



**Chartered  
Governance  
Institute  
UK & Ireland**

# **Guidance for taking CGIUKI examinations**

May 2023

This document is for the use of students of The Chartered Governance Institute UK & Ireland who are studying our qualifications, and as a reference for those involved in these procedures.

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## Section 1: Registering for an examination

### 1.1 – Examination cycle and deadlines

The [Chartered Governance Qualifying Programme](#) (CGQP), [Foundation Programme](#) (FP) and [International Finance and Administration](#) (IFA) examinations are held in June and November each year. [Health Service Governance](#) and our [short course qualification](#) examinations are held in June only.

You will be informed about examination dates, closing dates for examination registrations and other important information via notices on the **MyCG** area of the website (which can be accessed with a student login) and by email.

	<b>What happens?</b>	<b>June session</b>	<b>November session</b>
<b>Close of examination registration</b>	Last date on which you can register for the examination or defer an existing examination registration to a later session.	Late March	Late September
<b>Publication of CGQP part two case studies</b>	Pre-released case studies for Development of Strategy, Risk Management and Boardroom Dynamics are published in <b>MyCG</b> .	Six weeks before the examination date	
<b>Test links sent</b>	Links sent to students with an upcoming examination to test their equipment.	Around 3 weeks before examinations start	
<b>Examination links sent</b>	Links sent to students with an upcoming examination to access their examination	Week before examinations start	
<b>Examination weeks</b>	Examinations take place Monday – Friday of examination weeks in June Examinations take place Monday – Thursday of examination weeks in November	2 <sup>nd</sup> and 3 <sup>rd</sup> weeks of June	Late November/early December
<b>Examination papers online</b>	PDF versions of the examinations published in <b>MyCG</b> .	Week after examinations have ended	
<b>Release of results</b>	Examination results published in students' <b>MyCG</b> .	Mid-August	Early February
<b>Examination reports and information</b>	Pass rates and mark schemes are published, with Examiner reports available the week after results are released.	Uploaded on same day results are released	

**For all timetables and key dates, please check the website:**

**Key dates:**

[https://www.cgi.org.uk/my\\_cg/courses/online-exams/key-dates](https://www.cgi.org.uk/my_cg/courses/online-exams/key-dates)

**Timetable:**

[https://www.cgi.org.uk/my\\_cg/courses/online-exams/timetable](https://www.cgi.org.uk/my_cg/courses/online-exams/timetable)

## **1.2 – Joining the Chartered Governance Institute:**

You may register with CGIUKI as a student at any time. Please contact the membership team on [enquiries@cgi.org.uk](mailto:enquiries@cgi.org.uk) for more information on which routes are available for you.

Students should note that:

- You cannot enter for more than **two** modules at any one examination session.
- For students enrolled on the **CGQP**, you **must** complete all modules in Part One before progressing to Part Two. (Fast Track students are exempt from this rule)
- Students have up to **four** attempts at each module of their qualification.

## **1.3 – Entering for an examination:**

You can register to sit an examination at any of our sessions by clicking on 'Book Exam' in the 'My Learning' area on your **MyCG**. Please note that any fees must be paid at the time of registering for the examination.

## **1.4 - Reasonable adjustments:**

Reasonable adjustments allow us to make examinations more accessible to students who may have a disability, health condition or specific learning difficulty.

If you think we should consider making an adjustment for you in your examination, please contact the Learning and Assessments team at [examinations@cgi.org.uk](mailto:examinations@cgi.org.uk). Please note that you may be required to provide evidence to support your application.

## **1.5 - Changing your examination registration**

If you register for an examination and then find you are unable to attend, you should find out whether it is possible to change your examination date to a later session. In this way, you can avoid being registered as absent. This can be done in three ways:

### **Deferral:**

You can defer an examination for which you have registered at any point up to the closing date for registration. There is no fee for a deferral, and this can be actioned via your **MyCG**.

### **Postponement:**

If you have experienced serious illness or bereavement after registering for your examination, you may be able to postpone. There is a postponement fee and deadline for submitting a postponement request.

### **Withdrawal:**

After the closing date, if problems occur which prevent you from sitting the examination to the best of your ability (not covered by the postponement reasons above), you can let us know in writing that you want to withdraw your examination entry. Your examination entry fee will **not** be returned, but withdrawing your entry ensures that your absence will not be counted as an examination attempt.

