



Chartered
Governance
Institute
UK & Ireland

Extenuating Circumstances Policy

October 2025



Introduction

CGIUKI recognises that some learners who are otherwise fully prepared for their assessment may be temporarily disadvantaged by circumstances that are beyond their control at the time of their assessment.

This policy sets out what constitutes an extenuating circumstance, the circumstances that are eligible or ineligible for an extenuating circumstances request, how to make a request and what evidence is needed. It also sets out ineligible circumstances

Definition of Extenuating Circumstances

An extenuating circumstance is an unforeseen, unexpected or temporary event or circumstance which has materially impacted on the performance of a candidate. An extenuating circumstance can only be requested **after** the assessment has taken place.

Eligible Circumstances

You may apply for consideration of an extenuating circumstance if you can demonstrate that your performance during the assessment was **materially impacted by unforeseen circumstances beyond your control and which unexpectedly occur on the day of the assessment.**

Unforeseen circumstances may include:

- a sudden and temporary illness or accident/injury at the time of the assessment
- bereavement at the time of the assessment
- domestic crisis arising at the time of the assessment
- serious disturbance during the assessment

Ineligible Circumstances

You **will not** be eligible to request an extenuating circumstance if your performance during an assessment was affected by:

- long term illness or other difficulties affecting revision time, unless the illness or circumstances occurred at the time of the assessment
- bereavement that occurred more than six months before the exam, unless there are ongoing circumstances such as an inquest or legal proceedings.
- domestic inconvenience, such as moving house, lack of facilities, taking holidays at the time of the assessment
- minor disturbance during the assessment such as momentary noise
- the consequences of committing a crime or being charged with an offence,
- the consequences of taking alcohol or non-prescribed drugs
- the consequences of not complying with CGIUKI rules, regulations or policies relating to qualifications and assessment
- the consequences of failing to comply with instructions issued by CGIUKI staff, online or inperson invigilators
- the failure of a tuition provider to prepare you properly for the examination including the quality of teaching, staff shortages, building work or lack of facilities
- misreading the timetable and/or failing to attend at the right time and in the right place or failing to submit an assessed piece of work on time

- misreading the instructions on the question paper and answering the wrong questions
- accidentally closing the assessment platform or prematurely clicking “finish”
- personal arrangements such as a wedding or holiday which conflict with the assessment timetable
- taking the assessment at unsociable hours
- a disability or learning difficulties (diagnosed or undiagnosed) unless the disability or circumstances made what would otherwise be a minor issue at the time of the assessment more difficult¹
- if you have already been granted a reasonable adjustment for the same reason

Technical Issues

If you are applying for an extenuating circumstance due to technical difficulties during an online assessment or while using the CGIUKI assessment platform, you must confirm or be able to evidence the following:

- you have not previously experienced technical issues, or if you have, reasonable steps were taken to resolve the situation
- you completed the required pre-assessment technical checks
- your assessment environment was appropriate and fit for purpose

An extenuating circumstances application **will not** be accepted if assessment performance was impacted by the following:

- IT issues within your control, such as:
 - powering off the device, loss or failure to save files
 - battery-related interruptions
 - known hardware or software faults
 - loss or instability of internet connection
 - malfunctioning cameras
- issues with mobile or secondary device issues, especially those affecting the second camera setup required for online assessments.
- technical complications when using a work-issued device, including:
 - software updates during the assessment
 - firewalls or security measures preventing access to the assessment platform.

This list is not exhaustive and only provides examples of IT issues that may not be considered as an extenuating circumstance.

Outcome

The outcome of an extenuating circumstance application will be one of the following:

- the rearrangement of an assessment at a reduced or no fee

¹ Students with a disability or learning difficulty may apply for a Reasonable Adjustment before their assessment

- rejection of the request, the reason for which will be provided.

Extenuating circumstances will only be considered for candidates that fail their assessment.

Applying for an Extenuating Circumstance

An extenuating circumstance application should be made using MyCG. You will be asked to describe the reason for your request and attach supporting evidence.

Evidence Requirements

Candidates are required to submit sufficient and appropriate supporting documentation for any application an extenuating circumstance. Applications that are not supported by appropriate evidence may be rejected.

In cases of a sudden and temporary illness, injury or other unexpected medical conditions, candidates must provide written evidence from a qualified medical, psychological or clinical professional. This must include the professional's name, title and credentials, and clearly describe the nature of the condition, its impact on the candidate at the time of assessment, and any relevant effects of prescribed medication.

Timeline

Your extenuating circumstance application and all supporting documentation must be submitted by the deadline specified in the Key Dates, which can be found under [Key Information](#) on the CGIUKI website.

Late Applications

Applications received after the published deadline cannot be processed and will be declined. The deadline is set to allow sufficient time to process all applications before results are finalised.

Application Outcome

You will be notified of the outcome of your application by email within 48 hours or results being published.

If your application is approved, the email will confirm the outcome and whether a reduced or no-fee resit is being offered. If your application is declined, the email will explain the reason.

Fraudulent Applications

If at any time, it is found that a claim for an extenuating circumstance was fraudulent, the assessment will be voided and any award made because of the extenuating circumstance will be withdrawn.

The fraudulent request may also be referred to the CGIUKI Disciplinary Panel who may decide on further action against the candidate.

Appeal

You may appeal against the outcome of your **extenuating circumstances application** by emailing examinations@cqi.org.uk