

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

This relates to candidates suffering adverse personal circumstances on the day of the examination such as temporary illness, injury, accidents or recent bereavement.

2.1.1 Candidates who choose to sit the examination

Full details with original supporting medical evidence must be sent (where appropriate) to the Operations Manager within 48 hours of the examination.

Where a substantiated request for special consideration based on adverse personal circumstances has been submitted correctly (see 2.1 above) the relevant information will be drawn to the attention of the practitioner panel during the moderation process to ensure appropriate consideration is made. The judgment and decision of the CISI is final. **In the case of requests for special consideration, it is not the policy of CISI to adjust grades after the assessment process is complete and candidates have received formal notification of their results.**

2.1.1 Candidates who choose not to sit the examination

Full details with original supporting medical evidence (where appropriate) must be sent to customersupport@cisi.org, marked for the attention of the Client Services Manager, within 48 hours of the examination.

In these circumstances, candidates may be offered one free transfer to their next preferred examination sitting.

It is not the policy of the CISI to make an Aegrotat (an award made to a candidate who is unable, through temporary illness, injury, or indisposition, to complete all of the usual assessment requirements).