OCR

Interchange
Step-by-step
guide

Special Consideration Online

Submitting special consideration requests via Interchange

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

Interchange
Step-by-step guide
Special Consideration Online

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/

For help getting started with Interchange, please see our quick start guide.
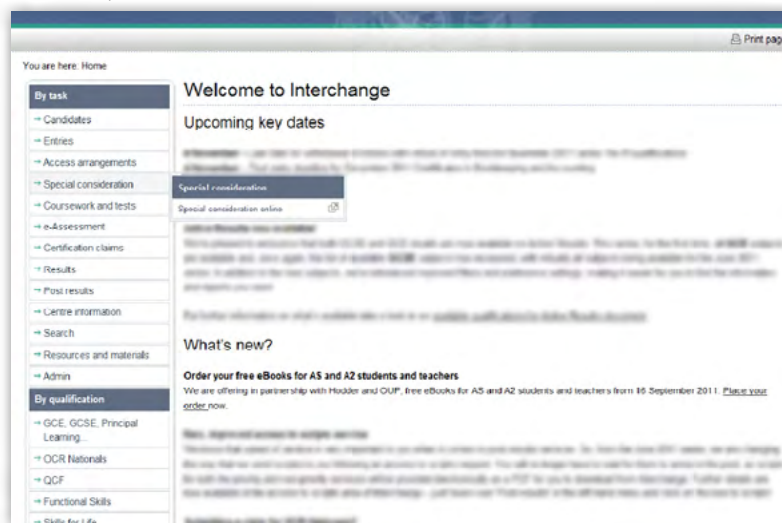
Quick start guide:
www.ocr.org.uk/interchange

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

Interchange
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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

https://interchange.ocr.org.uk

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.

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

https://interchange.ocr.org.uk

Interchange
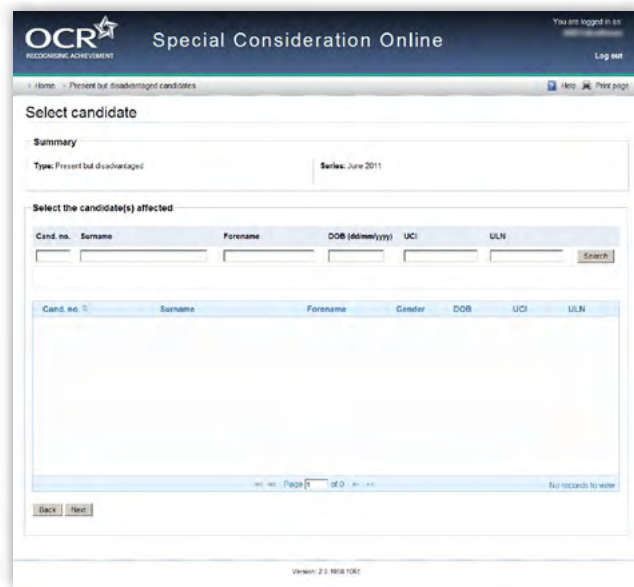## Step-by-step guide
Special Consideration Online

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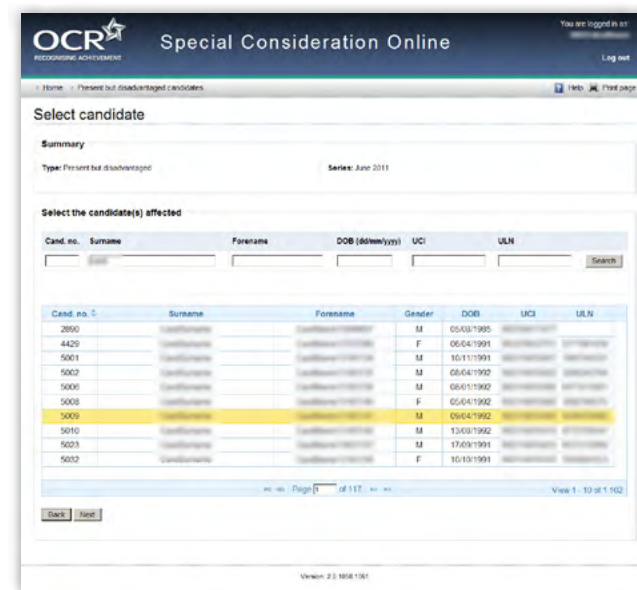
Note – If more than one candidate appears (for example, if you used 'Surname' as the search term and more than one candidate at your centre has the same surname) you can rearrange your search results by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI* or *ULN*.

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.

https://interchange.ocr.org.uk

Provide details of the disadvantaged candidate

You will then see the 'Provide details of disadvantage' page. This page is split into four key sections:
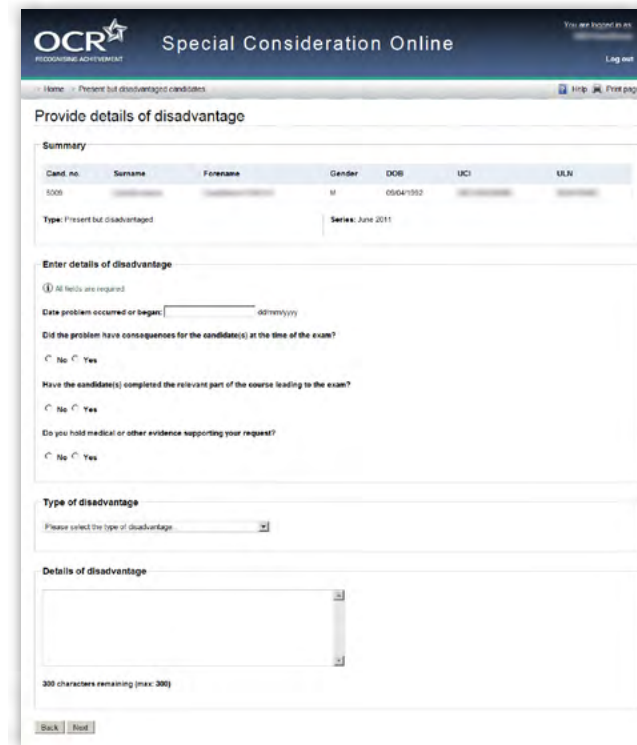
- *Summary* – This shows the series, type of request and the details of the affected candidate. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.
- *Enter details of disadvantage* – In this section you will need to answer some 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
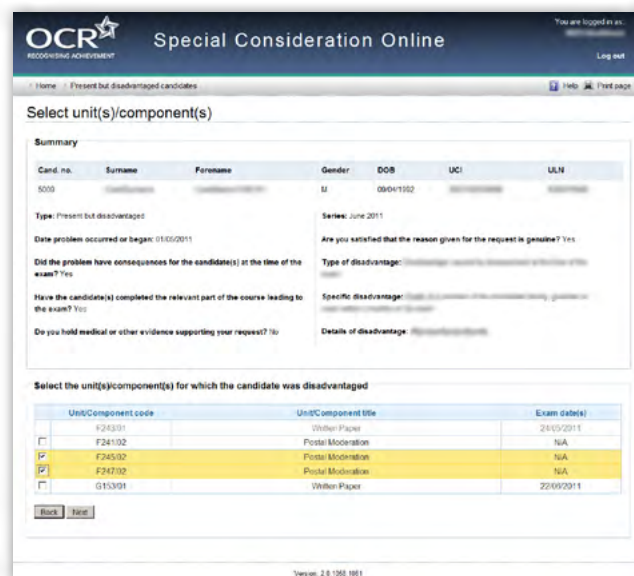
https://interchange.ocr.org.uk