Please contact [examinations@cgi.org.uk](mailto:examinations@cgi.org.uk) for more information.

## **Section 2 - Online examinations:**

Since November 2020 our examinations have been digital only. We do not offer hand-written examinations as there are no physical centres or invigilation teams.

We recommend that candidates make sure that their typing speed is up to completing answers in the timeframe. Please note that we cannot authorise additional time to be added for candidates who are not confident or fast typists.

Free typing speed online courses are available, such as at [typing.com](https://www.typing.com)

### **2.1 - How do online examinations work?**

To sit your examination, you will access an online platform where you will be able to see the examination paper and type answers to the questions.

While using the online platform you will be observed remotely, using your webcam and a second mobile device such as a phone, by a live invigilator. The invigilator will be able to see your screen as well as your examination environment.

#### **Reading time:**

If your examination has a 15-minute reading time, this will begin at the start time and you will be able to read through questions, make notes (on paper or on screen) and plan answers. We ask you to monitor your own reading time by noting down your start time and using a clock or the on-screen countdown timer. You should note the time you commenced reading time and when it will finish, as the invigilator will not announce when you can start writing. The reading time should not be used to write answers and should be observed fully even if you finish reading before the 15 minutes is up.



### **2.2 - What equipment will I need?**

In order to sit your examination, you will need:

- A computer which you can type on
- An internet connection with a minimum speed of at least 6mbps (If you are using a Wi-Fi connection, try not to use a shared one and avoid using a guest / visitor connection in your workplace)
- A webcam and a microphone – these may need to be connected externally

NB - You can connect a keyboard and/or mouse to a laptop so that you can type more comfortably.

Unfortunately, we cannot allow you to connect a separate monitor to a laptop. This is because the invigilator is not able to check both screens.

To aid examination security, we also require you to have another camera in the room, such as a phone or tablet.

The second device needs the following features:

- Camera
- QR code reader and Google Chrome set as default browser (this may already be a feature of your camera app)
- Ability to connect to the internet / Wi-Fi
- One of the required operating systems:
- Android 8 or later
- iOS 11 or later

Please note that you will **not** be able to take the examination if you do not have access to the relevant equipment and a stable internet connection.

Additionally, you are permitted to have the following on your desk:

- Calculator
- Blank notepaper
- Pen
- Printed copy of case study (part two CGQP modules only)

### **2.3 - Can I sit my examination at my place of work?**

You can take your examination in any location as long as it meets the requirements for the examination which can be found in the guidance for candidates.

If you are using a work device, you will also need to speak to your IT department to ensure that there are no firewalls blocking your access to the Rogo platform or preventing Rogo from accessing your webcam /microphone.

[https://www.cgi.org.uk/my\\_cg/courses/online-exams/online-exam-instructions](https://www.cgi.org.uk/my_cg/courses/online-exams/online-exam-instructions)

### **2.4 - System test:**

We send students with an upcoming examination booking a link to test their IT set up and to provide the opportunity to familiarise themselves with the platform prior to their examination(s). This link will take you through the same set up procedure you will go through on the day of the examination, to connect your equipment to the examination platform.

There will also be some 'mock questions' to allow you to navigate through the Rogo platform. The answers will not be marked and there will not be an invigilator available.

It is important for students to take advantage of this opportunity as it allows the chance to ensure that their equipment works, and if there are any issues, for them to be resolved ahead of the examinations.

The link can only be used once and there will be a set timeframe in which you need to complete the system test. Please note that we are unable to re-open or re-issue links for the set-up test.

If you are using your work email address as your contact email address, please check with your IT department that there are no firewalls/filters that might prevent the emails from Rogo being received to your inbox.

## **2.5 - What happens if I lose connection during my examination?**

If you lose connection during your examination, and have to re-join the session, you can do so through your original link. Please note that you will need to repeat the examination set-up process and re-connect your cameras and screenshare. However, you do **not** need to re-show your ID or environment set-up, and you can go directly to the examination.

If you experience persistent problems or longer time delays, we are able to allow you extra time or to re-book you at the next available starting time. If you think you need extra time to make up for losing connection, please ask the invigilator if they can request this via the available chat function. In these circumstances, please make a clear and direct request for extra time (**not to exceed time lost**), briefly stating the reason and the time required e.g. *“I lost connection, please can you add 10 minutes to my examination time?”*

Invigilators will have a supervisor who is in direct contact with the Institute. If they have evidence that you have lost time during your session, they can ask us to add time.

