Chartered Insurance Institute

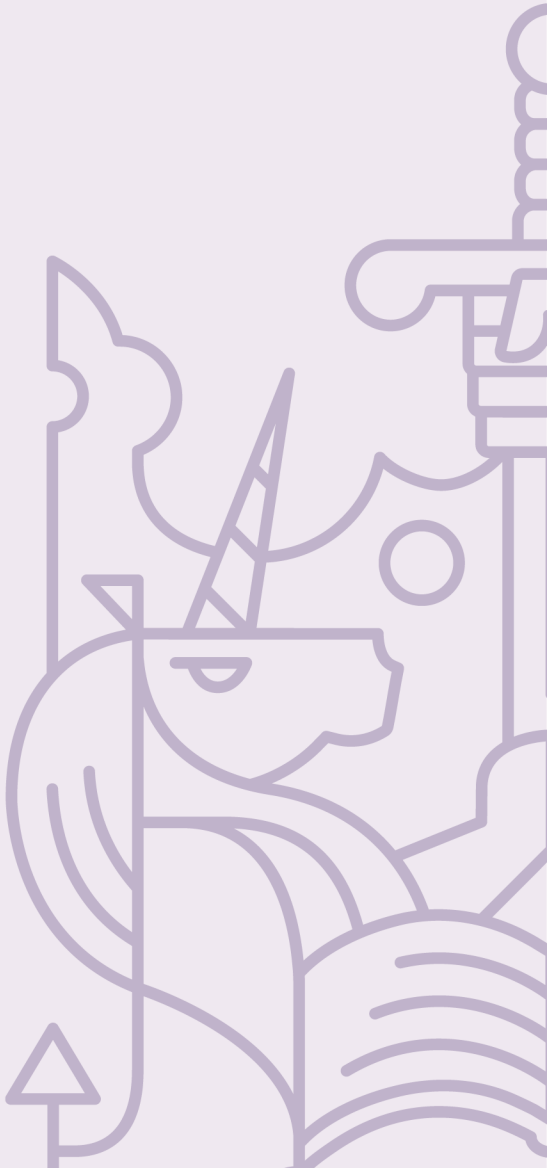
Standards. Professionalism. Trust.

August 2026

Qualifications accessibility and special circumstances

Policy and guidance

www.cii.co.uk



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1. Purpose

The purpose of this policy is to ensure that learners have fair access to CII qualifications and assessments.

This policy sets out:

- The intention of the CII to design qualifications with accessibility from the outset.
- How we make reasonable and special adjustments to learning and assessment arrangements.
- How we reflect circumstances relating to assessments in marking, submission and deferral/extension arrangements.
- How learners should contact us to inform us of needs and request sources of support.
- What to do if you have feedback about this policy or its guidance, or if you disagree with decisions made relating to this policy.

The policy is illustrated with guidance notes to assist learners in understanding how it may be applied or to illustrate with examples. Guidance is not exhaustive or applicable to every circumstance.

2. Reasonable adjustments and special adjustments

CII qualifications and their component units, assessments and materials are designed and produced to prevent disadvantage or bias. There will, however, be some circumstances in which an individual has personal circumstances, such as a disability, where an additional adjustment may be required.

Reasonable adjustments for qualifications are alterations to learning or assessment arrangements to ensure that a learner with a disability is able to demonstrate knowledge, skills and understanding without unfair disadvantage. Adjustments are typically made through providing materials and assessments in an alternative format or by arranging an alternative but equivalent method (e.g. a reader in an exam).

In addition to ‘reasonable adjustments’, the CII may also arrange ‘special adjustments’ for other situations such as temporary circumstances (e.g. illness, breastfeeding).

The CII will identify reasonable adjustments and special adjustments based on appropriate evidence of needs and solutions designed to meet those needs.

As you prepare for study, please read this policy so that you are aware of any steps you will need to take to enable us to support you effectively. For example, you may need to seek diagnostic services to identify needs and potential solutions or to gather previous diagnoses and recommendations.

2.1 Preparing to study – Qualification information

The CII provides illustrative materials on our website to assist with choosing which qualifications and unit options to study. This includes a brochure, website summaries, qualification specifications and example assessment materials.