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.

Select unit(s)/component(s)

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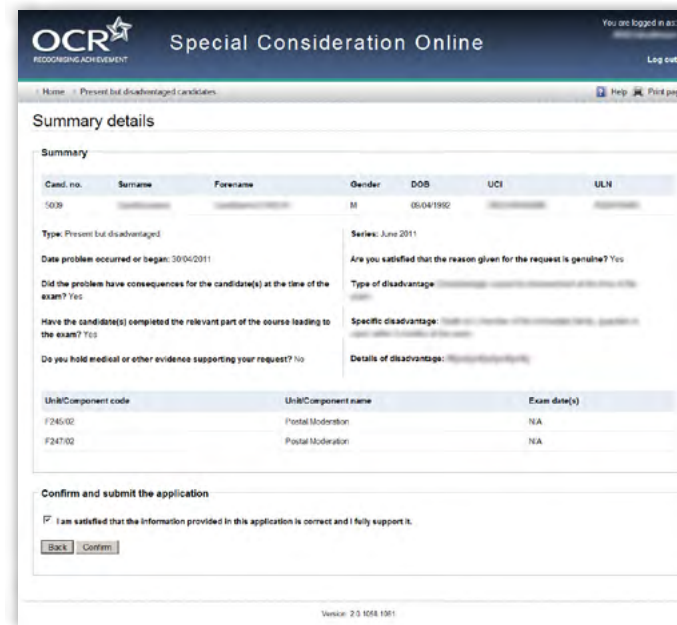
https://interchange.ocr.org.uk

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

https://interchange.ocr.org.uk

Absent candidates

Use this option for a candidate who is certificating in the current series but was absent from a 14–19 qualification assessment.
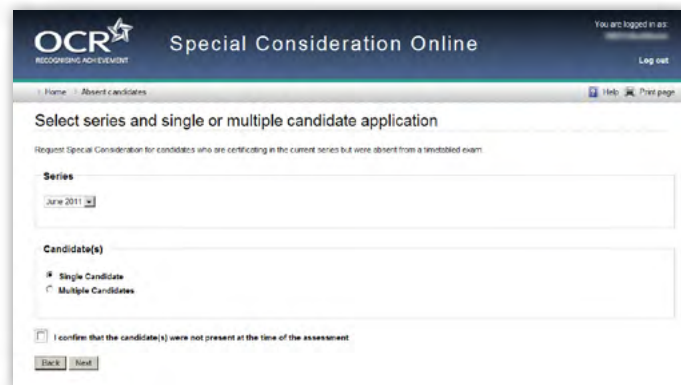
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

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.
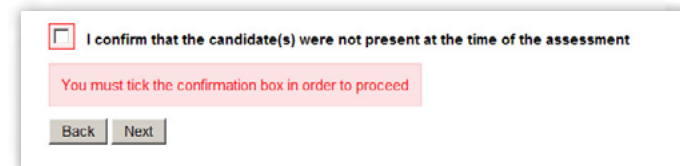
Choose series and single or multiple candidate application

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**.
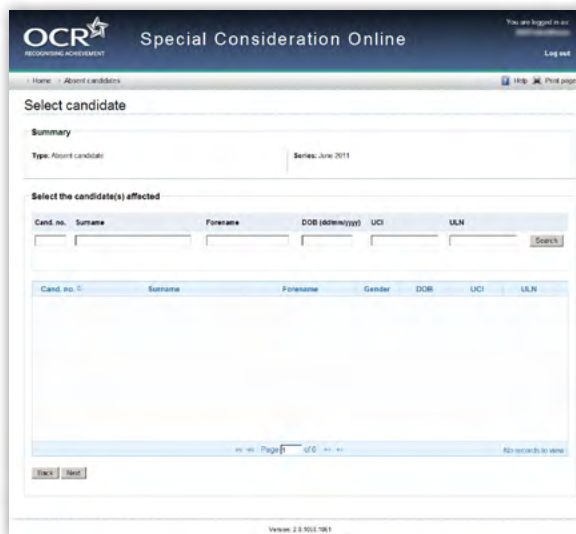
Declaration

https://interchange.ocr.org.uk

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*.
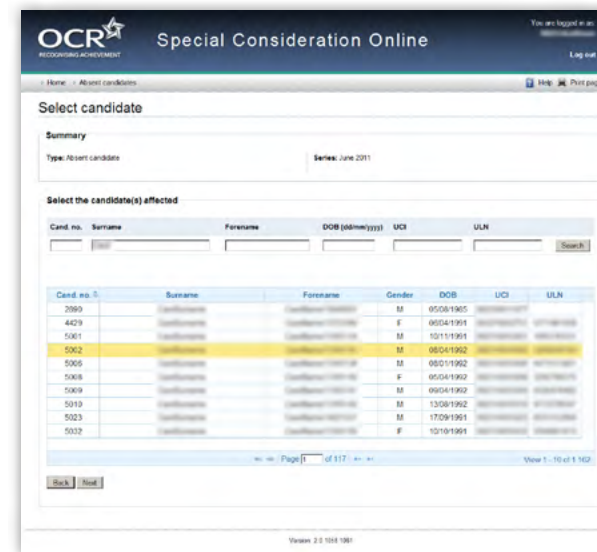
Select a candidate

