

Reasonable adjustments and Extenuating Circumstances Policy

Introduction

The Chartered Institute of Environmental Health (CIEH) is committed to providing a fair and transparent route to achieving chartered status.

During the course of their programme, candidates might be faced with illness, unforeseen events and personal issues that are outside of their control and which could negatively affect their ability to complete the programme or impact their performance in the assessment.

CIEH aims to:

- Treat all candidates equally and fairly in the consideration of their extenuating circumstances
- Provide candidates with a consistent experience of the extenuating circumstances process
- Deal with any requests in a timely manner

This Reasonable Adjustments and Extenuating Circumstances policy is intended to provide candidates with the information required to formally apply for reasonable adjustments, consideration of extenuating circumstances or special considerations.

This policy applies to all CIEH qualifications and pathways.

Reasonable adjustments

Reasonable adjustments are changes made to an assessment to minimise the effect of a disability on the candidate's performance. Reasonable adjustments can also be made for long-term chronic conditions and religious observance.

Reasonable adjustments are approved by CIEH before an assessment or submission date. Reasonable adjustments include but are not limited to:

- Allocating extra time during to a candidate for an examination
- Providing modified documentation e.g., documents in braille or large print
- Changing an assessment date e.g., to allow for religious observance or medical appointments

Applications for Reasonable Adjustment must be received within 3 months of candidates enrolling on the programme or 1 month from the time the condition requiring the Reasonable Adjustment occurred. Applications are made to the CIEH via email to education@cieh.org. Supporting evidence such as a GP letter, physiotherapy letter or medical certificate should be provided with the application.

The agreed upon Reasonable Adjustment will be applied for the duration of the candidate's course.

Special considerations

Special considerations are a post-examination minor adjustment to a grade or mark due to an unforeseen event during the examination or assessment. Examples include injury, sudden illness and disruption to an assessment.

Special considerations are different to reasonable adjustments as they apply to a disadvantage that occurs to the candidate during the assessment.

Applications for Special Considerations Adjustment must be received within 7 days of the affected assessment. Applications are made to the CIEH via email to education@cieh.org. Supporting evidence should be provided with the application. CIEH can apply special considerations without application from the candidate where appropriate.

Extenuating Circumstances

CIEH considers an extenuating circumstance to be an unforeseen serious or major event which is beyond the candidate's control that might have a significant and adverse effect on their ability to complete the programme or affect their performance in the assessment.

Disabilities and ongoing conditions that affect candidates are dealt with under Reasonable Adjustment. Please see the 'Reasonable adjustment' section below. CIEH will make accommodations to mitigate the effect on individuals of disabilities and ongoing conditions. Where allowance has been made for such a condition, a further allowance will not be made through the consideration of extenuating circumstances except as described below.

Some candidates affected by ongoing conditions may encounter specific difficulties related to their condition that impact upon their completion of the programme. Such circumstances may be legitimately considered as meeting the definition of extenuating circumstances above. For example, a candidate who suffers from a long-term illness, e.g. Multiple Sclerosis (MS), rheumatoid arthritis, or Crohn's disease, may or may not need constant Reasonable Adjustments in order to undertake any CIEH qualifications or pathways; but if they had a 'flare-up' immediately prior to their assessment or final programme submission, this can be considered under the Extenuating Circumstances procedures.

In such situations CIEH will need to receive information concerning any Reasonable Adjustments that are in place. This is to ensure that no candidate will receive double allowances.

Criteria for Submitting a claim for Extenuating Circumstances

The claim submitted should demonstrate that the event meets the following criteria:

Beyond the control of the candidate: the candidate must demonstrate that they could not have done anything to prevent the circumstance arising, that they were unforeseen and unpreventable.

Impact on programme completion or assessment: the claim must demonstrate a significant impact on the candidate’s ability to complete the programme or assessment. It must make clear the duration of the circumstances and have documentary evidence to support the claim.

Have timely relevance: typically, the circumstance must have occurred after the programme began and be long term enough to present a significant obstacle to the candidate’s ability to make up the missed time and complete the programme on schedule.

Evidence accepted by CIEH: (includes): GP letter, physiotherapy letter, medical or death certificate, police/emergency services report, employer’s letter. See table ‘What is likely to be accepted and what evidence is required?’ below for further guidance.

Submitting a claim for Extenuating Circumstances Candidates must notify CIEH of Extenuating Circumstances by completing the Extenuating Circumstances Application form and returning it to CIEH via email. The form should describe the extenuating circumstances and supporting evidence should be provided. Information concerning any Reasonable Adjustments that may be in place should also be provided.

Candidates should include as much detail as possible in their application to explain how their assessment performance will be or was affected. Only the information and supporting evidence which the candidate provides will be considered and the candidate will not generally be asked for further evidence.

Deadline for submitting claims for Extenuating Circumstances Applications for the consideration of extenuating circumstances must be received no later than 7 days after the unforeseen event.

