How to apply for special consideration

The following terms and conditions apply to all CIMA examinations taken from 01 May 2016

What is special consideration?

CIMA has a process in place which allows you to apply for special consideration if you feel that your exam performance was adversely affected by mitigating circumstances *shortly before or on the day of your exam.*

Special consideration is a post-exam adjustment to a student’s mark or grade to reflect temporary illness, injury, recent bereavement of a close family member or other adverse circumstances which may have disadvantaged a student’s ability to take an exam or demonstrate their normal level of attainment.

Special consideration can only go some way towards compensating a student who has been disadvantaged due to unavoidable circumstances beyond their control at the time of the exam. It is not always possible to reflect what might have been achieved in more favourable circumstances. Only minor adjustments can be made to the overall mark awarded without undermining the standard of the exam. Similarly, where an exam requires a competence, criterion or standard to be met fully it may not be possible to apply special consideration.

As human marked exams (e.g. Case study exams) are different from computer marked exams (e.g. Objective tests), the process for applying for special considerations varies according to exam type. The information below explains how you may apply for special consideration.

Exam type

Human marked exams need to be booked a minimum of two weeks in advance and results are issued a minimum of six weeks after the delivery of the exam. The application process for special consideration takes into account these features of human marked exams.

Human marked exams include:

- Professional level integrated case study exams
- Advanced Diploma in Islamic Finance
- Diploma in Performance Management in Russian
- Chinese language gateway exam
- Chinese language T4 case study exam

Computer marked exams can be booked or rescheduled (free of charge) up to 48 hours in advance of the exam. The application process for special consideration takes into account these features of computer marked exams.

Computer marked exams include:

- Professional level objective tests
- All Global Business Services exams
- Certificate in Business Accounting
- Certificates and Diploma in Islamic Finance
Rules for applying for special consideration

Adverse personal circumstances shortly before or on the day of the exam

Computer marked exams

Students affected by adverse personal circumstances (such as temporary illness, injury, accidents or a recent bereavement) more than 48 hours before the scheduled exam are advised to reschedule the exam (normal booking terms and conditions apply).

Due to the flexible on-demand availability of computer marked exams, students affected by adverse personal circumstances on the day of the exam or within 48 hours of the scheduled exam will NOT be eligible for special consideration. Students are advised to re-schedule their exam to a more convenient time. In such circumstances, students are advised to contact CIMA immediately as they may be eligible for a re-scheduled exam free of charge.

CIMA cannot give advice as to whether a student is fit to take an exam. By presenting yourself for and taking the exam it will be assumed you are fit enough to take the exam.

Human marked exams

Students presenting themselves for and taking human marked exams are eligible to apply for special consideration due to adverse personal circumstances beyond their control shortly before or on the day of the exam.

Other problems on exam day

Applicable to all CIMA exams

You must obtain an incident number for a problem that happened during your exam, if you want to request special consideration.

If you encounter any difficulties during the exam, for example, computer hardware or software issues, noise or other disturbances, then you must notify the invigilator immediately and request an incident number before you leave the test centre. If you do not do this, then CIMA may not be able to verify that such circumstances occurred in considering a request for special consideration at a later date.

How do I apply for special consideration?

All requests for special consideration must be submitted in writing by the student (using the application form in Appendix B) by the deadline specified in the following section.

Your completed application form (Appendix B) along with supporting documentation should be sent to exams.consideration@cimaglobal.com
CIMA will only accept supporting documents sent electronically via email. Requests not supported by documentary evidence (where applicable) cannot be considered.

Telephoned requests cannot be accepted and CIMA cannot discuss the details of your application via telephone. Appeals submitted by employers, family members or tuition providers on behalf of a student will not be accepted.

In your submission, you must include:

- Name
- Contact ID
- Appointment ID
- Pearson VUE incident number (where applicable)
- Summary of your request (details of the circumstances)
- Supporting documentation eg medical or other appropriate evidence, such as a doctor’s certificate or death certificate.

CIMA will acknowledge receipt of your application within three working days. You should retain the receipt as proof of your request.

**Deadlines for submitting a special consideration application**

**Human marked exams**

Students must notify CIMA (using the form in Appendix B) within 7 working days starting from and including the date of the exam.

Supporting documentation (where applicable) must be received within 14 working days starting from and including the date of the exam.

