

The Chartered Governance Institute of Canada

Ownership and responsibility: Education, Training & Candidate Success Committee

Policy Name: Extenuating Circumstances Policy

Policy Number: ETCSC<2020> <008>

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The Policy:

The Chartered Governance Institute of Canada (CGIC) aims for all its candidates to receive fair and equitable treatment in the assessment process. To this end, adjustments can be made in individual cases to allow candidates to sit the exam under special arrangements. Decisions can also be made during or after the exam to address problems occurring during the exam which affected a whole group of candidates.

The Procedure:

Overview

1. Wherever adjustments are made, certain core principles are applied:
 - All candidates are treated equally by the examiner or marker in the initial assessment of the exam script; the examiner or marker does not have information about an individual candidate's personal circumstances or past exam record.
 - Where adjustments are made to individual candidate's exam conditions, the adjustments will not grant a candidate unfair advantage over others taking the exam.
 - In taking action on extenuating circumstances considered after the candidate has sat the exam, if a candidate passes the exam no further adjustments will be made. contradict

Decision-making Procedure

2. The Director of Education has the authority to make any decision that is administrative in nature, does not contradict the integrity of the examination process or the intended purpose of a policy.
3. If the proposed recommendation by the Director of Education is not accepted by the Candidate, the situation will be brought forward to the Education, Training & Candidate Success Committee for consideration.
4. All extenuating circumstance decisions made by the Director of Education o will be reported to the Education, Training & Candidate Success Committee at the meeting immediately following when the decision was made.

Categories of Extenuating Circumstance

5. The matters that this policy deals with can be broadly grouped into three main categories:
 - (i) reasonable adjustments which can be made in advance of the exam
 - (ii) personal extenuating circumstances; and
 - (iii) extenuating circumstances arising during the exam.

Reasonable adjustments made in advance

6. The CGIC has a Candidate Accommodation Policy, to address instances a candidate believes that a disability, injury, learning difficulty or other condition is going to affect their upcoming exam performance.
7. If a candidate reports such problems after the exam, the only option is to treat the case as a personal extenuating circumstance and offer postponement (see below).

Extenuating circumstances – personal

8. Difficult personal circumstances, such as bereavement or redundancy, can arise in the period leading up to the exam, which means that a candidate's preparation for the exam is disturbed, or that they do not feel able to perform at their best on the exam day.
9. Candidates need to inform the Director of Education of such circumstances, in writing, prior to the exam if possible. It is the candidate's responsibility to provide supporting evidence which will help the Director of Education understand and verify the circumstances.
10. It is not possible for CGIC to make adjustments to exam conditions in response to these types of personal circumstance, even if candidates provide evidence in advance of the exam. If a candidate decides to sit the exam, the examiner cannot be asked to take personal extenuating circumstances into account. However, CGIC may allow a candidate to postpone the exam in such circumstances, even if the deadline for postponement has passed.
11. In the event that a candidate decided to take the exam and reported a personal extenuating circumstance afterwards, a postponement may still be allowed, so that the exam would not count on the candidate's record as an attempt. In such cases, the candidate would need to inform the Director of Education prior to the release of results and the candidate would not receive a result for the exam.
12. Where a candidate defers the exam for any reason, they will usually need to pay a deferral fee to cover the administration costs incurred by CGIC in arranging the exam place. As these cases can involve very sensitive matters, this fee can be waived at the discretion of the Director of Education or Executive Director.

Extenuating Circumstances – arising

13. Candidates or invigilators can report incidents occurring on the day of the exam or during the exam which they believe may have affected performance. Such reports could include late arrival at the exam or disturbances in the exam which affected all candidates, such as external noise.
14. Candidates need to inform CGIC of such issues as soon as possible after the exam. The deadline for reporting extenuating circumstances in the exam is four weeks after the exam date.
15. For candidates reporting extenuating circumstances such as late arrival, the potential action is the same as for consideration of personal extenuating circumstances. The examiner cannot be asked to take extenuating circumstances into account. In such cases, discretion can be applied by:
 - Allowing decisions on deferral after the release of results (that is, candidates would receive their result but could then decide to postpone if they have failed).
 - Waiving deferral, re-sit or other fees.
 - The Assessment Review Panel making decisions on adjustment to marking criteria.