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.
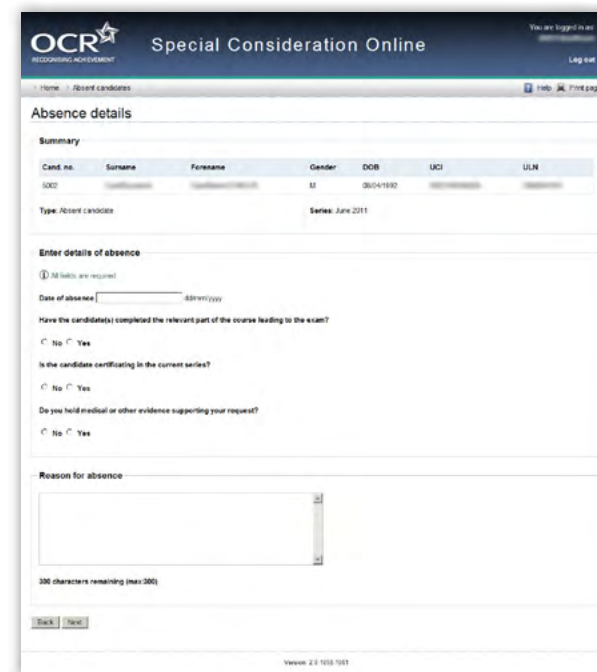
Provide details of the absence

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

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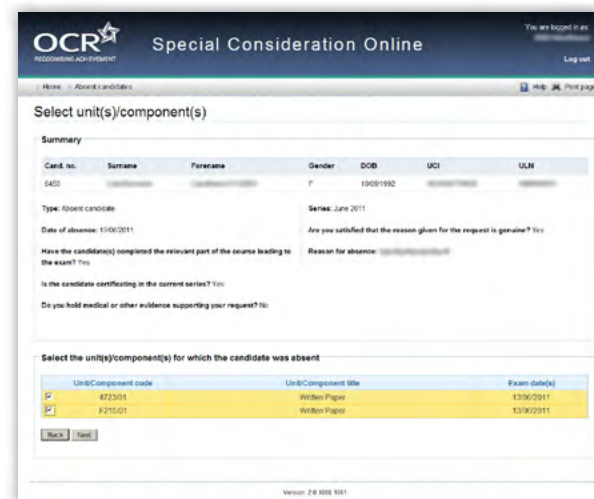# Select unit(s)/component(s)

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)
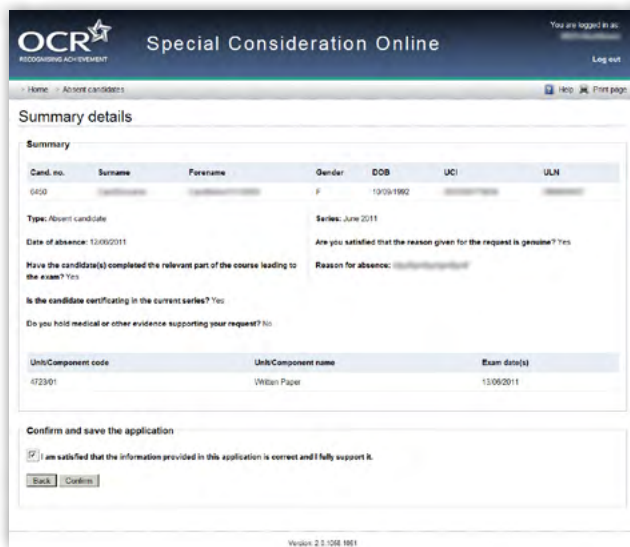
https://interchange.ocr.org.uk

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
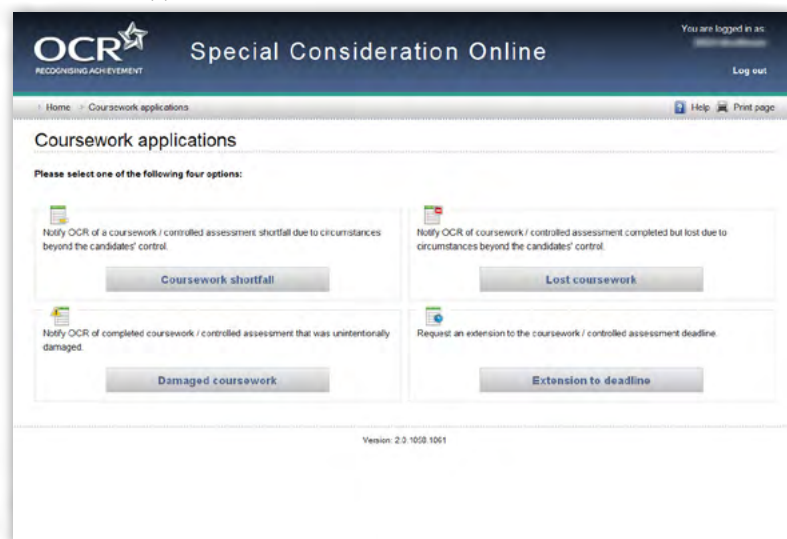
https://interchange.ocr.org.uk

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.
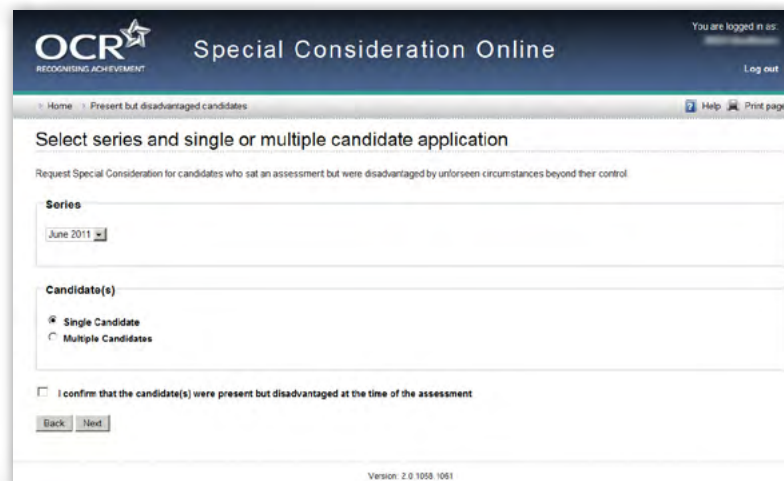
Coursework applications

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.