The addition of time to an examination is managed by the Institute and any extra time added will appear on your examination clock.

If your examination “times out” before you have had the chance to ask/the invigilator or they have responded, you can call the Institute on the hotline to have your script re-opened with the additional time added.

## **2.6 - Dealing with problems during the examination:**

An invigilator will be present during your examination to monitor compliance with the examination rules. The invigilator will have a small number of other candidates to monitor, so may not respond immediately to any messages sent through the chat.

It is important to note the extent and limit of the invigilator’s powers:

- The invigilator does not have the power to end your examination or disqualify you.
- If the invigilator is concerned about any potential breach of rules, they will flag the matter for the Institute to check and allow you to continue with the examination.
- The invigilators have been asked not to interrupt your examination unless they feel it is absolutely necessary and have been given detailed information about what is and is not allowed, as per the rules above.

Please note that if you do experience any issues during your examination, it is your responsibility as the student to raise these issues with the invigilator via the chat function. In instances where time has been lost due to connection issues, we are able to add time once we have confirmed the amount of time lost with Eintech. (see section 3.1.)



## **Section 3 –Rogo**

### **3.1 – Additional information about Rogo.**

#### **Our partners:**

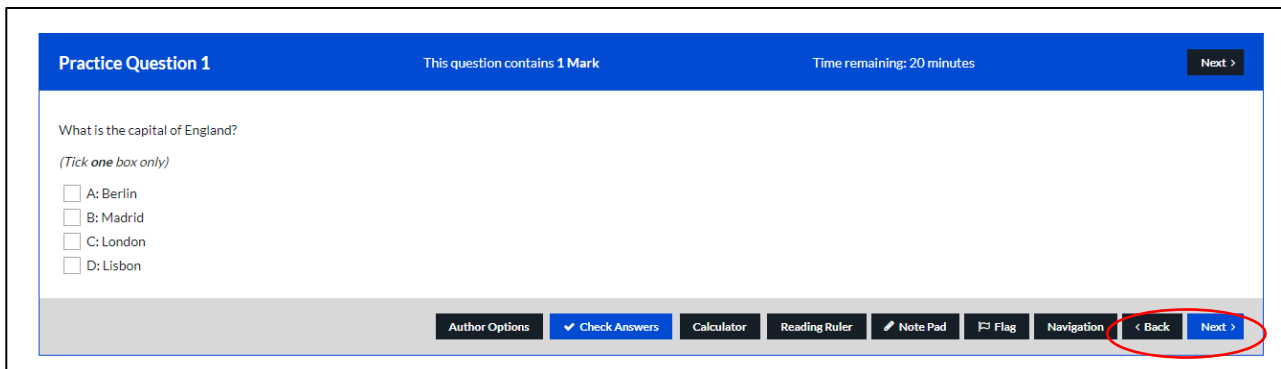
Our partner organising the examination platform and invigilation is Eintech Ltd. Eintech develops Rogo, the platform within which you will see the questions and write your answers.

The visual and audio recordings from both cameras are recorded and retained by our partner Eintech for a six-month period, after which they are deleted. This is so that they can be reviewed if there are enquiries about results, appeals or other legitimate reasons to go back to review the session. The access would only be granted to senior members of the Education and Learning team, who may need to show it to Examination Board members for a decision.

