes' options.
  - 'Is the candidate certifying in the current series?' with 'No' and 'Yes' options.
  - 'Do you hold medical or other evidence supporting your request?' with 'No' and 'Yes' options.
- Reason for absence:** A large text box for providing details, with a character count at the bottom: '300 characters remaining (max 300)'.

At the bottom of the page, there are 'Back' and 'Next' buttons.

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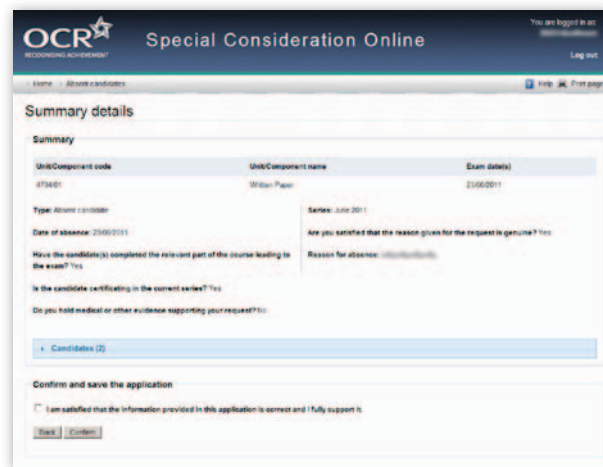
## Confirm and submit the application

You will then see the ‘Summary details’ page. This will show you a complete summary of your application: the type of request, series, candidate details, details of the absence and the unit/component affected. Please check these details carefully. **If any of these details are incorrect**, you can click on the ‘Back’ button at the bottom of the page to go back and amend them.

Once you have checked these details and are happy that all the information listed is correct, please click in the declaration tick box, before clicking on the ‘Confirm’ button at the bottom of the page.

**Note** – Please check all details of your application carefully as you will **not** be able to amend them once you have clicked ‘Confirm’ and submitted your application. If you have submitted an application in error, please contact the Special Requirements team on 01223 552505 as soon as possible.

*Confirm and submit the application*



The screenshot shows the 'Summary details' page in the OCR Special Consideration Online system. The page is titled 'Summary details' and contains a 'Summary' section with the following information:

Unit/Component code	Unit/Component name	Exam details
473401	Written Paper	23060011

Below this table, there are several fields and questions:

- Type Absent candidate: [Blank]
- Date of absence: 23/06/2011
- Series: June 2011
- Are you satisfied that the reason given for the request is genuine? Yes
- Have the candidate(s) completed the relevant part of the course leading to the exam? Yes
- Reason for absence: [Blank]
- Is the candidate certifying in the current series? Yes
- Do you hold medical or other evidence supporting your request? Yes

At the bottom of the page, there is a section titled 'Confirm and save the application' with a checkbox for 'I am satisfied that the information provided in this application is correct and I fully support it' and a 'Confirm' button.



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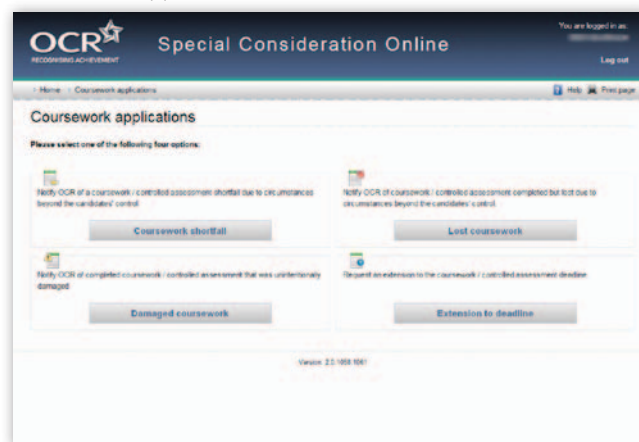
## Coursework applications

Use this option to:

- Notify OCR of a coursework/controlled assessment **shortfall** due to circumstances beyond the candidates' control
- Notify OCR of coursework/controlled assessment completed but **lost** due to circumstances beyond the candidates' control
- Notify OCR of completed coursework/controlled assessment that was unintentionally **damaged**
- Request an **extension** to the coursework/controlled assessment deadline.

To get started, click on the button for the service you require.