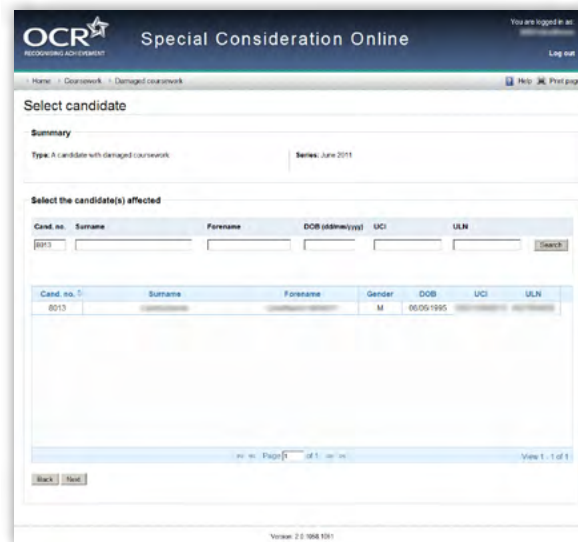*Choose series and single or multiple candidate application*

https://interchange.ocr.org.uk

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*.
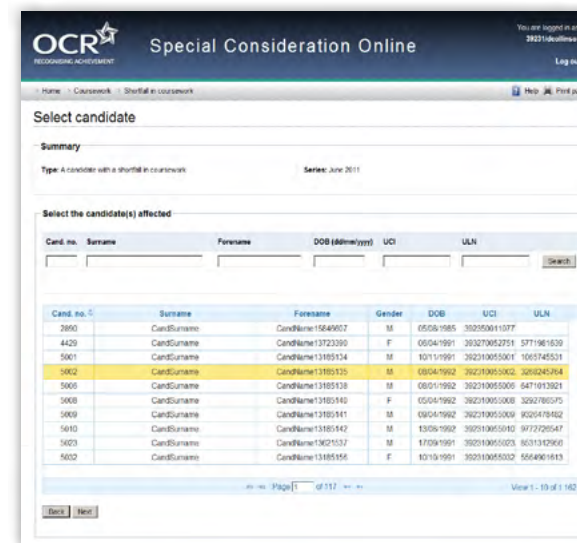
Select a candidate

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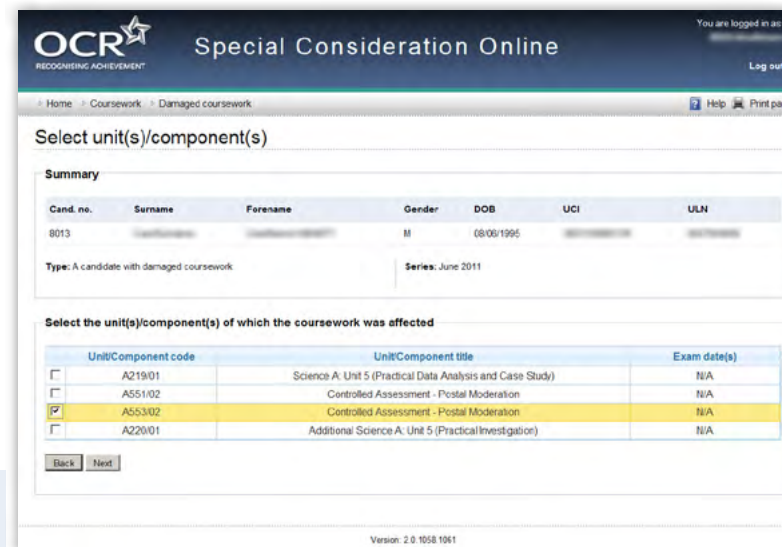
https://interchange.ocr.org.uk

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.

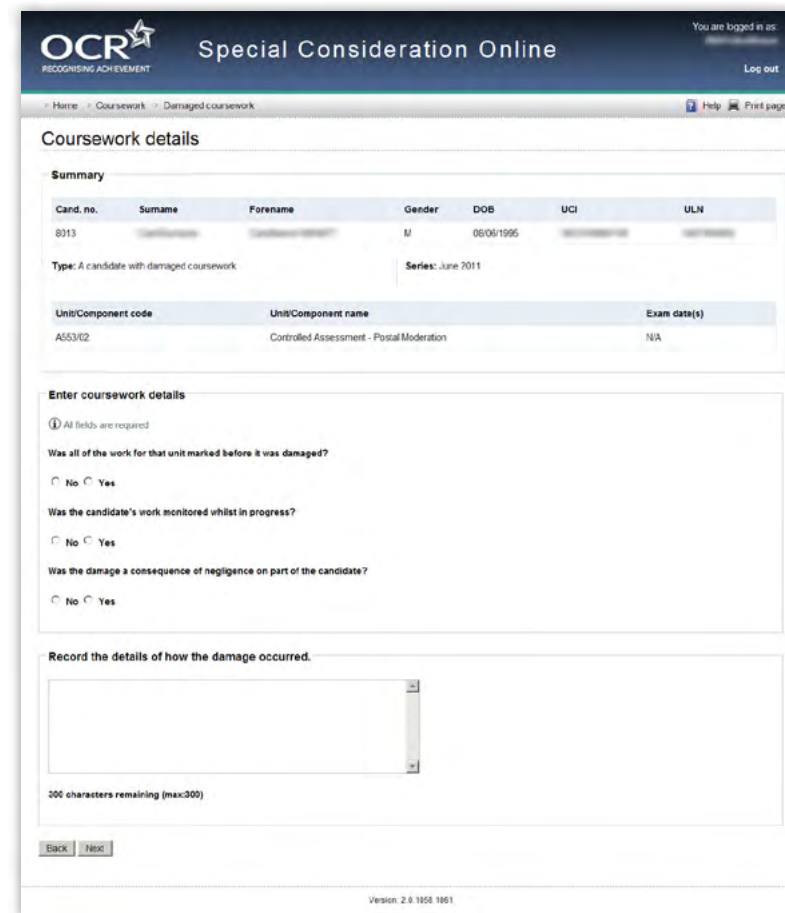*Select unit(s)/component(s)*

https://interchange.ocr.org.uk

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.

