

CQI and IRCA Online Exams: Special Consideration Policy

A learner may apply to CQI for special consideration if they feel their performance during their exam was significantly affected by:

- An unexpected or temporary illness, injury or other indisposition
- An event outside of their control such as a bereavement just before the exam or a serious disturbance during the exam

Special consideration will not be given for the following circumstances:

- Unexpected events which did not occur near to the day of the exam
- Issues caused by the learner's own actions e.g. hardware, software or internet-related problems due to the learner not complying with CQI's online exam requirements
- Issues caused by the learner not sufficiently preparing for the exam e.g. by not attending all of the course or not completing all the requirements

In addition, learners who have received a reasonable adjustment will not be entitled to receive special consideration for the same circumstances.

Special consideration may include a small post-exam adjustment to a learner's mark or the offer of a free resit, depending on the circumstances and level of difficulty faced by the learner. A free resit will only be offered to learners if their performance has been impaired due to a significant technical problem caused by CQI's online assessment system. Issues due to learner equipment failure or internet-related issues will not be considered.

Special consideration must not give the learner an unfair advantage nor should it mislead stakeholders regarding the learner's achievement. A learner's result must reflect their achievement in the exam and not their potential ability. The maximum adjustment given will be 5% of the total marks available for the exam. This is to protect the standard and integrity of CQI's exams.

If you have failed and feel that your exam performance was affected by one of the reasons listed above, you can apply for special consideration. Learners are strongly advised to discuss their request with their training provider before submission, as a learner who has achieved a low mark will not have their marks adjusted to such an extent that they move from a Fail to a Pass and may not be eligible for a free resit.

If you decide to apply for special consideration, you must complete a CQI and IRCA Online Exams: Special Consideration Request Form (available from your training provider) and submit the completed Special Consideration Request and supporting evidence using our [online request form](#) within 14 calendar days of your exam result being issued to your training provider.

CQI will acknowledge the email and will process the special consideration request within 10 UK working days. CQI will email you and your training provider to confirm whether the special consideration request was accepted and what action has been taken. If you are unhappy with the result, you have the right to appeal (see CQI and IRCA Online Exams: Appeals Policy). CQI will retain records of all special consideration requests and their outcomes for five years.