These will be produced in the most accessible format for their content and delivery channel reasonably available at the time of production or publication, including by use of a screen reader. By request, other formats can be provided suited to your needs and/or other assistive technology.

Guidance:
Our customer service team are also available by telephone, webchat and email to provide bespoke guidance and information on the content and suitability of qualifications.

2.2 Letting us know how to support you – the application process

Reasonable adjustments and special adjustments are personalised to your specific needs so we ask for specific information to support your request – professional recommendations and work practices that are proving successful for you. This is to help us ensure that the adjustments we offer are appropriate and effective. Adjustments will not be made without appropriate evidence or where the application of an adjustment would affect the validity of an assessment (e.g. by omitting part of what is being assessed).

There are two broad types of adjustments:

- permanent adjustments, which is currently relevant to extra time adjustments for onscreen exams.
- tailored and timetabled adjustments, which need to be applied to the right session or document or enrolment period to adapt it to your circumstances. For these you will need to let us know when you have chosen units, or chosen your exam session or enrolment period.

Guidance:
Additional time adjustments are helpful to set up at the start of your studies as permanent adjustments. The additional time is then automatically included in your exam booking for multiple choice exams and onscreen written exams. This means you can use the convenient automated booking service without an additional step.

For other adjustments that require linking a need to a unit, location or time, this requires an additional arrangement to make sure we meet your needs. For example, to commission a scribe for a particular date or to ensure that a private room is available for an exam, this will need to be scheduled, or may need exploration of alternative rooms, locations or times if another learner requires the same additional resource at the same time.

How to apply

Please apply at the start of your studies to set up any permanent adjustments to your enrolment and ensure that those adjustments are in place as soon as needed. Applications for permanent adjustments are made by emailing online.exams@cii.co.uk with details of your request and any evidence. The team will be able to address your queries during the application process.

You may also need to apply specific adjustments to assessments when you know which units you will be taking and when so that these are booked for the location and timing and unit option that you have chosen.

For applications to apply your adjustments to specific units and assessments or to consider further adjustment to a specific assessment or resource, please email online.exams@cii.co.uk.

Please ensure that applications are made in good time to permit arrangements to be made effectively. Whilst the CII will take all reasonable steps to meet the request, it may not be possible if there is insufficient time to make the arrangements.

Evidence

For reasonable adjustments, please enclose evidence from a doctor demonstrating appropriate specialist qualifications or a professional, for example:

- a Chartered Educational or Occupational Psychologist;
- an Associate Member of the British Dyslexia Association (BDA);
- a specialist trained teacher holding Approved Teacher Status accredited by the BDA.

The evidence should confirm your condition, explain how your studies and performance could be affected and what steps can be taken to ensure you are able to perform to your full potential. Applications without verifiable evidence such as an appropriate diagnostic report will not be considered.

Evidence for special adjustments will need to relate to the circumstance. Please discuss this with the CII team. For example, a GP letter may be appropriate for a particular temporary medical condition.

Guidance:

Illustrations and examples given here can only be indicative as the range of potential situations is very wide. Evidence is critical in reaching a conclusion about which adjustments are required to support you. Please contact us if you are in any doubt.

2.3 Learning on the course – materials and training

Learning materials

CII qualifications provide distance learning materials to learners including self-paced course materials and assessment preparation materials. These are designed to be used in ways that will be accessible for most candidates in their existing format.

Please contact online.exams@cii.co.uk if further adaptation will be required. The application section above provides details of how to make your request.

Guidance:

Several features of CII learning materials are designed to support assistive technology

- ***Ebooks*:** the font size can be increased to suit the user and most ebook readers feature a read aloud function. Ebooks are available to download from RevisionMate with digital and print or digital only enrolments.
- ***Study text printed on coloured paper***: this can help those with dyslexia.
- ***Large print study text***: for those with a visual impairment.
- ***PDFs:*** students with a visual impairment or who are blind may prefer to use a PDF with screen reading software. Accessible PDFs are available to download from RevisionMate with digital and print or digital only enrolments.
- ***Text file***: students with a visual impairment or who are blind, may prefer to use a text file with screen reading software. We can provide a text file for our study text and key facts booklet.
- ***Video and sound files (where available):*** all learning videos are provided with closed or open captions or a transcript. These are intended to provide text options for those hard of hearing and should work with JAWS screen reader software. ***RevisionMate*:** This is a Learning Management System product based on Moodle, which includes Accessibility features. Our new-look RevisionMate is fully responsive and will resize to your device and resolution and your browser's Zoom settings.
- ***E-learn revision aids:*** are fully responsive and will resize to your device and resolution and your browser's Zoom settings.

