

Candidate Absence Policy

Bristol Hospital Education Service

Candidate Absence Policy

Centre name	Bristol Hospital Education Service
Centre number	50618
Date policy first created	16/10/2023
Current policy approved by	Philippa Scholar
Current policy reviewed by	Philippa Scholar
Date of review	10/12/2025
Date of next review	01/12/2026

Key staff involved in the policy

Role	Name
Head of centre	Philippa Scholar
Senior leader(s)	Andrew Langley, Gareth Manson.
Exams officer	Ruth Harding
Other staff (if applicable)	

This policy is reviewed and updated annually to ensure that candidate absence from examinations at Bristol Hospital Education Service is managed in accordance with current requirements and regulations.

References in this policy to ICE and SC refer to the JCQ documents **Instructions for conducting examinations** and **A guide to the special consideration process**.

Purpose of the policy

The purpose of this policy is to confirm the arrangements for candidates who are absent from an examination at Bristol Hospital Education Service.

An absent candidate may subsequently arrive once the exam is underway, becoming a late or very late arrival, at which point Bristol Hospital Education Service reserves the right to exercise discretion whether to allow a candidate who arrives after the start of the examination to enter the examination room and sit the examination. (See **Candidate Late Arrival Policy**)

Based upon the circumstances for the absence, and subject to the required conditions being met, an application for special consideration may also be made to the relevant awarding body.

1. Identifying and dealing with candidate absence

A candidate will be considered absent from an examination if:

- The candidate is not present on completion of the attendance register once candidates are seated and have started the examination (ICE 22.5) OR The candidate is not present when a register is taken before candidates are invited to enter the room, under supervised conditions, to start their examination, etc.

Once a candidate is identified as absent from an examination, the following action will be taken:

- The candidate will be contacted as to their whereabouts and as far as possible arrangements made to ensure their immediate arrival

If a candidate fails to sit an examination, the following action is taken:

- A confirmed candidate absence is clearly recorded on the attendance register which is sent to the awarding body/examiner
- The candidate absence is noted on the seating plan by crossing through the candidate details

2. Roles and responsibilities

Overview

It is the responsibility of the following member(s) of staff to deal with candidate absence once it has been identified:

- Ruth Harding, Exams Officer, Emily Matthews, Learning Mentor Manager

It is the responsibility of the following member(s) of staff to deal with candidates who are persistently absent from examinations:

- Ruth Harding, Exams Officer, Emily Matthews, Learning Mentor Manager

The role of invigilators

Invigilators will:

- Be informed of the process for dealing with absent candidates through training
- Ensure that absent candidates are clearly indicated on the attendance register (ICE 22.4)

Additional responsibilities:

Not Applicable

The role of candidates

Candidates will be:

- Re-charged any relevant entry fees for unauthorised absence from examinations

Additional responsibilities:

3. Special consideration

At Bristol Hospital Education Service if a candidate is absent from a timetabled written examination for an acceptable reason, the candidate may be eligible for special consideration. This is where an adjustment may be made to the candidate's grade by the awarding body, providing the following conditions are met:

- The examination is in the candidate's terminal exam series (SC 4.2)
- The candidate has completed or will be able to complete the required percentage of the assessment to meet the minimum requirements for enhanced grading in cases of acceptable absence (SC 4.5)
- The application for special consideration can be supported by the centre with appropriate evidence authorised by a member of the senior leadership team (SC 6)

It is the responsibility of the following member(s) of staff to deal with special consideration requests and applications:

- Sian Rees & Ruth Harding

Changes 2025/2026

(Changed) Under heading **Special Consideration**:

Changed bullet point: The application for special consideration can be supported by appropriate evidence signed by a member of the senior leadership team (SC 6) To: The application for special consideration can be supported by the centre with appropriate evidence authorised by a member of the senior leadership team (SC 6)

Centre-specific changes

Upon review in November 2025 no centre-specific updates or changes were applicable to this document.