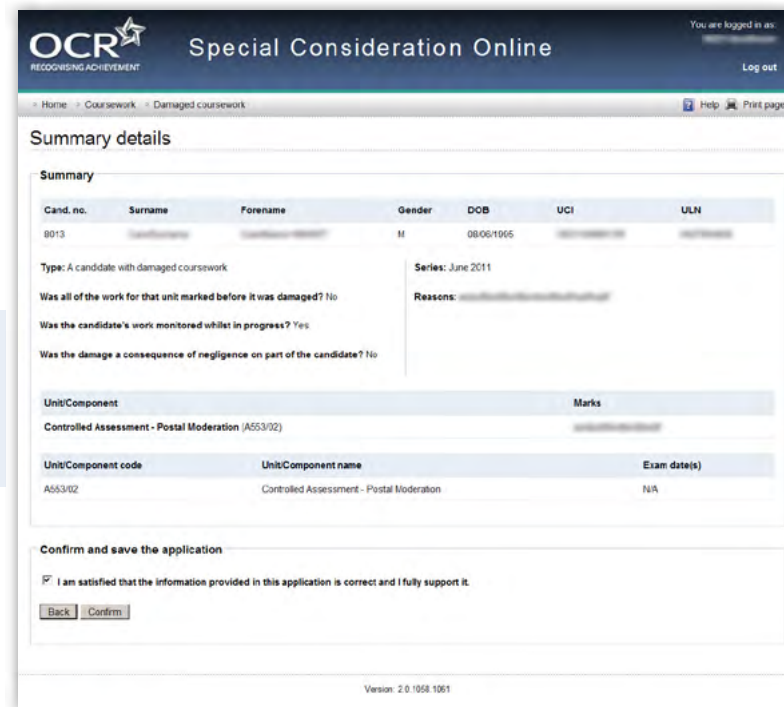*Enter details of the shortfall/loss/extension/damage to coursework*

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

https://interchange.ocr.org.uk

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.

Present but disadvantaged candidates

Use this option if candidates took a 14–19 qualification assessment, but were disadvantaged by unforeseen circumstances beyond their control.
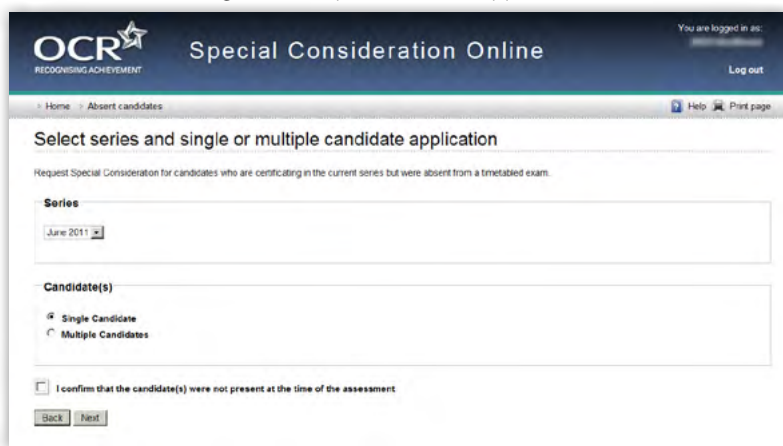
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

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

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
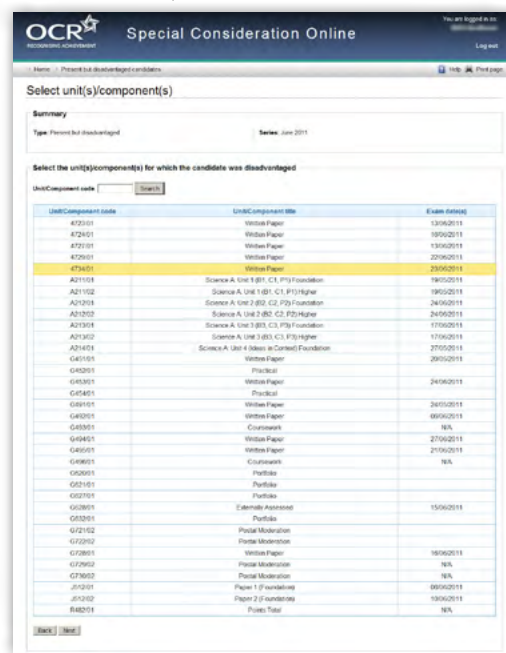
https://interchange.ocr.org.uk

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

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.

https://interchange.ocr.org.uk

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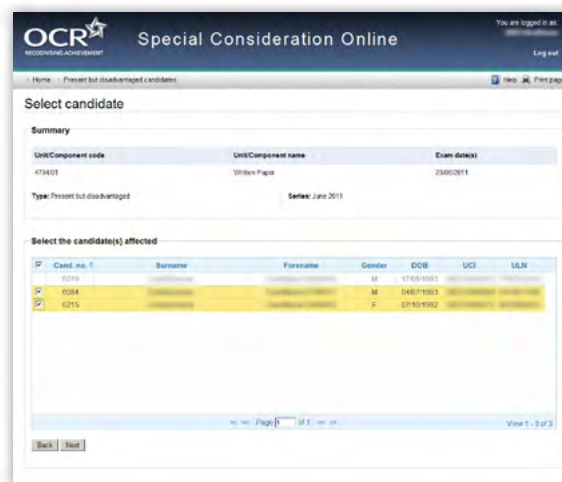
Note – The list is automatically arranged by candidate number. However, you can rearrange the list by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI* or *ULN*.

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.

https://interchange.ocr.org.uk

Provide details of disadvantage

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

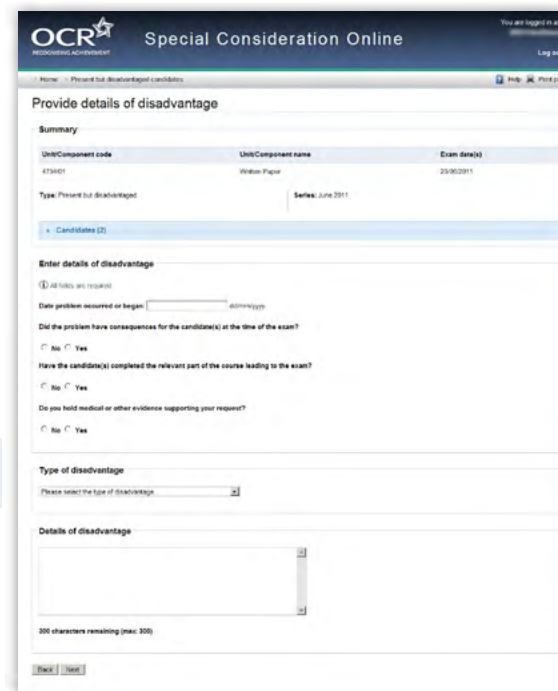- *Summary* – This shows the series, type of request, unit/component information as well as the details of the affected candidates. **If any of these details are incorrect**, you can click the 'Back' button at the bottom of the page to go back and amend them.

