

Assessments: Postponements, Withdrawals, Deferrals and Absence

Introduction

This document explains the circumstances under which you may ask to postpone or withdraw from an exam. It also explains how to defer a Sector Qualification course and what constitutes an absence (no show) from an exam or assessment.

1. Postponement

A postponement allows you to reschedule your exam to a later date due to unforeseen circumstances such as illness or a family emergency. The exam must still be taken, just within a later assessment window.

Postponing an assessment before the exam registration deadline

You can postpone your exam before the registration deadline through your MyCG account without providing a reason. There is no fee for postponements made before this deadline.

Postponing an assessment after the exam registration deadline

If you need to postpone your exam (the assessment) after the registration deadline, you can do so up to and including the day before the exam. This is only allowed under exceptional circumstances, which require supporting evidence. A postponement fee will apply per exam.

Exceptional circumstances include:

- Serious illness or injury
- Recent death of a close family member
- Significant family crisis
- Being a victim of a crime
- Natural disaster

Postponements due to work commitments are not permitted under any circumstances.

The supporting evidence must clearly show **both** the reason for the postponement and that it occurred after the registration deadline. Self-certification will not be accepted. Costs of obtaining medical evidence will not be reimbursed.

To postpone your assessment, call our Customer Contact Centre on +44 (0)20 7580 4741.

2. Withdrawal

A withdrawal is where something happens after the exam registration deadline that prevents you from taking an exam, but the reason is not covered by the exceptional circumstances identified above. If you do not meet the criteria for exceptional circumstances, you cannot request a postponement after the registration deadline, you can only withdraw from the exam.

To withdraw your exam entry, call the Customer Contact Centre on +44 (0)20 7580 4741 or contact the Customer Contact Centre by email at enquiries@cgi.org.uk.

Your examination entry fee will not be refunded, but withdrawing ensures that your absence is not counted as an examination attempt.

You may withdraw up to the day before the exam is scheduled to take place.

3. Deferral and Postponement (Sector Qualifications only)

A deferral applies when you have enrolled on a Sector Qualification course but wish to delay your start date to the following year. For example, you may want to delay the start date from October 2025 to October 2026. Alternatively, you may have started the course but due to unforeseen circumstances are unable to complete it in the year of enrolment.

You can ask to **defer your course** two weeks before you are due to submit the written assignment:

- if the request is made before the course starts, you can transfer to the next course (starting the following year) without a fee.
- if you have started the course, but then want to defer to the next course (i.e. the following year) a deferral fee will apply

To request a deferral, contact learning@cgi.org.uk.

You may request to **postpone your assessment** i.e. the written assignment or the multiple-choice question exam. You may do so up to two weeks **before** you are due to submit the written assignment. Postponements are granted at the Institute's discretion and are not guaranteed. An application for postponement must be supported by medical certificate(s) and/or other relevant documentation. Postponements due to work commitments are not permitted under any circumstances. A postponement fee will apply.

To postpone your assessment contact examinations@cgi.org.uk.

4. Absence (No Shows)

An absence is where you fail to show-up for your exam or fail to submit your written assignment and did not formally postpone, withdraw or meet the requirements of an extenuating circumstances application.

If you do not attend your exam/submit your assignment without prior notice or explanation, it will be considered as a failed attempt and will count towards the maximum of four allowed attempts for the exam/written assignment. Your exam fee will not be refunded.