### **3.2 - Navigation**

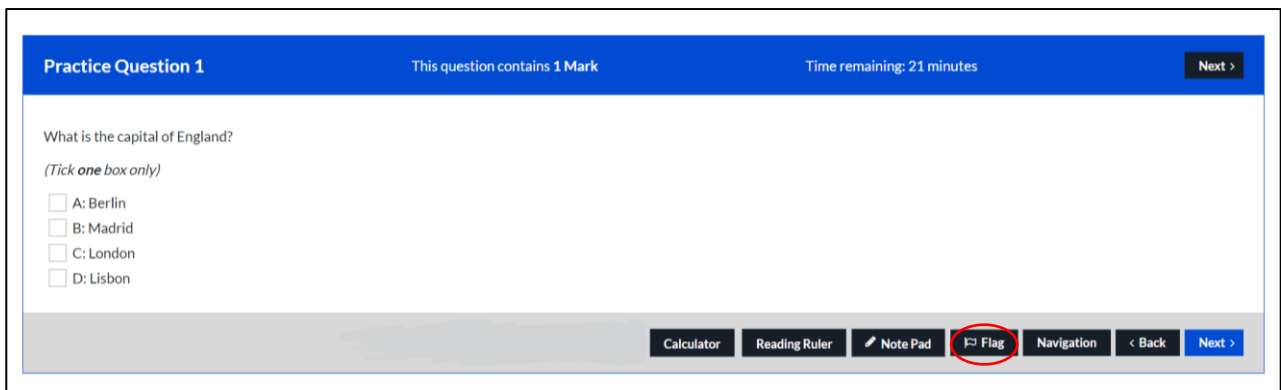
#### **Moving between questions:**

Use the 'next' and/or 'back' buttons on the platform to move between questions.



#### **Flagging a question:**

If you want to come back to a question, you can flag it using the 'flag' button at the bottom of the answer box.



You can then move onto a different question. You can come back to the question by clicking on the 'navigation' button.

This will take you to the navigation pane, where you will be able to see which questions are flagged/incomplete.

Navigation			Time remaining: 17 minutes 23 seconds
Question	Marks	Flagged	
Section A	0 Marks		
Practice Question 1	1 Mark	Incomplete	
Section B	0 Marks		
Practice Question 2	5 Marks	Incomplete	
Section C	0 Marks		
Section C	Choose 2 questions (1 chosen)		
Practice Question 3	25 Marks	Not Chosen	
Practice Question 4	25 Marks	Not Chosen	
Practice Question 5	25 Marks	Chosen Incomplete	

To end your examination, you can click the **finish** button at the top or bottom of the screen. Please do **not** press this until you are ready to submit your script as it will end your examination session.

Practice Paper Nov 2022: Practice Paper Nov 2022 - Copy Finish >  
 Finish: 23 minutes 48 seconds

Please check through your answers before submitting your answers.

Question	Marks	Flagged
Section A	0 Marks	
Practice Question 1	1 Mark	Incomplete
Section B	0 Marks	
Practice Question 2	5 Marks	Incomplete
Section C	0 Marks	
Section C	Choose 2 questions (1 chosen)	
Practice Question 3	25 Marks	Not Chosen
Practice Question 4	25 Marks	Not Chosen
Practice Question 5	25 Marks	Chosen Incomplete

< Back Finish >

Once your script has been submitted, you will receive an email from Rogo.

### **3.3 - Types of examination question:**

We use different styles of questions across our qualifications. (Please note that **not** all examinations will include each style of question.)

#### **Typed answer boxes:**

Most questions require candidates to type in the answer box. You can start typing simply by clicking in the box.

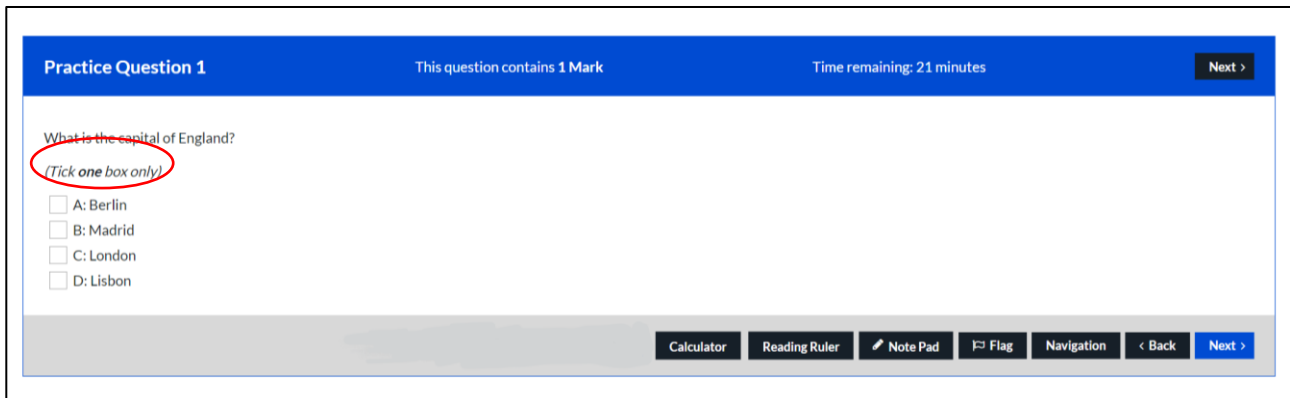
Question Preview Time remaining: 1 hour 5 minutes This section contains 5,000 marks Finish >

What has been your favourite holiday destination?