- *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.

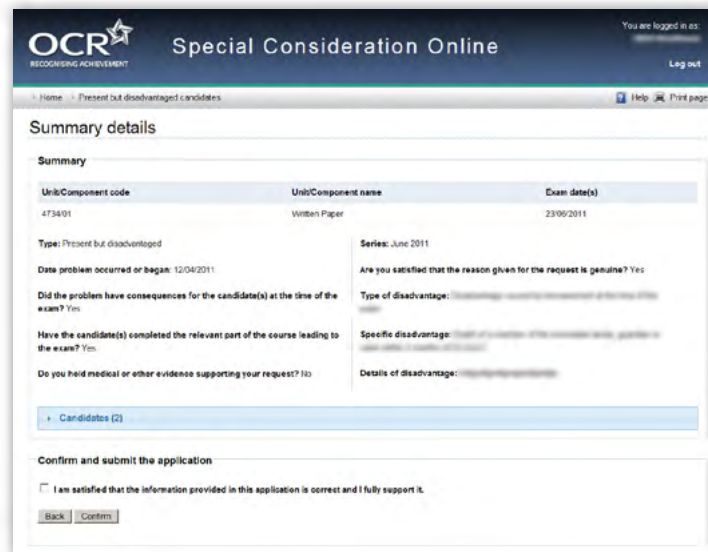*Provide details of the disadvantaged candidates*

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.

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

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.

Absent candidates

Use this option for candidates who are certificating in the current series but were absent from a 14–19 qualification assessment.
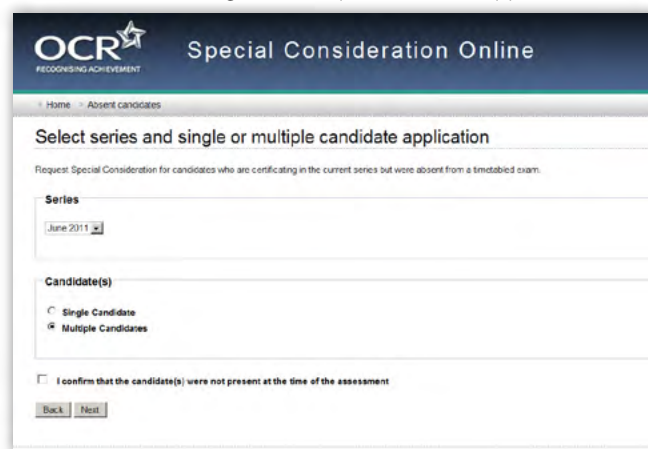
First, select a series from the dropdown list. This is the series within which the assessment took place (for example, June 2012).

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.
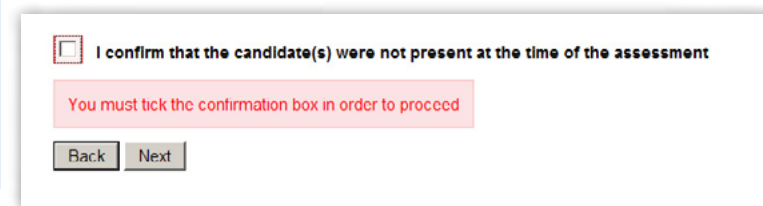
Choose series and single or multiple candidate application

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
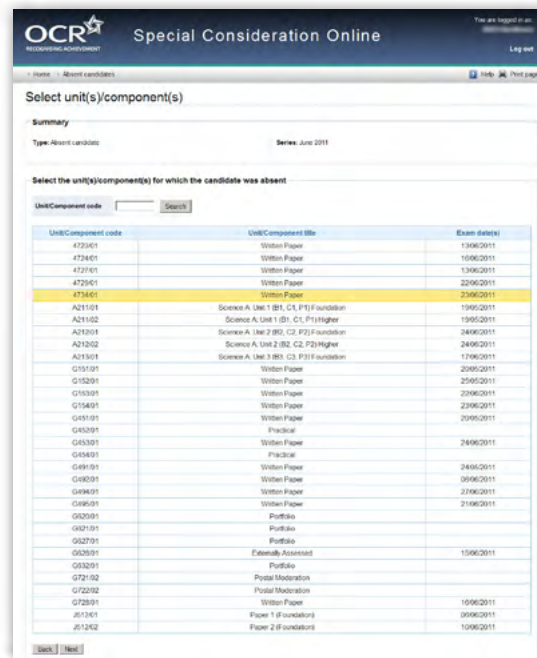
https://interchange.ocr.org.uk

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

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.

https://interchange.ocr.org.uk

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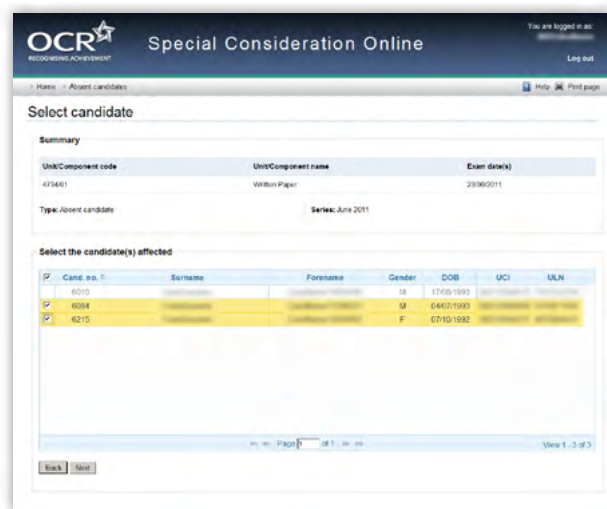
Note – The list is automatically arranged by candidate number. However, you can rearrange the list by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI* or *ULN*.

