



Chartered
Governance
Institute
UK & Ireland

CGIUK&I Examinations

Reasonable Adjustments and Extenuating Circumstances Policy and Procedure

April 2024

A decorative graphic in the bottom right corner consisting of three concentric, curved bands. The outermost band is white, the middle band is orange, and the innermost band is light blue. The bands are curved from the bottom left towards the top right.

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If you have any feedback on the content of these resources, or additional questions that you'd like to discuss, please contact The Chartered Governance Institute information centre: 020 7612 7035 | informationcentre@cgi.org.uk

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Introduction

The Chartered Governance Institute UK & Ireland (CGIUKI) is committed to providing a fair and transparent route for students in achieving their qualifications. Candidates might be faced with illness, unforeseen events or personal issues that are outside of their control and which could negatively impact their performance in their examination(s).

As part of our commitment to upholding the standard of the examinations, we have established this policy to provide guidance on extenuating circumstances and reasonable adjustments for candidates taking the CGIUKI's examinations.

This policy sets the framework of expectations within which we ensure that our procedures for handling extenuating circumstances and reasonable adjustments are accessible, timely and fair. We recognise that central to this policy is the its responsibility for providing equal learning opportunities for students and for the academic standards of all CGIUKI granted awards.

We have two distinct procedures for dealing with reasonable adjustments and extenuating circumstances raised by students who are taking an examination.

A reasonable adjustment is made *in advance* of the examination for students who have a condition which puts them at a substantial disadvantage. We have a duty to plan ahead in order to minimise challenges and provide inclusive practices which support all students.

An extenuating circumstance is for students who would have otherwise completed their examination, but their attendance, performance, or submission were impacted by issues which had not been anticipated. Appropriate evidence is required to support such a claim.

Section 1: Reasonable Adjustments

1. Definition of Reasonable Adjustments

Reasonable adjustments are arrangements designed to mitigate the impact of disabilities or temporary impairments on a candidate's performance during assessments.

2. Submitting Requests

- Candidates must inform us of their condition at least four weeks before the examination.
- Requests must be verified by a registered expert, such as a medical practitioner.
- Any associated costs for consultation and documentation are the candidate's responsibility.

1.1 Components of a Request

- The request should detail how the condition affects studying and exam performance.
- It must include specific proposals for adjustments, ensuring equal opportunity for success.

1.2 Deadline and Consequences

- Failure to submit the request and evidence in time may result in rejection.
- Unreported circumstances will not be considered under extenuating circumstances policies.

1.3 Individual Evaluation

- Each application is assessed independently based on professional advice.
- Adjustments aim to provide equal opportunity without creating unfair advantages.

3. Examples of Reasonable Adjustments

- Extension of examination time.
- Permitted short breaks during exams with corresponding time extensions.

4. Fairness and Proportionality

- Adjustments are proportionate and aim to maintain fairness among candidates.
- Actions are limited to assessment conditions to ensure equal opportunity.

5. Confidentiality

- Examiners are not informed of adjustments made to maintain fairness.
- Scripts are not moderated based on adjustments.

6. Right to Appeal

- Candidates dissatisfied with the handling of extenuating circumstances can appeal.
- Appeals must be submitted within specified timeframes outlined in the examination session guidelines.

Section 2: Extenuating Circumstances

1. Defining Extenuating Circumstances

- Extenuating circumstances are unforeseen, serious events beyond a candidate's control that may significantly affect their examination performance.
- Disabilities and ongoing conditions are managed through Reasonable Adjustments (refer to section 1). However, acute difficulties related to ongoing conditions may qualify as extenuating circumstances.
- Judgment is exercised to determine acceptable conditions for examinations, categorized into personal and examination-related events.
- Certain categories, such as technical issues or unreported problems (such as technical issues where the candidate did not use the test link or set up and test their connections as per Examination Guidance published on myCG) are unlikely to be considered as extenuating circumstances.

2. Personal Extenuating Circumstances

- Difficult personal circumstances occurring before or on the examination day may disrupt preparation or performance.
- Candidates are advised to request postponement before the exam closing date if facing such circumstances.
- Postponement requests after the closing date require written submission (examinations@cqi.org.uk) with supporting evidence for consideration.
- Valid reasons supported by evidence may lead to the postponement of the examination without it counting as an attempt.
- Should you be unable to provide us with a valid reason and supporting evidence for a deferral or absence from an exam, you can still request to be withdrawn from your examination, however your fee cannot be refunded and you will be required to pay for your re-sit at the next session.

3. Extenuating Circumstances Arising During Live Examination

As part of the Foundation Programme, Qualification Programme, IFA 4 Qualification and IFA 5 Qualification, candidates are required to sit a three hour examination. This examination takes place live and is remotely invigilated in real time.

- Live examinations may encounter incidents like external noise or evacuation, affecting performance.
- Candidates experiencing such issues must report them via the Extenuating Circumstances Form on MyCG after the examination session closes.
- Additional time may be granted if problems result in time loss, either during the exam or through mark moderation.
- Reporting issues promptly during live examinations ensures timely consideration and resolution.

4. Extenuating Circumstances Arising During On-Demand MCQ Examination

As part of the Short Course Certification, candidates are required to sit a one hour MCQ assessment. This examination can be sat at any time during a specified window and follows a record and review invigilation approach. Exams are not invigilated in real time and CGI support is therefore available within working hours.

- Similar incidents may occur during on-demand MCQ assessments, affecting performance.

- Candidates should immediately contact CGI support (learning@cgi.org.uk) to address issues like external noise or evacuation.
- Reporting issues promptly during on-demand MCQ examinations ensures timely consideration and resolution.

5. Submission and Review Process

- The extenuating circumstance submission process is applicable **only to live examinations** and follows a specific timeline.
- Extenuating circumstances must be submitted via MyCG within the specified deadline, typically 10 working days from the examination session's closing.
- The Learning and Assessment Team investigates submissions, and valid cases are reviewed by the Assessment Review Panel (ARP).
- Candidates are notified of the outcome within 48 hours of examination results being released.
- Extenuating circumstances are not considered once a candidate has passed their examination.
- Appeals regarding extenuating circumstances should follow the guidance provided in the appeals policy.

6. Important Notes

- Candidates must raise extenuating circumstances during the examination process to be considered valid.
- Unreported issues during examinations cannot be raised via appeal after receiving results; they must follow the extenuating circumstance submission process.
- Failure to follow the extenuating circumstance submission process may result in the issue not being considered.
- Extenuating circumstances refer to unforeseen, serious events beyond a candidate's control that may significantly affect their examination performance.
- Disabilities and ongoing conditions are addressed under Reasonable Adjustments (refer to Section 1), but specific acute difficulties may qualify as extenuating circumstances.
- Judgment is exercised to determine acceptable conditions for examinations, broadly categorized into personal and examination-related events.
- Certain categories, such as technical issues or unreported problems, are unlikely to be considered as extenuating circumstances.

The policy and the efficacy of these procedures will undergo regular reviews to assess their effectiveness and will be updated as deemed necessary.