**Computer marked exams**

If you encounter difficulties during your exam, for example, computer hardware or software issues, noise or other disturbances, you must notify CIMA (using the form in Appendix B) within 24 hours of taking the exam.

Supporting documentation (where applicable) must be received within 7 working days starting from and including from the date of the exam.

Objective test results/grades are processed automatically and provisional results delivered instantly based on a rigorous quality assured process.

*Please note, submitting a special consideration application may delay the issue of your results and your scaled score being available on MyCIMA. CIMA cannot adjust grades after the assessment process is complete or results are published.*

**What happens if I miss the deadline to submit my application?**

CIMA will NOT consider applications received after the specified deadline or after results are published.
How do I obtain a Pearson VUE incident number?

You should obtain a Pearson VUE incident number from the test centre immediately after your exam.

Is there a charge for the special consideration process?

The special consideration process is free of charge.

When will I receive my exam results?

Human marked exams
There is no delay for successful or unsuccessful applications. Your result will be available on the results date published on MyCIMA.

Objective tests
If you have applied for special consideration your results may be delayed by up to 14 working days after receipt of your application/supporting documentation.

How will CIMA consider my application?

Decisions are based on the evidence provided by the student. Adjustments to marks are applied using a tariff (guidelines) approved by the Appeals Working Party (AWP) 1. AWP oversees the implementation of the tariff to ensure the process is applied consistently and objectively. Strict policy guidelines are in place to ensure students that encounter similar circumstances are treated fairly.

It is your responsibility to provide all the information required to support your special consideration application. Failure to provide sufficient details or supporting evidence may affect the outcome of your application.

You should be aware that a successful application for special consideration can only result in a small adjustment to your overall mark. It is unlikely to change the pass/fail decision if your exam performance is significantly below the minimum competency threshold or if several questions or whole sections of the exam are missed out.

The result you receive will reflect the outcome of the special consideration process. The decision is final and CIMA will not enter into any further correspondence regarding your result or exam performance.

Appeals challenging academic judgement or application of the pre-approved tariff will not be accepted.

I have more questions about my CIMA exams?

Please contact our CIMA Customer Contact support team cima.contact@cimaglobal.com

For further support on any matters relating to special consideration requests, please contact our CIMA Operations Team exams.consideration@cimaglobal.com

1 The Appeals Working Party is governed by CIMA’s Examination and Assessment Oversight Panel (EAOP). EAOP approve CIMA’s exam terms and conditions and oversee the implementation of the special consideration policy and tariff ensuring due process is adhered to. EAOP consists of members from the Lifelong Learning Policy Committee, CIMA council and independent members. CIMA’s charter, byelaws and regulations regulate the conduct of CIMA’s governance/ policy committees, its members and students.
Appendix A

Which candidates are NOT eligible for special consideration?

Applicable to all CIMA exams

Candidates will generally NOT be eligible for special consideration if preparation for or performance in the exam is affected by:

- failure to report the incident to the test centre on the day of the exam; provide an incident number and notify CIMA within the specified deadline if difficulties are encountered during the exam;
- failure to attend a scheduled exam at the right time and in the right location; not attending the exam (i.e. a ‘no show’); or where the candidate is present for the exam but no attempt is made to take the exam (i.e. a blank script);
- misreading the exam instructions and answering the wrong task; missing out sections/whole tasks, failure to provide responses in the specified answer screens i.e drafting responses in the scratch pad; prematurely ending the exam (intentionally or accidentally); refusing to sign CIMA’s non-disclosure agreement with reference to exam rules (terms and conditions)
- minor disturbance during the exam caused by another candidate, such as momentary bad behaviour, candidates moving in and out of the test centre, or a mobile phone ringing;
- the consequences of disobeying the test centre’s internal regulations;
- the failure of tuition providers to prepare candidates properly for the exam for whatever reason; failure to cover the course as a consequence of joining the class part way through; failure to prepare for the exam using the correct pre-seen material; staff shortages, building work or lack of facilities;
- failure by the candidate to process special accommodation arrangements on time and provide appropriate supporting documentation;
- long term illness, unless diagnosis is within six weeks prior to the exam or the illness manifests at the time of the exam;
- bereavement occurring more than six weeks prior to the exam, or there are on-going implications such as an inquest or court case;
- domestic inconvenience, such as moving house, lack of facilities, taking holidays at the time of the exam; making personal arrangements such as a wedding or holiday arrangements which conflict with the scheduled exam;
- the consequences of committing a crime or being charged with an offence; taking alcohol or any other non-prescribed drugs;
- participation in sporting events or other competitions, including at an international level at the time of exam, e.g. representing their country at an international level in football or hockey.
- permanent disability or learning difficulties (diagnosed or undiagnosed) unless illness affects the candidate at the time of the exam or where the disability exacerbates what would otherwise be a minor issue - (difficulties over and above those that previously approved special accommodation arrangements would have alleviated;)