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.
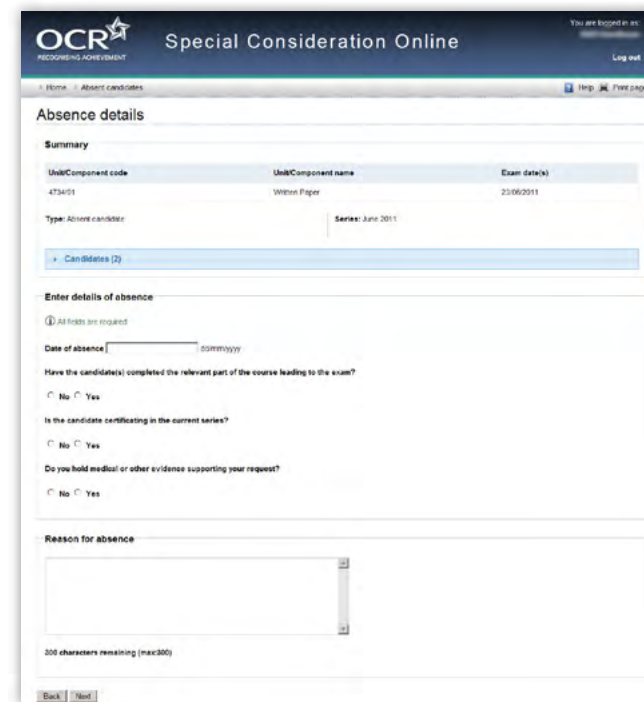
Provide details of the absence

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
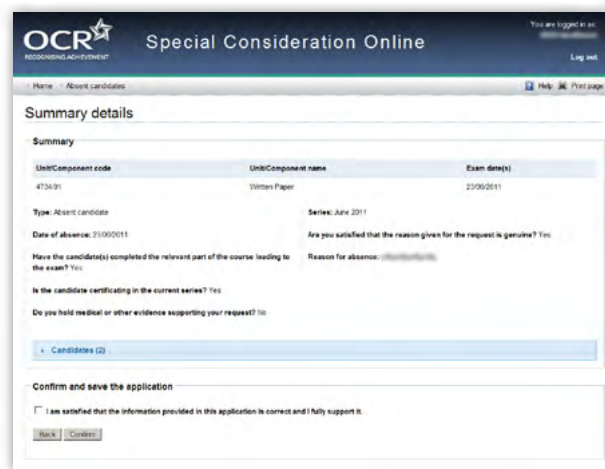
https://interchange.ocr.org.uk

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.
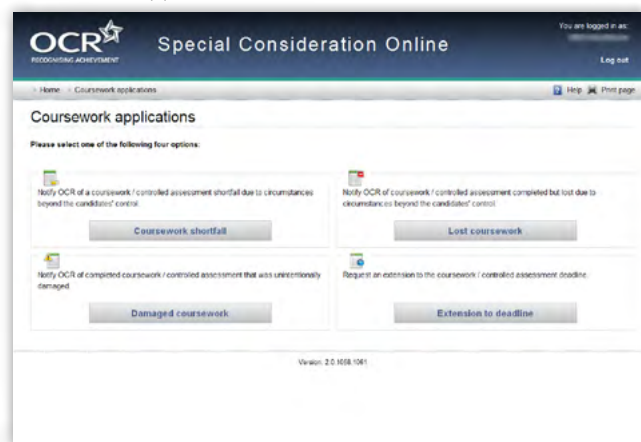
Confirm and submit the application

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

https://interchange.ocr.org.uk
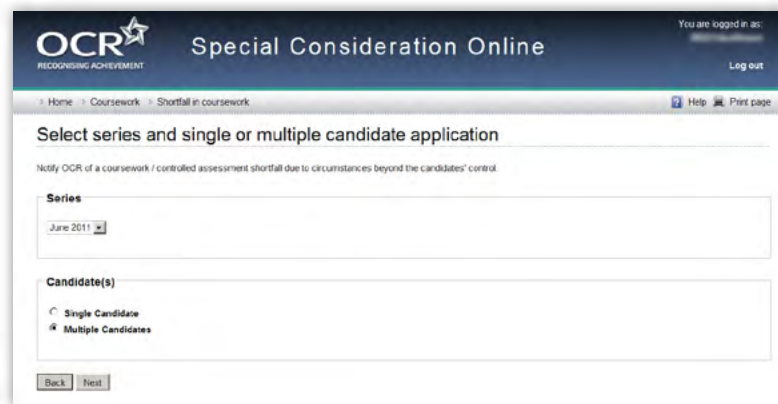
Select a series

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
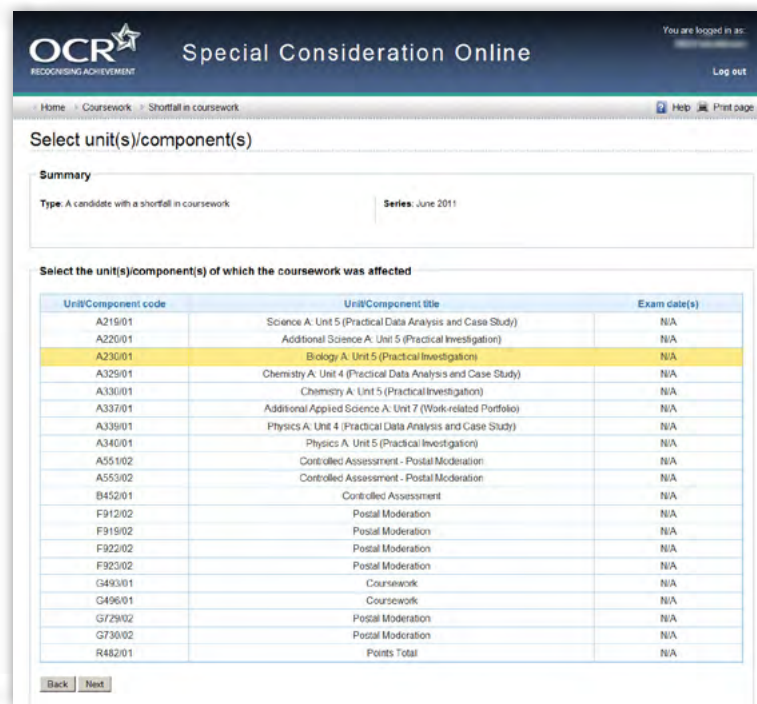
https://interchange.ocr.org.uk

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

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.

