



Institute of Actuaries of India

Statutory body established under an Act of Parliament

Unit No. F-206, 2nd Floor, F Wing, Tower II, Seawoods Grand Central,
Plot no R-1, Sector 40, Nerul Road, Navi Mumbai - 400706
+91 22 6243 3333 +91 22 6243 3322

Version 3.0/17 May 2024

Mitigating Circumstance Policy and Procedure

1. Introduction

Institute of Actuaries of India is resolutely committed to ensure that the academic journey of its members remains meaningful and cause worthy throughout.

This policy applies to all candidates taking IAI's professional examinations. It outlines a formal process by which candidates may invoke mitigating circumstances during evaluation of their examination results.

The underlying purpose is to ensure a fair and consistent approach in mitigation of unforeseen, and circumstances beyond reasonable control that may have significantly impacted a candidate's examination performance, to the permissible extent.

2. Criteria to Apply

2.1 Time Window

Only those circumstances encountered on the day of/ during the examination. Circumstances outside of this timeframe shall not be considered.

2.2 Beyond reasonable control of the Candidate

The mitigating circumstances should show sufficient cause to be justified as unforeseen and beyond reasonable control of the candidate. Circumstances proven to have been within candidate's control shall not be considered.

2.3 Significant Impact on Examination Performance

It must be demonstratively proven that the adverse impact on the candidate's performance during the examination is solely attributable to the aforementioned circumstances.

2.4 Supporting Documentation

Candidates must provide pertinent supporting documentation validating their claim as part of their plea for redressal under mitigating circumstances. This may include, but not limited to, medical certificates, police reports, death certificates, or other technical evidence in support.

2.5 Mock Examination

Only those Candidates taking at least one mock examination scheduled by the Institute for the respective session will be eligible to apply under the policy.

Candidates should note that the Institute reserves the right to verify the authenticity and validity of any supporting documentation provided. Submitting false or misleading information may be considered academic misconduct and may result in disciplinary action as per applicable rules and regulations.

3. Procedure to Submit the Application

Candidates must follow the steps outlined below to submit an application for mitigating circumstances:



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3.1 Complete the Application Form

Download the "Mitigating Circumstances Application Form" provided at Annexure A and fill-in the required fields.

3.2 Supporting Documents

Candidates must furnish all relevant supporting documentation to substantiate their claim of mitigating circumstances, as outlined in Section 2.4.

3.3 Submission of Application

Candidates must submit the completed application form, along with supporting documentation, via email to exam@actuariesindia.org within 5 working days from the examination date.

3.4 Acknowledgement

Candidates shall receive an acknowledgement email upon successful submission of their application.

3.5 Incomplete or Late Applications

Applications that are incomplete or submitted after the 5-working-day deadline shall not be considered. Candidates will be informed of the rejection via email.

3.6 Application Submission Restrictions

Candidates who have sat for the examination against medical advice will not be eligible to apply for mitigating circumstances.

4. Online Examination

The Institute recognizes that candidates taking IAI examinations in an online format may face unique challenges and circumstances that could impact their performance. The following guidelines apply to mitigating circumstances related to online examinations:

4.1 Eligible Circumstances

Candidates may apply for mitigating circumstances under following scenarios with the proviso that pertinent supporting documentation are submitted concurrently:

- 4.1.1 Prolonged disruption caused by hardware or software failure, despite the candidate having made alternative arrangements. This shall be validated with the technical partner.
- 4.1.2 Issues such as prolonged power and/ or internet outage despite the candidate having made alternative arrangements.
- 4.1.3 Disruptions caused by the online examination platform itself such as platform crash or technical malfunctions.

4.2 Ineligible Circumstances

The following circumstances will not be granted as grounds for mitigating circumstances during online examinations:

- 4.2.1 **Script upload failure:** Candidates are responsible for ensuring the successful upload of their answer scripts within the given time window.