### Coursework applications



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## Select a series

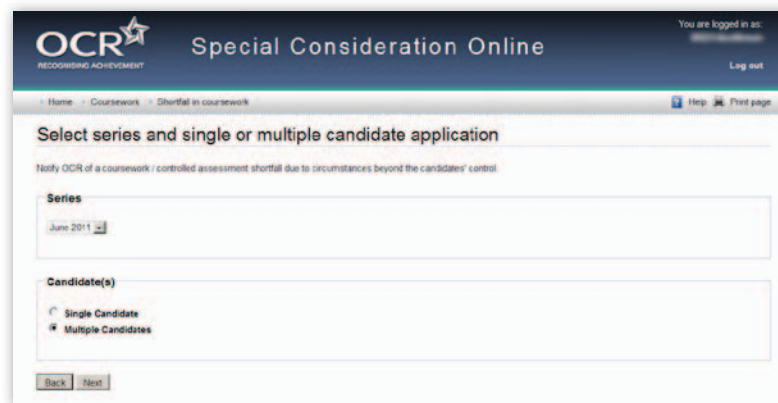
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

**Note** – Applications for special consideration must be made within a designated application window, which is different for each series. If the series you would like to submit an application for does not appear in the dropdown list for selection, it may be that the application window for that series has now closed. Check the Special Consideration Online homepage for a list of all application window dates, by series.

Next, you will need to select the number of candidates you are submitting an application for – a single candidate or multiple candidates, before clicking on the 'Next' button at the bottom of the page.

**Note** – This section of the guide is designed to support the submission of special consideration applications for **multiple candidates**. If you'd like to submit an application for individual candidates, see page 5.

*Choose series and single or multiple candidate application*



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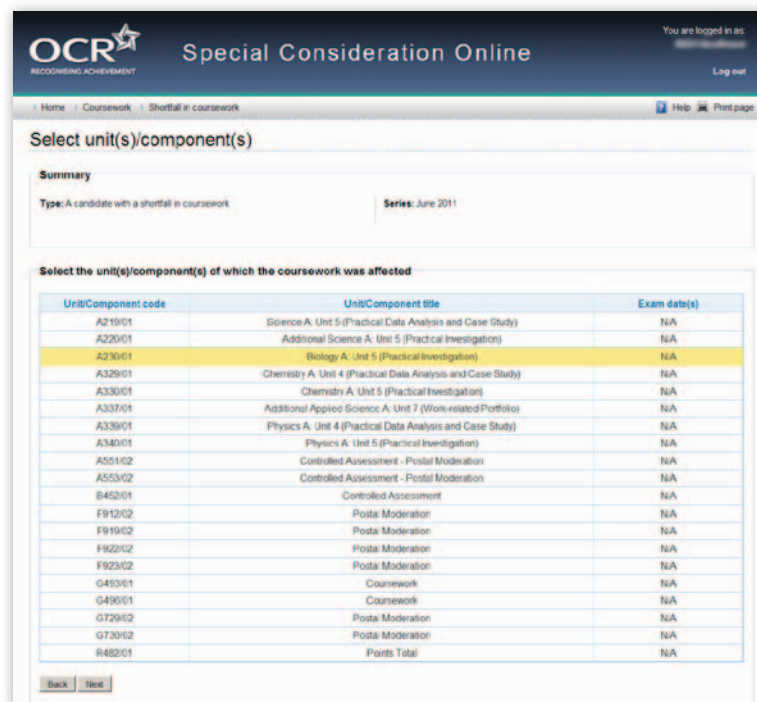
## Select unit/component

Next, select the unit/component of which the coursework was affected.

**Note** – If this affects more than unit/component, please submit a separate application for each unit/component. **You cannot select more than one unit/component in a single application.**

All the 14–19 qualification coursework/controlled assessment units/components you have submitted entries for in the selected series for which an application for special consideration can be made will appear on this page. To select a unit/component, click on the row containing the relevant details. The selected row will be highlighted in yellow.

Select unit/component



The screenshot shows the 'Special Consideration Online' interface. At the top, it says 'You are logged in as...' and 'Log out'. Below that, there's a breadcrumb trail: 'Home > Coursework > Shortfall in coursework'. The main heading is 'Select unit(s)/component(s)'. Underneath, there's a 'Summary' section with 'Type: A candidate with a shortfall in coursework' and 'Series: June 2011'. The main part of the page is a table titled 'Select the unit(s)/component(s) of which the coursework was affected'. The table has three columns: 'Unit/Component code', 'Unit/Component title', and 'Exam date(s)'. The row for 'A230/01 Biology A: Unit 5 (Practical Investigation)' is highlighted in yellow. At the bottom of the table, there are 'Back' and 'Next' buttons.