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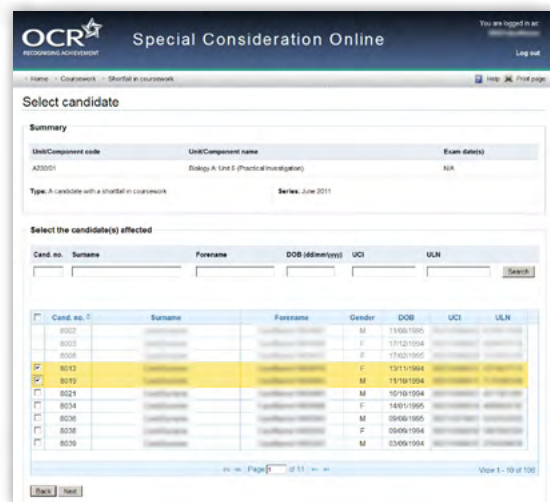
Note – The list is automatically arranged by candidate number. However, you can rearrange the list by clicking on any of the column headings: *Cand. No., Surname, Forename, Gender, DOB, UCI* or *ULN*.

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.
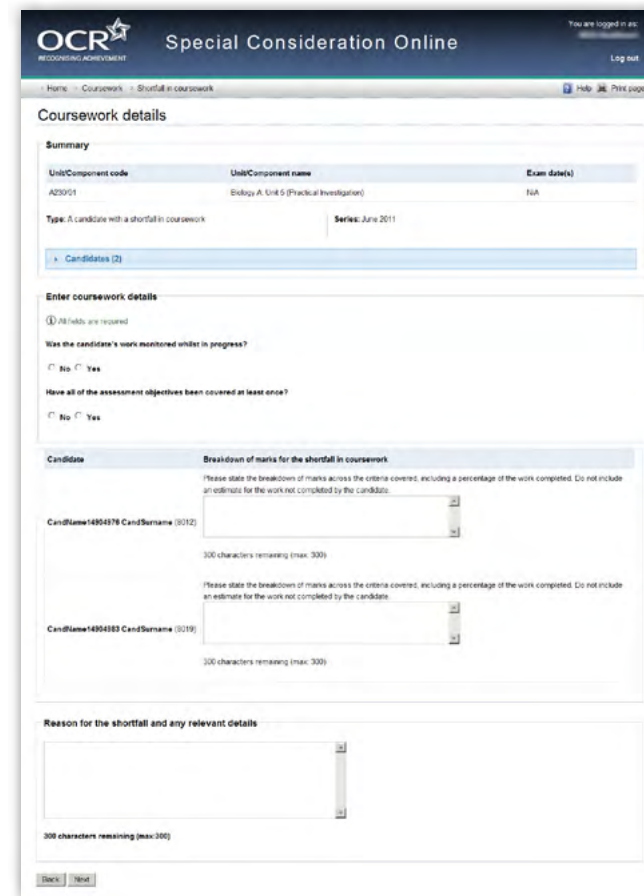
Coursework details

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
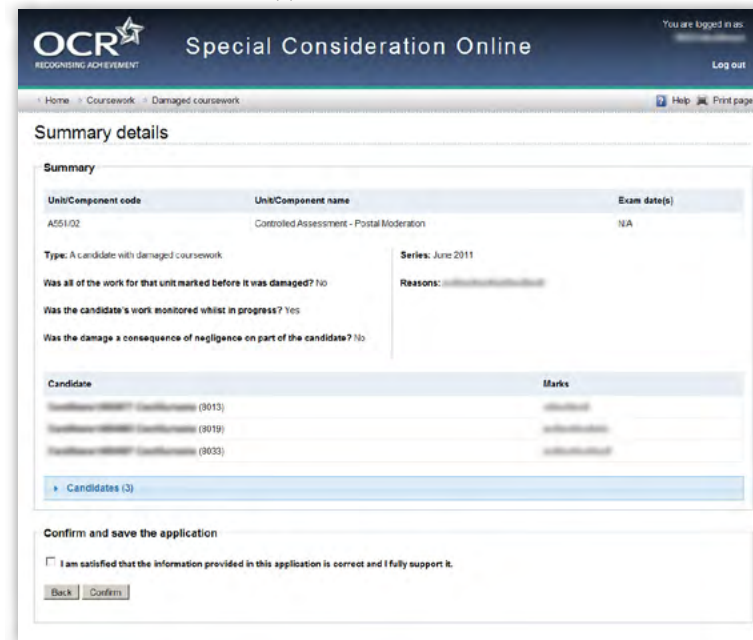
https://interchange.ocr.org.uk

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

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.

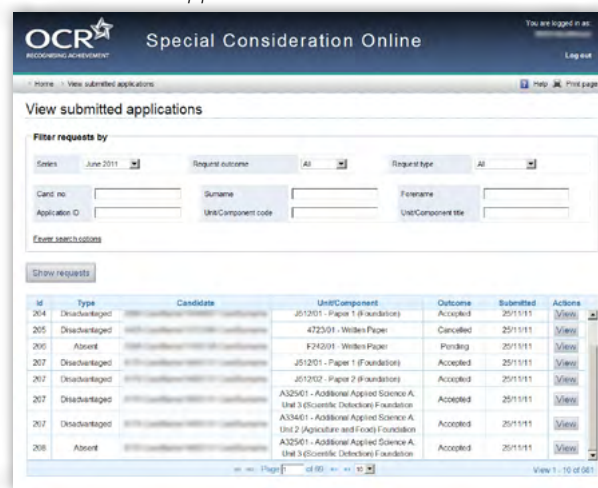# View submitted applications

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.
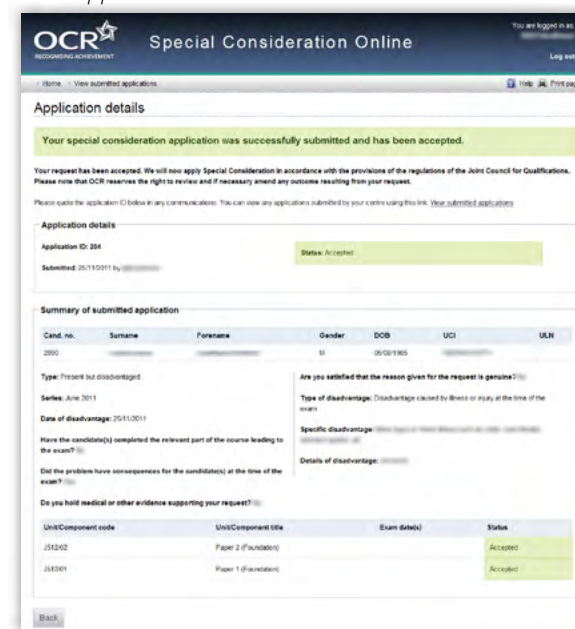
View submitted applications

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

https://interchange.ocr.org.uk

Further support

Using Special Consideration Online:

OCR Customer Contact Centre
01223 553998
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

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