

## 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](tel:08706095777)

### 1.3 Application process for special consideration

Candidates seeking Special Consideration must submit the following documents to [examsupport@cfauk.org](mailto: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. If special consideration appears appropriate the candidate will be asked to submit full details with original supporting medical evidence.

### 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. Please email your appeal to CFA UK Head of Qualifications at [examsupport@cfauk.org](mailto:examsupport@cfauk.org). All appeals will be acknowledged within three (3) working days and we will reply to all appeals received within ten (10) working days of being received.

### 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  
4th Floor, Minster House  
42 Mincing Lane  
London EC3R 7AE

Tel: 020 7648 6200

Email: [examsupport@cfauk.org](mailto:examsupport@cfauk.org)