In addition, we recommend the use of Chrome browser. Chrome's accessibility settings include a Live Caption option.

PDF documents, such as syllabi and exam guides, have been designed to be accessible with screen reader technology. If for accessibility reasons you require a document in an alternative format, please contact us at online.exams@cii.co.uk to discuss your needs.

Approved Professional Development Centres (non-UK only)

If your learning is taking place at an Approved Professional Development Centre, please liaise with your course contact for reasonable adjustments to their learning provision.

CII Training

CII provides additional learning through optional revision or support sessions (not a compulsory part of the qualification). This learning may be online virtually delivered or face-to-face. If you are booked to attend one of our training sessions, please contact training@cii.co.uk to discuss any adjustments we are able to provide.

Guidance:

- Trainers will provide any slides for the revision/support session to the delegates. This will reflect the standard CII branding guidelines but can be adjusted to reflect any specific delegate needs.
- Please note that most of our virtual training sessions are delivered using Microsoft Teams, which features a Live Captions option. Captions are available in multiple languages on Teams.
- Please note that most of our face-to-face training sessions are delivered from the CII office at 20 Fenchurch St, London, EC3M 3BY, which has wheelchair access. We also accept dietary requests.
- We will arrange translation services for corporate sessions upon request (if sufficient notice is provided by the client).
- Trainers will use a delegate's personal microphone kit if asked.

All CII trainers are expected to adhere to a Training Quality Charter, which reflects the above guidance.

2.4 Taking your assessment

CII assessments are designed and produced to be as accessible as possible. Care is taken to format assessments with care and phrase them in ways that will be clear for candidates. We provide sources of support for queries on assessment documents.

Where you require additional adjustment, please apply to online.exams@cii.co.uk to request this.

Examinations

Before booking an examination or assessment, please familiarise yourself with the examination rules in the appropriate exam preparation tile in case the application of a particular rule may potentially restrict your access and you wish to apply for a reasonable adjustment.

Guidance:

Invigilators will not be aware of a disability if this has not been raised and an adjustment arranged.

Example 1, a learner wears a hearing aid but, without an adjustment in place, the invigilator will not know and will apply the general exam rule on no devices in the ears. With an agreed adjustment in place, the hearing aid is permitted.

Example 2, a learner has a behaviour that is typical for them relating to their disability (a repetitive movement that makes it appear that they are looking at somewhere off screen and possibly speaking) but, without an adjustment in place, the invigilator is unaware and must halt the remotely invigilated exam to check whether an exam condition is being breached. With an agreed adjustment in place, the invigilator is aware and disregards this behaviour and the exam experience is smoother.

Applications and requests

If you have a permanent need for a specific percentage of additional time to be added to all CII onscreen exams, please apply in writing to online.exams@cii.co.uk. For agreed applications for a specific percentage of additional time to be added to all CII exams, all future enrolments to CII onscreen exams will have the additional time applied and upon booking you will only see centres that have availability to accommodate the time adjustment.

For all other reasonable adjustment requests, please apply at the time you are booking your exam via the link on the righthand side of the booking screen (evidence will be required).

Please note: For exams taken on paper, the CII will hold your agreed time adjustment on file, but you must send in a written request to online.exams@cii.co.uk for provision to be made/consideration given before each subsequent exam you enter, and the CII reserves the right to request updated evidence, for example if the adjustment relates to a condition that is subject to change, or the assessment has changed or is of a different nature.

