

## Candidate customer service statement

CFA Society of the UK is committed to offering candidates fair, valid and reliable assessment delivered as efficiently, securely and flexibly as possible. We are committed to offering equal, reasonable access to registration and testing with efficient and timely processing of results and certification. As an Ofqual recognised awarding organisation, CFA UK is committed to meeting the standards of assessment required by the Government regulator for examinations.

CFA UK is committed to ensuring that:

Best practice is followed in the construction and marking of CFA UK examinations including rigorous review by industry experts and psychometricians. CFA UK is committed to the highest quality of standards in assessment (to fair, valid, reliable and consistent testing) through the use of extensive quality assurance processes.

Upon registration candidates are able to schedule their examination.

Candidates who wish to re-schedule their tests are able to do so in an efficient, straightforward way through the Pearson website.

Examinations are delivered in a comfortable, professional testing environment, where the conditions are conducive to concentration and where exam security is assured. The service provided by our computer test delivery partner Pearson is closely monitored. Any complaints or incidents occurring at Pearson test centres or OnVUE are reported to CFA UK for logging and action within 24 hours.

Provisional results are made available (via the CFA UK website) 3 working days after testing.

Certificates for successful candidates, and letters detailing areas of weakness for candidates who have failed, are posted within 21 days of testing.

Where we receive enquiries from candidates, we aim to provide an initial response to these within 2 working days.

Where we receive feedback from candidates, who are not satisfied about the way their examination was administered and delivered, we aim to provide an initial

response to these within 2 working days. Feedback is logged and responded to within 5 working days of receipt.

Where we receive complaints from candidates, we aim to provide an initial response to these within 2 working days and a full response according to the timescales outlined within the Candidate Complaints Policy.

Queries or appeals relating to the content of the examination or the quality of assessment will be formally logged and processed, fairly and professionally, according to the Assessment enquiries and appeals policy.

Candidates are not prevented from testing by unnecessary or unfair barriers. This includes candidates needing reasonable adjustments to the testing environment due to long term disability in accordance with the Reasonable adjustments policy.

Candidates suffering unforeseen adverse personal circumstances on the day of the examination are helped to reschedule their test in a reasonable timeframe in accordance with the Special consideration policy.

Reasonable measures are in place to protect candidate confidentiality. For example, candidates may choose whether or not they wish their results to be sent to their employer. Further information can be found in the CFA UK **Privacy Notice**.