Guidance on Evidence Required to Support Extenuating Circumstances The following table provides examples of the kinds of circumstances that would normally be considered acceptable extenuating circumstances, with information on what evidence would be required in each case. This list of required evidence is provided as a guide and is not exhaustive; each application will be assessed on its own merits and will consider the specific circumstances and evidence presented in each case.

CIEH recognises that it can be difficult to disclose sensitive, personal information to other parties. As such, please note that all documentation provided in support of an application will remain confidential to the relevant members of the Membership, Learning and the Profession Advisory Group.

Circumstance	What is likely to be accepted and what evidence is required?
Serious illness	<p>Confirmation of the illness, the impact the illness has on completing the programme and the dates concerned. Letters stating that the candidate informed them that they were unwell will not be accepted. Minor illnesses such as colds, sore throats, headaches, digestive problems etc. would not normally be acceptable grounds.</p> <p>Evidence There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness in writing. If currently undergoing assessment and no diagnosis has been reached, then documentation by a registered doctor specifying symptoms will be considered.</p>
Long-standing medical condition or disability	<p>Diagnosed condition that is normally supported through reasonable adjustments (access arrangements) that flares up unexpectedly, and the reasonable adjustments are not sufficient to make it possible to complete the programme on schedule. Or a previously undiagnosed/recently diagnosed condition that prevents the practitioner from completing the programme on schedule.</p> <p>Evidence There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness. Letters stating that the candidate informed them that they were unwell will not be accepted.</p>
Hospitalisation	<p>Confirmation of the illness, the impact the illness has on completing the programme and the dates concerned.</p> <p>Evidence This should be provided on an original medical certificate/letter.</p>
Serious illness or death of a member of the candidate's immediate family (e.g. parent, sibling, child, grandparent, spouse, guardian)	<p>Where a candidate's immediate family member has a serious illness, independent confirmation of both the illness and how the illness affected the practitioner's assessment(s) should be provided. A diagnosis of the family member is not required, specifying symptoms will be considered. It is more important that CIEH receive independent confirmation of the effect of the situation on programme completion.</p> <p>Evidence A medical report from a qualified medical practitioner or a copy of a death certificate, coroner's report, letter from medical professional. Accompanied, if necessary, by formal documentation confirming relationship with deceased. Whilst a death certificate is a sensitive and often difficult document to obtain it is required to prevent fraudulent claims. Other relationships may be considered subject to there being sufficient evidence of the closeness and impact.</p>

Circumstance	What is likely to be accepted and what evidence is required?
Severe adverse personal/ family difficulties	<p>Confirmation of the circumstances, the impact that these had on the affected assessment(s) and the dates concerned. This can include a whole range of issues, such as separation from spouse/partner, conflict with others, caring duties that couldn't be done by anyone else, etc.</p> <p>Evidence A report from a suitable qualified professional such as a GP or counsellor.</p>
Pregnancy-related illness	<p>The requirements for illness, hospitalisation etc. should be followed if there is a specific incident during pregnancy.</p> <p>Evidence GP or hospital letter</p>
Assessment Centre related issue	<p>If the candidate experienced disruption that caused significant impact to the candidate's exam performance such as:</p> <ul style="list-style-type: none"> • Significant noise • Disruption during the examination • Significant environmental impact, e.g., heating/lighting <p>Evidence Invigilator report</p>
Victim of crime	<p>Details of the crime</p> <p>Evidence Police report (including a crime reference number). If the incident has resulted in the candidate seeking medical attention, then the requirements for illness should be followed.</p>
Legal proceedings requiring attendance at court as a witness or jury service	<p>Evidence Documentary evidence from the court or a solicitor including the dates of the legal proceedings and the requirement for the candidate to attend.</p>
Road Traffic Incident	<p>If the candidate has been involved in a road traffic incident, either as a passenger or as the driver</p> <p>Evidence The time and place that the incident occurred including:</p> <ul style="list-style-type: none"> • A police report (including a crime reference number); or • Insurance reference number/record of the event.

**Possible outcomes of an
Extenuating Circumstances
claim**

- Postpone the examination or submission date by a maximum of one calendar year
- Allow the submission of late work

**Consideration of claims
for Extenuating
Circumstances**

Candidates who have applied for extenuating circumstances will be informed within 10 working days as to the outcome of their application.

Claims are assessed by CIEH Staff. Claims that are inappropriate or do not have sufficient evidence to substantiate them will be rejected. Claims that are rejected or disputed will be referred to the Associate Director of Membership and Professional Development. If a consensus cannot be reached, the claim will be referred to the Membership, Learning and the Profession Advisory Group Panel.

The Membership, Learning and the Profession Advisory Group Panel is authorised to consider and make judgement in any cases of doubt or where clarification is needed concerning these regulations

The decision of the Membership, Learning and the Profession Advisory Group is final, and no further correspondence will be entered into. If a candidate wishes to pursue the matter and can evidence that a procedural irregularity has occurred during the mitigating circumstances process, they can consider applying through the appeals process. The appeals process can be found on the CIEH website: [Governance documents - CIEH](#)
