

Special considerations policy

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

1.1 Rationale

Responsibility for scheduling (or, if necessary, re-scheduling) examinations at convenient times is the responsibility of the candidate. Computer delivered testing allows considerable flexibility in doing this. However, CFA UK acknowledges that exceptional circumstances may prevent candidates attending or performing at their best on the day of the examination.

1.2 Re-scheduling in advance

Where possible candidates who have suffered adverse personal circumstances, such as illness, injury preventing mobility or bereavement, are advised to re-schedule their test with Pearson VUE to a more convenient time.

Candidates wishing to reschedule an arranged examination should do so no later than 72 hours prior to the examination time.

This can be done by logging into the **Pearson VUE website** or calling 0870 609 5777

1.3 Application process for special consideration

Candidates seeking Special Consideration must submit the following documents to **examsupport@cfauk.org** **no later than 25 days after the scheduled exam sitting:**

A completed Special Consideration Application Form
Supporting documentation (e.g. doctor's note, police incident report etc.)

Applications made without supporting documentation will not be considered.

Special consideration is granted at the discretion of the CFA Society of the UK. Special consideration requests will be reviewed and responded to within 10 working days. However, in most cases, requests are processed sooner.

1.4 Special Consideration available

Candidates suffering adverse personal circumstances on the day of the test, (such as temporary illness, injury, accidents or recent bereavement) may be eligible for one complimentary exam sitting for the appropriate unit.

No other special considerations are available.

1.5 No grade adjustments

Special consideration is restricted to supporting affected candidates in re-taking the test.

Candidates who sit an examination under adverse personal circumstances may not request retrospective adjustments to grades.

1.6 Transport problems

It is the responsibility of candidates to plan and check travel arrangements and to ensure they have left adequate time contingency to safe-guard against unexpected problems with transport. Special consideration is not given to candidates who miss their examination due to transport problems.

1.7 Formal Appeal

Where a candidate remains dissatisfied with the special consideration granted, they have the right of formal appeal. This is granted on the following grounds only:

The candidate is able to submit substantive additional information not submitted at the time of the initial application which is pertinent.

The candidate has evidence that the special consideration policy has not been followed correctly by CFA UK.

Appeals will only be considered if the appeal request is submitted within 14 days of receipt of the special consideration review outcome.

1.8 Submitting an Appeal

Appeals must be submitted by email to examsupport@cfauk.org detailing the candidate's case and posted with a payment form or a cheque for £100. This £100 appeal fee will be reimbursed in the event that the appeal is upheld. Appeals should be addressed directly to CFA UK Director of Education. Appeals will be acknowledged within 5 working days in writing.

1.9 Appeal process and outcome

If an appeal is granted on the grounds stated in 1.7 a panel, including at least one member who is independent of the Awarding Body, will be convened. This appeal panel will meet within 28 days of receipt of the candidate's appeal submission. An email explaining the outcome of the appeal and any appropriate action will be delivered no more than 14 days after the panel has convened.

1.10 Independent Review

If the candidate remains dissatisfied with the appeals process, a final independent review of the process may be instigated. This will be undertaken by an independent reviewer. Requests for an independent review will only be considered if submitted within 14 days of receipt of the appeal outcome.

Contact

All requests for Special Consideration should be made by sending the Special Consideration Application form to:

Special Considerations
CFA Society of the UK
Education Department
3rd Floor, Boston House
63-64 New Broad Street
London EC2M 1JJ

Tel: 020 7648 6200

Email: examsupport@cfauk.org