

Special Consideration Policy

1. About this policy

- 1.1. This policy is for a candidate whose performance in an assessment has been materially and adversely affected by exceptional and unforeseen circumstances which are outside of their control. In this policy we explain the circumstances in which a claim for special consideration may be made and how to make a claim.
- 1.2. If you are seeking adjustments relating to a temporary or permanent disability you should apply for reasonable adjustments in accordance with our [Reasonable Adjustment Policy](#).
- 1.3. Subject to paragraph 2.5, if your claim for special consideration is accepted this will not result in an increase in your marks. If you have passed the assessment your claim for special consideration will not be considered and your pass mark will stand. If you fail the assessment and your claim for special consideration is accepted your attempt will be discounted. Details of any fees and administration charges which you may incur are set out in our [Transfers, Withdrawals, Re-Sits and Substitutions Policy](#).

2. When a claim for special consideration can be made

- 2.1. Before you sit an assessment, we will ask you to confirm that you are well and fit to sit the assessment and that you are not aware of any reason why you may make a claim for special consideration.
- 2.2. If you are not fit to sit the assessment, we expect you to withdraw from the assessment and take it at another time. A claim for special consideration of circumstances existing before the assessment will not normally be accepted. Please read our [Fit to Sit Policy](#).
- 2.3. Circumstances which would meet the requirements for special consideration include, but are not limited to, a serious disturbance during the assessment or if you become unwell during the assessment. If this occurs you must inform the invigilator before you leave the test centre or terminate the assessment.
- 2.4. Circumstances which would not meet the requirements for special consideration include, but are not limited to, illness or personal circumstances existing prior to the examination, misreading the assessment timetable, travel/transport problems, bereavement of family member or friend, work commitments.
- 2.5. If your performance in an assessment has been materially and adversely affected by

- a failure of technical equipment provided by CISI at an exam venue
- a material error in the assessment
- a serious disturbance during an assessment

the Special Consideration Panel may award additional marks of up to 5% of the total marks available. In reaching its decision the Panel will consider the nature and timing of the event. The Panel will not adjust grades marks after the moderation process is complete and candidates have received formal notification of their results.

- 2.6. If your special consideration claim relates to a failure by the test centre to provide agreed reasonable adjustments for that assessment, the Panel may award a refund of your assessment fees.

3. How to make a claim

- 3.1. To make a claim for special consideration please complete the Special Consideration Form and send it to specialconsideration@cisi.org with all supporting documents.
- 3.2. Your completed form should be sent no later than 10 working days after the day of the assessment to which your claim relates. We will not consider applications received after that date.

4. Considering a special consideration claim

- 4.1. The Special Consideration Panel will decide on your claim provided it:
- is made within the required time; and
 - relates to exceptional and unforeseen circumstances outside of your control
 - and which have had a material adverse effect on your performance in the assessment; and
 - is supported by independent written evidence which must be in English, and which relates to the date of the assessment. For example, if your application relates to illness, this would be a doctor's letter which confirms your illness and how you would have been affected.
- 4.2. You will usually receive a decision on the outcome of your application within 15 working days.

5. Challenging our decision

- 5.1. If you disagree with our decision about your special consideration application, you can appeal the decision, using our [Appeals Policy](#).