

## Examination Technical Issues considerations policy

This policy relates to candidates who experience technical issues during their examination which are beyond their control. The policy includes examinations taken in a Pearson test centre or via the OnVUE remote examination platform.

### 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 technical issues with connection or equipment may prevent candidates from completing their examination as scheduled.

#### 1.1.2 Exceptions

Candidates are responsible for ensuring the suitability of their own technical equipment before scheduling an OnVUE remote proctored examination. A systems test can be accessed [here](#).

This policy does not cover technical issues that candidates experience with their own technical equipment or internet connection.

### 1.2 Raising a report with Pearson

In most cases where candidates have experienced technical issues within the first 30 – 40 minutes of their examination slot, the candidate is able to re-schedule their examination with Pearson to another available slot, allowing time for investigation into the issue.

This can be done by speaking to the Pearson proctor of their examination, or by calling 0370 609 5777.

Where rescheduling is not possible, candidates should ask Pearson for a case report to be opened on their behalf and take note of the case number for submission to CFA UK.

### 1.3 Application process for technical issues consideration

Candidates seeking Technical Issues 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 Technical Issues Consideration Application Form
- Pearson case report number

Applications should be made quoting the Pearson case report number assigned to the candidate.

Consideration of technical issues is granted at the discretion of the CFA Society of the UK. In determining whether consideration for technical issues should be granted, CFA UK may request further information from the candidate and/or Pearson. Consideration of technical issues will be reviewed and responded to within 10 working days. However, in most cases, requests are processed sooner.

#### **1.4 Technical Issues Consideration available**

Candidates suffering technical errors experienced beyond their control in a Pearson test centre or using the OnVUE remote examination platform on the day of their examination may be eligible for one complimentary exam sitting for the appropriate unit, which will correspond with the expiry date of the original registration.

No other special considerations are available.

#### **1.5 No grade adjustments**

Technical issues consideration relates to candidates who have not been able to progress fully through their examination due to technical issues.

Candidates who experience a technical issue and complete the exam may not request retrospective adjustments to grades. This is because, where a technical issue results in an examination restart, the exam timer is paused and continues when relaunched at the point where the exam was restarted.

#### **1.7 Formal Appeal**

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

- The candidate is able to submit substantive additional information not submitted at the time of the consideration process, which is pertinent to the query.
- The candidate has evidence that the process has not been followed correctly by CFA UK.
- Appeals will only be considered:

- Once the Technical Issues Considerations process has been exhausted.
  - If the appeal request is submitted within 14 days of receipt of the Technical Issues Considerations outcome.

### **1.8 Submitting an Appeal**

Appeals must be submitted by email to [examsupport@cfauk.org](mailto: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 Technical Issues Consideration should be made by sending the Technical Issues Application form to:

Technical 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](mailto:examsupport@cfauk.org)