

CISI Candidate Policy 2: Special Consideration

This policy relates to candidates requesting special consideration due to adverse circumstances beyond their control on the day of the examination.

2.1 Problems on the examination day

Candidates suffering adverse personal circumstances on the day of the CBT examination such as temporary illness, injury, accidents or recent bereavement will not be eligible for special consideration. Due to the daily availability of CBT assessments candidates will, instead, be advised to reschedule the date and time of their examination. In such circumstances they may be eligible for a re-sit or re-scheduled examination free of charge. Full details with original supporting medical evidence (where appropriate) must be sent to the Operations Manager within 48 hours of the original examination.

2.1.2 CBT tests are available daily in many examination centres. Candidates who have suffered adverse personal circumstances are advised to re-schedule their examination to a more convenient time.

2.1.2 With CBT, scores and grades are processed automatically and provisional results delivered instantly based on a rigorous quality assured process. **In the case of requests for special consideration, it is not the policy of the CISI to adjust grades after the assessment process is complete.** Due to the daily availability of CBT assessments, no special consideration is available for candidates suffering adverse circumstances beyond their control of the day of the test.

2.1.3 In accordance with the above policy, the CISI does not award aegrotats but instead advises candidates to reschedule the date and time of their examination.