For onscreen exams (other than time extensions), your first request will be treated as an application, using the evidence supplied (see application section). Subsequent requests will be treated as a request to timetable the previously agreed adjustment to a time and location to fit your requirements. Further evidence will not usually be required unless it is a change to the previous application or it relates to a condition that is subject to change or the assessment has changed or is of a different nature.

Guidance:

Examples of ways in which we could assist candidates who apply to us for reasonable adjustments in advance are shown below.

- Adaptation to examination rules to accommodate a feature or behaviour relating to a disability – e.g. a repetitive motion that is typical for you and to be disregarded by the invigilator.
- Additional exam time (15, 25, 33, 50 & 100%)
- Additional time for movement break(s)
- Additional time for toilet break(s)
- Additional time to carry out medical checks
- Additional time to rest hand/arm joints
- Bilingual dictionary
- Food and drink as required on medical grounds
- Individual exam room
- Medication support/equipment; e.g. asthma inhaler, hearing aids
- Medical testing equipment
- Question paper (as alternative to sitting online)
- Question paper in Braille
- Question paper printed on alternative colour
- Question paper with alternative font sizes
- Reader
- Scribe
- Specialist desk/chair
- Use of a laptop
- Use of own keyboard/mouse
- Use of coloured overlay/magnifier

Examples of ways in which we could assist candidates taking an exam in a centre for a reason not related to disability (‘special adjustment') include:

- Arranging a private space and invigilator to accompany a candidate who needs to pray during an exam.
- Arranging a private space and invigilator to accompany a candidate who needs to breast-feed during an exam.
- Ensuring a female is present to identify a candidate who wears a veil.

These are not exhaustive lists and all adjustments will be considered on a personalised basis using supporting evidence as outlined above.

Coursework and dissertation

One benefit of coursework is the flexibility of the enrolment period and freedom of location of assessment to accommodate learners working in the ways that suit them, using familiar assistive technology.

The language of assignments is designed to be clear and accessible. Guidance and frequently asked questions in relation to coursework preparation, structure and submission are available on each coursework unit page and within RevisionMate and a contact point for support and queries is provided.

Before booking a coursework or dissertation unit, please familiarise yourself with the rules and guidelines and sample assessment material for your chosen unit in case the application of a particular rule may potentially restrict your access and you wish to apply for a reasonable adjustment.

If you have any questions or need support in using these guidelines, we are here to help. Contact asg@cii.co.uk to answer your queries or arrange a support call.

Where you require additional adjustment, please apply to online.exams@cii.co.uk to request this (see application and requests section for details of how to do this).

Guidance:

Please note proof-readers can be used by **all** learners. There are restrictions on who may be a proof-reader and what they can give guidance on. You must keep specific evidence that demonstrates you have followed the guidance; please read the assessment rules and policies.

Whilst the coursework format supports many learners with its flexibility, learners with specific disabilities may have evidenced needs, for example for:

- further adaptation of formats of the assessment materials, including font or colour
- someone to type your assignment before submission. This person should not hold a qualification or have a background in insurance and financial services and may not give any technical input. You and the typist will be required to sign a declaration to this effect.
- a time extension may be considered in extreme circumstances (though for long enrolments this would not typically be necessary)

This is subject to the provision of sufficient evidence of need and recommendation as outlined above.

Interviews

You may be asked to attend an interview for a number of reasons including, but not limited to, establishing the authenticity of your assessment, providing additional assessment evidence or as part of a malpractice or maladministration investigation.

The interview will normally be conducted over a Microsoft Teams meeting which is recorded. A CII staff member and/or a subject matter expert will conduct your interview.

If you need to request an adjustment to this process, please apply to online.exams@cii.co.uk to request this (see application and requests section for details of how to do this).

3. Special circumstances – dealing with issues encountered during assessment

‘Special consideration' is the process of considering adjustments or actions to take into account relevant and significant circumstances encountered during or affecting an assessment, which may otherwise prevent a learner from being able to demonstrate their knowledge, skills and abilities in full.

Adjustments or actions will be based on evidence of the circumstances and their likely impact and will only be taken where this is possible to do without affecting the integrity of the qualification.

Please note that the CII does not therefore provide ‘aegrotats’ (which are awards made to candidates who are unable, through temporary illness, injury or indisposition, to complete all the usual assessment requirements).