Unit/Component code	Unit/Component title	Exam date(s)
A219/01	Science A: Unit 5 (Practical Data Analysis and Case Study)	NA
A220/01	Additional Science A: Unit 5 (Practical Investigation)	NA
A230/01	Biology A: Unit 5 (Practical Investigation)	NA
A329/01	Chemistry A: Unit 4 (Practical Data Analysis and Case Study)	NA
A330/01	Chemistry A: Unit 5 (Practical Investigation)	NA
A337/01	Additional Applied Science A: Unit 7 (Work-related Portfolio)	NA
A339/01	Physics A: Unit 4 (Practical Data Analysis and Case Study)	NA
A340/01	Physics A: Unit 5 (Practical Investigation)	NA
A551/02	Controlled Assessment – Postal Moderation	NA
A553/02	Controlled Assessment – Postal Moderation	NA
B462/01	Controlled Assessment	NA
F912/02	Postal Moderation	NA
F919/02	Postal Moderation	NA
F922/02	Postal Moderation	NA
F923/02	Postal Moderation	NA
G493/01	Coursework	NA
G496/01	Coursework	NA
G729/02	Postal Moderation	NA
G730/02	Postal Moderation	NA
R462/01	Points Total	NA

**Note** – If you have entered for multiple units/components, you can rearrange the list by clicking on any of the column headings to find the unit/component you'd like to submit an application for: *Unit/Component code*, *Unit/Component title* or *Exam date(s)*. Alternatively, you can search for the relevant unit/component by entering a unit/component code in the search box provided and clicking on the 'Search' button.

When you are satisfied that you have selected the correct unit/component, click the 'Next' button at the bottom of the page.

**Note** – If you cannot see the unit/component you require on this page, it may be that you do not have any entries for the unit/component in the selected series. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

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## Select candidates

Once you have selected the unit/component, you will need to select the affected candidates for whom you'd like to submit an application. You will see a list of all candidates entered for the selected unit/component in the selected series.

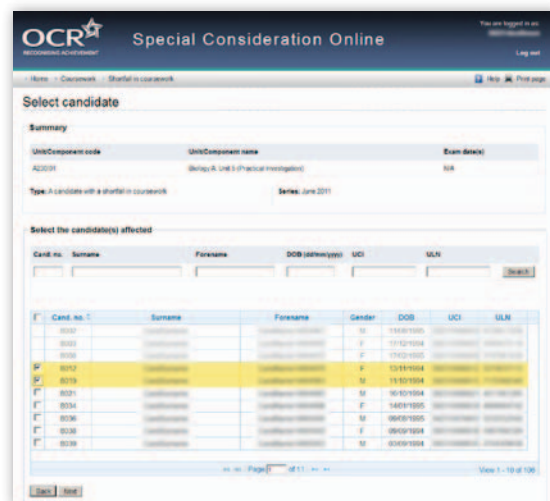
**Note** – The list is automatically arranged by candidate number. However, you can rearrange the list by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI* or *ULN*.

If you have several results spanning multiple pages, you can scroll through each page using the arrows.

If you cannot see the candidate(s) you need in this list, it may be that they have no entries for the selected unit/component in the selected series.

To select a candidate, click in the tick box in the row containing their details. The selected row will be highlighted in yellow.

Select candidates



**Note** – Any candidates that are shown as 'greyed out', with no tick box, will not be available for selection. This means an application for this unit for this candidate has already been made. If you believe this is incorrect, please contact the OCR Special Requirements Team on 01223 552505.

Continue to select all affected candidates and, once you are satisfied that you have selected all the correct candidates, click on the 'Next' button at the bottom of the page.

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## Coursework details

You will then see the 'Coursework details' page. This page is split into three key sections:

- **Summary** – This shows the series, type of request, unit/component information as well as details of the affected candidates. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- **Enter coursework details** – In this section you will need to answer some questions about the candidate's coursework. **All fields require an answer.**
- **Details of the shortfall/loss/extension/damage to coursework** – This is a text box for you to add further details of the candidates' coursework situation. The text box has a 300 character limit, with a character countdown telling you how many you have left to use. **You must provide information here.** You will not be permitted to continue with the application until you provide details.

Once you have checked and completed each section of the page, click on the 'Next' button at the bottom of the page.

