



Special Considerations Policy

Introduction

CIFA is committed to providing equitable access to assessments for all our students, understanding that circumstances beyond one's control might affect their ability to perform at their best. This policy is designed to guide students in applying for special considerations for online exams taken at home.

1. Eligibility for Special Considerations

1.1 Definition

Special considerations are provisions made to assist students who encounter temporary difficulties that significantly impair their ability to take exams under standard conditions.

1.2 Acceptable Grounds

1.2.1 Temporary illness or injury that affects exam performance.

1.2.2 Severe distress caused by an event such as a family crisis or bereavement occurring close to the exam date.

1.2.3 Technical failures not attributable to the student's personal equipment, such as widespread internet outages.

1.2.4 Natural disasters affecting the student's immediate environment.

1.3 Unacceptable Grounds

1.3.1 Chronic conditions already addressed through ongoing accommodations.

1.3.2 Minor technical issues resolvable through basic troubleshooting.

1.3.3 Misreading exam instructions or scheduling errors.

1.3.4 Distractions within the home environment not meeting the severity criteria.



2. Process for Applying for Special Considerations

2.1 Application Process

Students must apply for special considerations via the CIFA student portal. Applications should be submitted no later than 24 hours after the scheduled exam time, accompanied by supporting documentation.

2.2 Documentation Requirements

Documentation must be provided to verify the circumstances claimed, such as a doctor's note, police report, or evidence of a major service outage.

3. Review Process and Outcomes

3.1 Review Procedure

The Special Considerations Committee reviews submissions within 7 business days of receipt. All decisions are final but may be appealed (see section 4).

3.2 Possible Adjustments

Adjustments may include:

Rescheduling the exam without penalty.

Allowing additional time for the completion of the exam.

Adjusting the settings of the exam to accommodate temporary physical impairments.



4. Appeals

4.1 Appeals Process

If a student is dissatisfied with the decision regarding their application, they may appeal by submitting a detailed justification for reconsideration within 5 business days of receiving the decision.

4.2 Final Decisions

The appeals panel will review the case and issue a final decision within 10 business days.