3.1 Special consideration – Exams

If at the time of your examination, you consider there are circumstances that need to be considered in assessing your performance, you **must**:

1. Speak to the invigilator immediately to request that an incident report is completed. The incident report is used to assess how a candidate’s performance was affected in the examination because of a temporary illness, injury or other event outside of their control (for those taking on-screen written exams by remote invigilation, this step does not apply).
2. Apply for special consideration to online.exams@cii.co.uk **within five working days** of the examination.

Examples of the grounds acceptable for special consideration include (but are not limited to):

- An illness at the time of the examination (e.g. vomiting or fainting).
- An irregularity relating to the examination environment (e.g. excessive noise or disruption).

It is expected that candidates will have made use of all available support services (i.e. where a special need is known prior to the examination we will treat this under reasonable or special adjustments), before making a request for special consideration.

Guidance:
If you are unwell before attending the exam may wish to consider postponing or cancelling your exam entry using our rebooking service. Our multiple-choice question paper exams are available every day in a wide range of locations.

For other situations, we may be able to plan ahead with you (e.g. to accommodate a broken limb) to ensure your performance is not limited by your situation – please see the reasonable and special adjustments section.

Outcomes

Where an eligible application has been made in relation to an exam, an adjustment to marks of 1-5% (using a consistent benchmark based on severity of issue) will be considered based on evidence of the circumstances. Where the issue is unlikely to have had an impact upon performance no adjustment will be made.

In certain circumstances, other special considerations may be suitable, such as arranging another assessment opportunity.

Please note that the CII does not provide aegrotats (which are awards made to candidates who are unable, through temporary illness, injury or indisposition, to complete all the usual assessment requirements).

3.2 Coursework and dissertation extensions

If, when studying for a unit assessed by coursework or dissertation, you believe you face circumstances that will affect your performance, please apply to extend your enrolment period.

Extensions can only be made for exceptional circumstances, such as illness, injury, impact of a third party or bereavement, which prevent you from completing the course within the enrolment period. As assignments are occupationally-based, this also includes periods of parental leave from the workplace.

Examples of circumstances that do not qualify for extensions include situations such as increased workload, change of job within the sector, change of job location or planning an event such as a wedding.

Where an extension is not feasible due to the length of extension required compared to the enrolment period or the availability or confidentiality of the assessment, a deferral may be offered instead.

To request an extension please complete the enrolment extension request form (Doc) and send it by email, with appropriate and certified evidence, to courseworkextensions@cii.co.uk.

The CII will consider each request individually and additional evidence may be required. Requests made without the appropriate verifiable evidence will not be considered. Extension requests should be made as soon as you become aware that your circumstances are changing, or as soon as possible/feasible after the event affecting you, and before the due date of your assignment submission or end date of your enrolment period.

Please note that the CII does not provide aegrotats (which are awards made to candidates who are unable, through temporary illness, injury or indisposition, to complete all of the usual assessment requirements).

3.3 Client Centre Assessment

If your assessment is not delivered directly by the CII and is part of the Client Centre Assessment Accreditation Scheme please speak to your centre contact in the first instance.

4. What to do if you have feedback or a concern?

If you have feedback on the accessibility of any aspect of our qualifications then we would like to hear about it. Please let us know at online.exams@cii.co.uk.

If you have a concern about a decision you have received for reasonable adjustment or special consideration, please raise this with online.exams@cii.co.uk. This will be escalated, if needed, in line with our Complaints policy and if this cannot be resolved, there is a right of appeal through our **Qualifications Formal Appeals Policy**.

5. Accessibility and special circumstances – summary of key contacts

online.exams@cii.co.uk

- Applications for permanent, tailored and/or timetabled reasonable adjustments
- Applications for special consideration
- Concerns about a reasonable adjustment or special consideration decision
- Further adaptation of learning materials
- Provision of pdfs in an alternative format

asg@cii.co.uk

- Support with coursework/dissertation guidelines and assignments

courseworkextensions@cii.co.uk

- Coursework/dissertation extension requests

training@cii.co.uk

- Adjustments in the provision of revision or support sessions

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