

Policy on extenuating circumstances and reasonable cause

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1. If you attend an exam or submit an assessment to us, we assume that you are fit enough to do so to the best of your abilities. We will assess your exam/assessment on the assumption that you have been able to complete it without the negative impact of any underlying issues, such as ill-health or personal or other matters.
2. Candidates are expected to make reasonable provision for misadventure in their preparation for exams/assessments, particularly in respect of travel arrangements and family or work commitments.
3. “Extenuating circumstances” are where you attend an exam or submit an assessment but your health or personal circumstances are likely to affect or have affected your performance. Extenuating circumstances will only be considered by us where you have failed the exam/assessment but your performance was manifestly prejudiced by the illness or other adverse circumstances.
4. “Reasonable cause” is where you have enrolled in an exam but have been legitimately prevented from attending the exam by illness or other adverse personal circumstances. In the event of a candidate failing to attend an exam/assessment, the Board of Examiners will determine whether the failure to attend has been justified by the cause provided.
5. Providing notice of extenuating circumstances or non-attendance
6. Normally, notice of any exceptional circumstances should be provided in advance of an exam or submission of an assessment.
7. However, you may have undertaken an exam/assessment and subsequently believe that there were circumstances which impacted you in completing it to the best of your abilities. Where, up to two weeks after the exam, a candidate notifies us of circumstances that affected their performance, the Board of Examiners will also consider these circumstances.
8. This two-week deadline is your last opportunity to tell us about any personal or health related issue that has impacted your performance. Do not wait until you have your results to tell us about something that has impacted you, as it will be too late by then. Applications beyond this deadline will not be considered, and any grade received for the exam will stand.
9. Where you know that you will be unable to sit an exam, it is important that you tell us as soon as possible. We would not expect to be informed of non-attendance after the exam had taken place, except in the most exceptional of circumstances.
10. Candidates should email the Society’s Qualifications Coordinator to provide notice of any extenuating circumstances or reason for non-attendance at an exam. If an exam is in-person and a candidate takes ill during an exam this should be brought to the attention of the invigilator(s).
11. Evidence required:
12. In both circumstances a candidate must provide written notice of the illness or circumstances affecting performance or attendance.
13. This written notice should include any necessary supporting statement(s) from appropriate persons having knowledge of the candidate and their circumstances.
14. Where a candidate’s notice refers to a medical condition of more than five days' duration, it must be accompanied by a formal report / written letter completed and signed by an appropriate medical practitioner.
15. Normal outcome for establishing exceptional circumstances or reasonable cause:
16. If it is established to the satisfaction of the Board of Examiners that there were extenuating circumstances that affected your performance or a reasonable cause for non-attendance, the normal outcome will be that the exam or other work submitted will be set aside and the candidate’s position will be the same as if they had not enrolled in the exam or the work had not been submitted.
17. Where an exam has been failed but exceptional circumstances have been established, it is not the normal outcome for a pass to be awarded for part or all of an exam.

# Document information

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