



Department: Examination Board

Title: Mitigating Circumstances Policy



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1 Definition of Mitigating Circumstances

- 1.1.1 These guidance notes are designed to assist candidates who are registered for a CIBD examination, whose performance is affected beyond the control of the candidate, by **significant, unforeseen extenuating circumstances** such as serious illness or technical issues during, or immediately prior to, the examination.
- 1.1.2 Clearly, any post-assessment reasonable adjustments granted cannot take away the difficulty a candidate has faced and can only be a relatively minor adjustment to ensure that the integrity of the standard is not compromised, where sufficient work has been submitted to allow an accurate assessment of attainment.
- 1.1.3 Where a mitigating circumstance is approved, the examination will be marked to the same standards and assessment requirements as all other candidates.
- 1.1.4 A Mitigating Circumstances application is made after the examination but before marking so that the impact of the issue may be considered.
- 1.1.5 Ongoing medical conditions and known disabilities are outside of the scope of this policy – applications for adjustments under these grounds must be submitted for consideration as part of the Reasonable Adjustments policy [[Reasonable Adjustments Policy](#)].
- 1.1.6 The only exception to that noted in **1.1.5** above is where a candidate is affected by a change in the ongoing/known condition that materially impacts their performance on the day of the examination. Mitigating circumstances may be applicable in these cases – for example, where a condition worsens around the time of an assessment. In these cases, the

POSITION

NAME

DATE

Owner	Head of Examination Board	Abhishek Banik	13 Jan 26
Review	CEO	Tom Shelston	
Approval	GRC Chair	Steve Price	

reasonable adjustment will be considered as well as the mitigating circumstance, to ensure that no candidate receives a double compensation or condonement for the same circumstance.

- 1.1.7 Significant IT issues which mean that an online examination is substantially interrupted or cannot continue will only be considered within the scope of this policy where a candidate has undertaken any 'test' connection as requested by the CIBD or where the examination takes place at an examination venue and the issue is beyond the control of the candidate.

2 Application for Mitigating Circumstances

- 2.1.1 Candidates must submit any application for Mitigating Circumstances to the CIBD in writing as soon as possible after the examination and within TWO (2) weeks following the exam date to examinationboard@cibd.org.uk
- 2.1.2 Where the mitigation is for medical or other reasons of personal circumstances formal documentary evidence must be provided.
- 2.1.3 Where the issue is IT related, a full explanation must be given – note that the CIBD will also access the invigilators recording for remotely invigilated exams, as well as information submitted by the invigilator.

3 Outcome of Mitigating Circumstances Applications

- 3.1.1 The Chair of the Board of Examiners or delegated authority will consider each case on an individual basis.
- 3.1.2 The outcome of any application will be made available to the candidate via 'MyCIBD' at the same time as the examinations results.
- 3.1.3 Where the CIBD believes that the mitigating circumstances affects a larger and identifiable group, such as an exam paper error, then it will agree on the fairest way to deal with the item to minimise the effect on the potentially affected Candidates.
- 3.1.4 The CIBD reserves the right to carry out independent checks on supporting documentation supplied. Supporting documentation will be retained solely for the purposes of decision making and will be permanently deleted within three months of the publication of the relevant exam results to the candidate.
- 3.1.5 The following is a list of circumstances which are **NOT** considered acceptable Mitigating Circumstances (this list is not exhaustive):
- Minor medical issues which could be treated with over-the-counter medication
 - Pressure of work or other work-related issues
 - Transport issues
 - Holidays or family events
 - Failure to understand exam instructions or the examination software
 - Any foreseeable or avoidable circumstances

4 Appeals

If a candidate wishes to appeal their results, including where a mitigating circumstances request has been made, they must refer to the CIBD appeals procedure, which is available on our website [[Appeals Policy](#)].

This policy shall be reviewed and appropriately updated on an annual basis. It shall also be reviewed and appropriately updated when there are any changes to relevant regulations on information security and/or data protection.

Change control (most recent at the top)

Version No.	Description	Author	Approval	Effective Date
2.1	Mitigating Circumstances	IBD Exam Board	Chair of Board of Examiners and Council	10 th May 2022
3.1	Mitigating Circumstances	IBD Exam Board	Chair of Board of Examiners and Council	29 th August 2023
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Policy name, version number and date

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