This list sets out CIMA’s general approach, but each application for special consideration will be considered at CIMA’s discretion on its merit. As a result, CIMA may depart from the general approach in the interests of fairness in a particular case. CIMA reserves the right to review and revise the list from time to time.

3 CIMA welcomes entries from students with disabilities or special educational requirements and is able to provide additional help or concessions, such as extra exam time, as appropriate to individual needs. For further information about CIMA’s special accommodation policy please visit http://www.cimaglobal.com/Students/Exam-resources-and-information/Special-accommodations/
Special consideration request form

Please complete the form below, if you wish to make an application for special consideration after taking a CIMA exam.

The completed form along with supporting documentation should be sent to exams.consideration@cimaglobal.com.

Please note applications that are received after the specified deadline or after results have been published will not be accepted.

Before submitting an application, you should refer to CIMA’s 2016 special consideration policy above.

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<td>CIMA Contact ID</td>
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<td>Appointment ID</td>
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<td>Pearson VUE incident number (where applicable)</td>
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<td>Exam(s) for which you wish to request special consideration</td>
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<td>Date of Exam(s)</td>
<td>Click here to enter a date.</td>
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<td>Details</td>
<td>Name of Test Centre</td>
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Please specify the reason for requesting special consideration

A. Medical condition □
B. Mitigating personal circumstance(s) □
C. Problem at your test centre □
D. Other please state Click here to enter text.
Supporting documentation

*Please note CIMA will only accept scanned electronic copies of documents*

My supporting documentation is attached ☐

State type of document(s)  Click here to enter text.

My supporting document(s) will follow ☐

State type of document(s) to follow and expected due date

Click here to enter text.

Further information in support of your application

It is your responsibility to provide all the required information. Failure to provide sufficient details or supporting evidence may affect the outcome of your application. You should provide details, as appropriate, under one of the following categories (A, B, C or D):

**A. Your medical condition**
- i. The nature of your condition
- ii. When did it start?
- iii. Details of the medical or specialist advice sought
- iv. Did the condition/ illness exist at the time of the exam under consideration here?
- v. Is the condition temporary or permanent?
- vi. Please attach any supporting documentation

**B. Your mitigating personal circumstance(s)**
- i. The nature of the circumstance
- ii. Time period/Date problem began
- iii. Explain how this has affected your exam performance
- iv. Please attach any supporting documentation

**C. Problem at your test centre**
- i. Include your Pearson VUE Incident number
- ii. Detail of the problem, including how it affected your exam performance
- iii. Time period - When did the problem start and how long did it last?
- iv. Was it reported to the Exam Supervisor/Invigilator?
- v. What advice/action was taken by the Exam Supervisor/Invigilator?

**D. Other**
- i. The nature of the circumstance
- ii. Time period/Date problem began
- iii. Explain how this has affected your exam performance
- iv. Please attach any supporting documentation
Please identify your situation from options A, B, C or D above and use the space below to fully explain your reasons for applying for special consideration. Please ensure that you include the information requested in the subheadings given above (continue onto another page as necessary):

Click here to enter text.

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**Declaration by student:**

I am satisfied that the information provided in my application is accurate.

I understand if CIMA do not receive my supporting document(s) within 7 working days (computer marked exam) or 14 working days (human marked exam) from the date of the exam my application will not be considered.

I understand that a successful application for special consideration can only result in a small adjustment to my overall mark. I also accept that the decision of the CIMA is final and CIMA cannot enter into any further correspondence about my application.

Please tick this box to indicate that you accept these terms and conditions (special consideration applications cannot be accepted if this box is not ticked) ☐

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