

Special Considerations Guidance for test centres

General information about special considerations

Special considerations are allowances made to test takers when situations occur outside the control of test takers and/or test centres. This includes, but is not limited to:

- Injury or illness of test takers immediately before or during the test.
- Noise or disruption for any length of time during the test.
- Death of a family member around the time of the test.

All applications for special considerations are considered on an individual basis.

What special considerations will be made?

- Special considerations are offered to test takers in the form of a percentage mark allowance in relation to the set of circumstances described in the application.
- Alternatively, provided appropriate evidence has been submitted, test takers who are unable to attend the test due to illness or sudden/severe injury may apply to have the cost of the test refunded and may choose to re-enter (at cost) during another test session. Pearson Language Tests will refund 100% of the test fee in approved cases.

How do I apply for special considerations?

If a centre believes that a test taker is entitled to special considerations then a request must be submitted using the special considerations request form which can be downloaded from our website.

This form must be accompanied by appropriate medical evidence and a translation (if required) of the evidence if appropriate.

Forms should be submitted by email to PLTsupport@pearson.com and any further documents such as medical evidence should be scanned and attached.

Requests for special considerations for test takers where access arrangements should have been requested instead will be considered, however may not be accepted. Access arrangement requests must be made prior to each test session, please see the 'Access arrangements, guidance for test centres' document which is available on our website for further information.

Contact us

For further information regarding special considerations please contact us:

Address: Operations Team
 Pearson Language Tests
 80 Strand
 London
 WC1V 0RL
 UK

Telephone: 00 44 845 543 0243

Email: PLTsupport@pearson.com

Web: www.pearsonpte.com