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- 4.2.2 Lack of understanding of the question paper, examination time pressure, or failure to understand the software:** Candidates are expected to manage their time appropriately and familiarize themselves with the online examination platform prior to the exam.
- 4.2.3 Candidate's use of a laptop or desktop with access restrictions:** Candidates are responsible for ensuring that the device they use for the online examination meets the minimum hardware and software requirements.
- 4.2.4 Failure of the candidate's own hardware or software:** Candidates are advised to thoroughly test their equipment and have backup devices available in case of any issues.

The Institute reserves the right to evaluate each application on its own merits in due consideration of the supporting documentation provided by the candidate.

5. Outcome of Applications

5.1 Application Review and Decision: Candidates will typically be informed of the outcome of their application within 15 working days of the release of the examination results.

5.2 Request for Additional Information: If the Institute requires additional information or justification from the applicant or the relevant examining team, the candidate will be informed, and a new timeline for the release of the decision will be provided.

5.3 Notification of Outcome: Candidates will be notified of the outcome of their application via email. The notification will have the decision with a clear reasoning behind it!

5.4 Final Decision: The decision of the Institute on all such applications will be final.

The Institute reserves the right to conduct independent checks and verifications to validate the evidence submitted by the candidate. The onus is on the candidate to provide sufficient and appropriate documentation in support of the professed mitigating circumstances.

6. Review

The Institute of Actuaries of India (IAI) reserves the right to review and update the Mitigating Circumstance Policy and Procedure as deemed appropriate.

6.1 **Review Process**

The policy will be reviewed on an annual basis by a designated committee or panel appointed by the IAI. The review process will involve the following steps:

- 6.1.1 Gathering feedback from candidates, examiners and other stakeholders on the effectiveness and fairness of the policy.
- 6.1.2 Analyzing the application data and outcomes from the previous year to identify any areas for improvement.
- 6.1.3 Benchmarking the policy against best practices and policies adopted by other professional bodies or educational institutions.
- 6.1.4 Proposing any necessary revisions or updates to the policy.

6.2 **Policy Updates**

Any revisions or updates to the Mitigating Circumstance Policy and Procedure will be approved by the IAI's governing body and communicated to all candidates through the Institute's website and other appropriate channels.



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6.3 Effective Date of Updates

The revised policy will come into effect for the examination cycle immediately following its approval. Candidates will be advised to familiarize themselves with the latest version of the policy before applying for mitigating circumstances.

The Institute is committed to maintaining a fair, transparent, and responsive Mitigating Circumstance Policy and Procedure and Candidates are encouraged to provide feedback and suggestions for improvement to the Institute at any time.

This supersedes the mitigation policy dated 8th September 2023.



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Annexure A

Mitigating Circumstances Application Form

Member ID		Date	
Registered Name			
Registered Email		Mob. No.	

Sr. No.	Exam Date	Subject	Roll Number

Please tick the category of mitigation circumstances that you are applying for.

- Disruption during examination
- Other, please specify

Supporting documentation

Please tick the provided or attached type of supporting document/evidence.

- IT Screenshots
- Other, please specify

Detailed Explanation of mitigating circumstances applied for and how the circumstances were unforeseen and unpreventable.



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Detailed Explanation on the circumstances effected your examination performance.

Detailed Timelines of circumstances

Note:

- ✓ All the fields are mandatory.
- ✓ Application must be in English only.
- ✓ Application not fulfilling the eligibility criteria will not be considered.
- ✓ Application not falling under Mitigating Circumstances Policy will be rejected.
- ✓ Incomplete Application overdue the timelines will be rejected.
- ✓ Application and supporting documents/evidence must be attested and signed.

I have read, understood and agree to be bounded by the mitigating circumstance policy and I hereby declare that the evidence submitted is true, correct and best of my knowledge. I understand that any impersonation or submission of questionable evidence in order to falsely claim benefit under this policy will be construed as misconduct on my part and IAI might consider perusing disciplinary action against me.

Date		
Member ID		
Name		Signature