← → Formats - **B** *I* U A - A - I

## Multiple choice questions (MCQ):

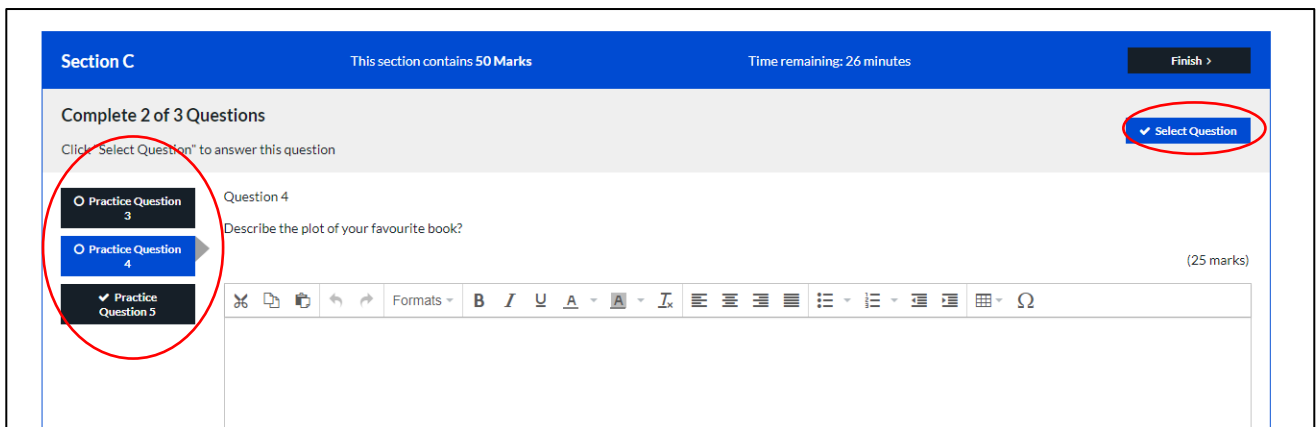
If you have a multiple choice/true or false question in your examination, read the question carefully before making your selection by ticking the box(es) to the left of the answer.



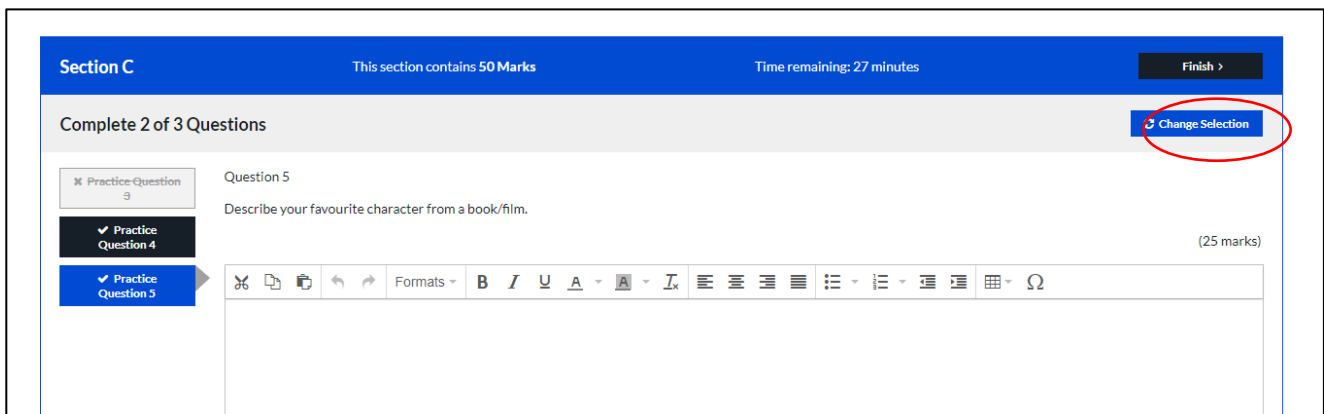
## