



Special Consideration Policy

1. Purpose & Scope

- 1.1 Make sure students who are unable to finish tests under normal circumstances due to uncontrollable circumstances are treated fairly.
- 1.2 All students enrolled in live online or in-person courses offered by Wharton Sustainable Solutions and its approved partners worldwide are covered by this rule.

2. Definitions

- Special Consideration: Adjustments granted when temporary or unforeseen circumstances impede performance (e.g., illness, bereavement).
- Reasonable Adjustment: Pre-approved modification to assessment conditions (e.g., extra time, alternative formats).

3. Eligibility Criteria

Learners may request special consideration if they experience:

- Sudden illness or injury at or shortly before assessment.
- Serious family or personal emergency.
- Verified technical failure during online assessments.
- Other documented factors beyond the learner's control.

4. Application Process

- 4.1 Submit a Special Consideration Request Form within 5 working days of the affected assessment date.
- 4.2 At the time of application, present supporting documentation (such as technical logs or a medical certificate).
- 4.3 Late submissions may be accepted at the discretion of the Review Panel with valid justification.

5. Decision-Making & Documentation

- 5.1 Review Panel: Comprised of the HR Manager and WSS Management.
- 5.2 Decisions issued in writing within 7 working days of receipt.
- 5.3 All requests and outcomes recorded in the Special Consideration Register for a minimum of 5 years.

6. Confidentiality & Data Protection

- 6.1 Handle all personal and medical data in accordance with applicable data-protection laws and our Data Protection Policy.
- 6.2 Access to sensitive information is restricted to Review Panel members and compliance officers only.

7. Review & Appeals

7.1 Learners dissatisfied with a decision may appeal within 10 working days.

7.2 Final decisions are communicated within 10 working days of the appeal being received; appeals are reviewed by an Appeals Officer who has not been involved before.

8. Monitoring & Review

- Conduct annual audits of all special consideration cases.
- To keep this policy in line with global best practices (such as ISO/IEC standards and OCPS principles), report findings to the leadership team and update it as necessary.

Signed by **CEO/MD**



Shadab Ahmed Ghazaly