Enter details of the shortfall/loss/extension/damage to coursework



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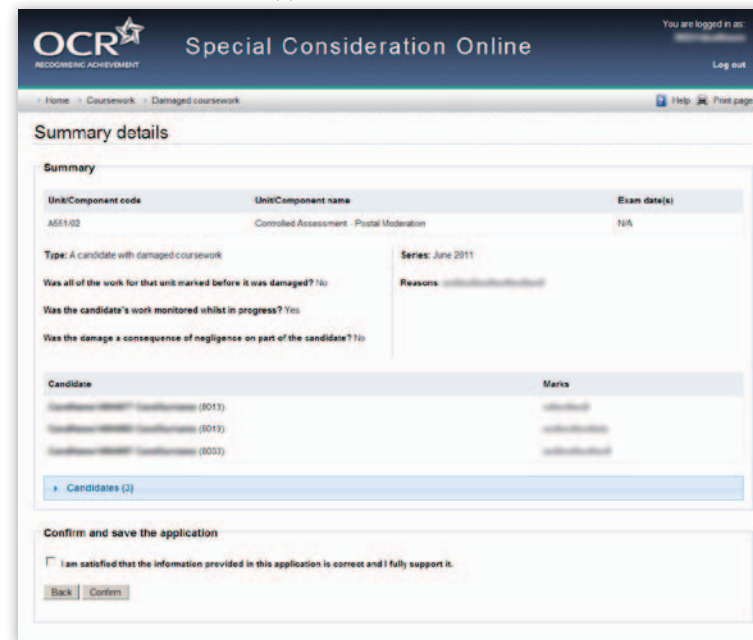
## Summary details

You will then see the 'Summary details' page. This will show you a complete summary of your application: the type of request, series, candidate details, details of the coursework as well as the unit/component affected. Please check these details carefully. **If any of these details are incorrect**, you can click on the 'Back' button at the bottom of the page to go back and amend them.

Once you have checked these details and are happy that all the information listed is correct, please click in the declaration tick box, before clicking on the 'Confirm' button at the bottom of the page.

**Note** – Please check all details of your application carefully as you will **not** be able to amend them once you have clicked 'Confirm' and submitted your application. If you have submitted an application in error, please contact the Special Requirements team on 01223 552505 as soon as possible.

*Confirm and submit the application*



The screenshot shows the 'Summary details' page in the OCR Special Consideration Online system. The page header includes the OCR logo and 'Special Consideration Online'. The main content area is titled 'Summary details' and contains the following information:

- Summary**
  - Unit/Component code: ASE102
  - Unit/Component name: Controlled Assessment - Postal Moderation
  - Exam date(s): N/A
  - Type: A candidate with damaged coursework
  - Series: June 2011
  - Was all of the work for that unit marked before it was damaged? (Y):
  - Reasons: [text area]
  - Was the candidate's work monitored whilst in progress? Yes
  - Was the damage a consequence of negligence on part of the candidate? (Y):
- Candidates**

Candidate	Marks
[Candidate Name] (0013)	[Mark]
[Candidate Name] (0019)	[Mark]
[Candidate Name] (0033)	[Mark]
- Confirm and save the application**
  - I am satisfied that the information provided in this application is correct and I fully support it.
  - Buttons: Back, Confirm

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## Application details – accepted, rejected, pending

Once you have clicked 'Confirm' and submitted your application, you will be taken to the 'Application details' page. Here, you will see a summary of the details of your application, including the unique application/request ID. You should make a note of this ID, as you can use it to view your application at a later stage. You will also see a 'Status' message for the application:

- **Accepted** – OCR will now apply special consideration in accordance with JCQ regulations. No further action is required from your centre.
- **Rejected** – The details supplied in your request do not allow us to apply special consideration on this occasion. If you believe that this is incorrect and special consideration should be applied, please put the details in writing, together with any supporting evidence and a printed copy of the 'Application details' page, to OCR Special Requirements, OCR, 1 Hills Road, Cambridge, CB1 2EU.
- **Pending** – Your application has been submitted and will shortly be investigated by the Special Requirements team. The outcome of your request will be visible in Interchange, usually within ten working days of the application being received. We will contact you if we require any additional information.

To view the outcome, after ten working days, log in to the Special Consideration Online system and click on the 'View submitted applications' button from the homepage. Use your application/request ID to view the relevant application.

