

CISI Candidate Policy 3A: Examination Delivery Complaints - Non College / School Venues

This policy relates to candidates wishing to complain about the way their test was delivered at non college / school venues.

3A.1 Rationale

The CISI makes every effort to ensure timely delivery of examinations without environmental or technical disruption. More than 99% of candidates enjoy a trouble-free test experience in our selected examination centres. However, as with any computer-based technology, occasional systems problems may delay or prevent testing for an individual on a particular day. Environmental factors, such as external noise or extreme temperatures can (though rarely) affect examination rooms. Candidates should be assured that examination centre staff will react as quickly as possible to minimise effects or make alternative arrangements in such circumstances.

3A.2 At the examination centre

Candidates who feel a technical issue (for example: a delay in the start of an examination, or equipment failure) or an environmental issue (for example: room temperature, external noise or disturbance) could negatively affect their examination experience should raise this with the examination centre invigilator immediately. Every effort will be made to resolve the issue at the time and the details will be formally recorded and reported to the CISI on a daily basis.

3A.3 After the examination: online feedback form

Candidates are invited to complete an Issues with the Exam Venue feedback form located on the CISI's website:

[Candidate Feedback](#)

The form needs to be submitted within 48 hours of their examination appointment if they wish to lodge a complaint. The CBT Operations department will investigate the background to the complaint by consulting the invigilation staff, and / or seeking the feedback of other candidates. Candidates attempting to submit a delivery complaint informally by telephone or email will be requested to use the standard form (link above) as it ensures consistent and appropriate investigation. The Customer Support Centre is happy to complete a feedback form on behalf of individual candidates who do not have internet access or who are unable, for other reasons, to complete a form themselves.

3A.4 Responses

The circumstances surrounding the complaint will be investigated and a response including any appropriate follow up action on the part of the CISI will be communicated within 10 working days.

With CBT, scores and grades are processed automatically and results delivered instantly based on a rigorous quality assured process.

CISI examinations are taken by those wishing to demonstrate subject knowledge in a highly regulated financial services sector. For this reason, competence cannot be assumed but must be clearly demonstrated by a pass grade in the examination. Therefore, it is not the policy of the CISI to adjust grades after the assessment is complete and appeals will not be accepted on the basis of delivery complaints.

Instead, should the delivery complaint be substantiated, a candidate may be offered a resit or a rescheduled test free of charge at the next convenient opportunity.

CISI Candidate Policy 3B: Examination Delivery Complaints - Examinations taken at Colleges and schools only

This policy relates to candidates wishing to complain about the way their test was delivered at colleges and schools only.

3B.1 Rationale

The CISI makes every effort to ensure timely delivery of examinations without environmental or technical disruption. More than 99% of candidates enjoy a trouble-free test experience in our selected examination centres. However, as with any computer-based technology, occasional systems problems may delay or prevent testing for an individual on a particular day. Environmental factors, such as external noise or extreme temperatures can (though rarely) affect examination rooms. Candidates should be assured that examination centre staff will react as quickly as possible to minimise effects or make alternative arrangements in such circumstances.

3B.2 At the examination centre

Candidates who feel a technical issue (for example: a delay in the start of an examination, or equipment failure) or an environmental issue (for example: room temperature, external noise or disturbance) could negatively affect their examination experience should raise this with the examination centre invigilator immediately. Every effort will be made to resolve the issue at the time and the details will be formally logged at the end of the test.

3B.3 After the examination

Candidates will need to follow the college / school's complaints procedure. However, if the candidate is not satisfied by the outcome, they are invited to contact the CISI via the Issues with the Exam Venue Feedback Form located on the CISI's website:

[Candidate Feedback](#)

Candidates attempting to submit a delivery complaint informally by telephone or email will be requested to use the standard form (link above) as it ensures consistent and appropriate investigation. The Customer Support Centre is happy to complete a feedback form on behalf of individual candidates who do not have internet access or who are unable, for other reasons, to complete a form themselves.

3B.4 Responses

The circumstances surrounding the complaint will be investigated by consulting our contact at the college / school, and/or seeking the feedback of other candidates. Any complaint raised by a candidate (including any environmental disturbance) is formally recorded and reported to the CISI. A response including any appropriate follow up action on the part of the CISI will be communicated within 10 working days.

With CBT, scores and grades are processed automatically and results delivered instantly based on a rigorous quality assured process.

CISI examinations are taken by those wishing to demonstrate subject knowledge in a highly regulated financial services sector. For this reason, competence cannot be assumed but must be clearly demonstrated by a pass grade in the examination. Therefore, it is not the policy of the CISI to adjust grades after the assessment is complete and appeals will not be accepted on the basis of delivery complaints.

Instead, should the delivery complaint be substantiated, a candidate may be offered a resit or a rescheduled test free of charge at the next convenient opportunity.