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## View submitted applications

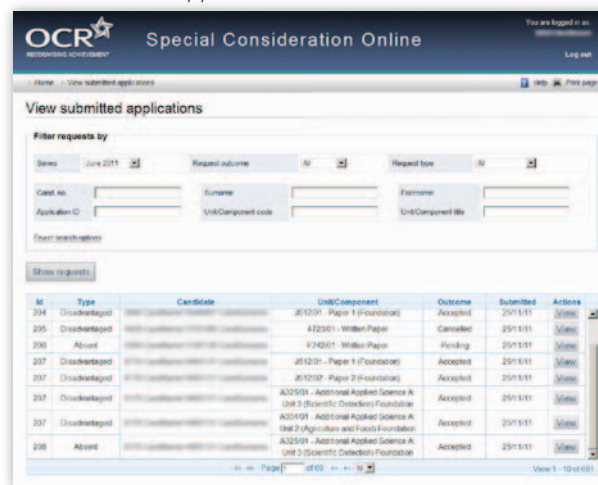
Click on the 'View submitted applications' button on the Special Consideration Online homepage to view all applications submitted by your centre.

You can find one or more of your previous special consideration applications using multiple search terms: *series, request outcome, request type, UCI, ULN, candidate number, surname, first name, request ID, unit/component code, unit/component title.*

**Note** – Every application for special consideration will generate a 'Request ID'. This ID is unique to each individual application, so it's often the most effective search term to use when you're trying to find one, particular application (for example, when you log in to find the outcome to a 'pending' application).

Enter one or more search terms and click on the 'Show requests' button. All applications for your centre that match your search terms will be displayed.

### View submitted applications



ID	Type	Candidate	Unit/Component	Outcome	Submitted	Actions
204	Disadvantaged		651201 - Paper 1 (Foundation)	Accepted	25/11/11	View
205	Disadvantaged		672001 - Written Paper	Cancelled	25/11/11	View
206	Absent		672001 - Written Paper	Pending	25/11/11	View
207	Disadvantaged		651201 - Paper 1 (Foundation)	Accepted	25/11/11	View
207	Disadvantaged		651201 - Paper 2 (Foundation)	Accepted	25/11/11	View
207	Disadvantaged		A32501 - Additional Applied Science A Unit 3 (Scientific Detection) Foundation	Accepted	25/11/11	View
207	Disadvantaged		A32499 - Additional Applied Science A Unit 2 (Agriculture and Food) Foundation	Accepted	25/11/11	View
208	Absent		A32501 - Additional Applied Science A Unit 3 (Scientific Detection) Foundation	Accepted	25/11/11	View

**Note** – If your search returns multiple results, you can rearrange these by clicking on any of the column headings: *Id, Type, Candidate, Unit/Component, Outcome, Submitted* or *Actions*.

Once you have found the application you'd like to view, click on the 'View' button in the 'Actions' column. This will bring up the 'Application details' screen, showing you all the information available for that application.

You can view and/or print all the details of your application from this screen.

To view another application, click on the 'Back' button at the bottom of the page.

### View application details



**Application details**

Your special consideration application was successfully submitted and has been accepted.

Your request has been accepted. We will now apply Special Consideration in accordance with the provisions of the regulations of the Joint Council for Qualifications. Please note that OCR reserves the right to review and if necessary amend any outcome resulting from your request.

Please quote the application ID below in any correspondence. You can view any applications submitted by your centre using the link: [View submitted applications](#)

**Application details**

Application ID: 204 Status: Accepted

Submitted: 25/11/2011 by: [username]

**Summary of submitted application**

Card no.	Surname	Forename	Gender	DOB	UCI	ULN
200	[redacted]	[redacted]	M	25/01/1985	[redacted]	[redacted]

Type: Present but disadvantaged

Refuse: June 2011

Date of disadvantage: 25/11/2011

Have the candidate(s) completed the relevant part of the course leading to the award?

Did the problem have consequences for the candidate(s) at the time of the award?

Do you hold medical or other evidence supporting your request?

Unit/Component code	Unit/Component title	Exam status	Status
651201	Paper 2 (Foundation)		Accepted
651201	Paper 1 (Foundation)		Accepted

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## Further support

Using Special Consideration Online:

### OCR Customer Contact Centre

01223 55399  
[general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

The special consideration process:

### JCQ Regulations and Guidance

[www.jcq.org.uk/attachments/published/1096/AA%20regs%202011-2012%20edited%2011102011.pdf](http://www.jcq.org.uk/attachments/published/1096/AA%20regs%202011-2012%20edited%2011102011.pdf)

### OCR Special Requirements Team

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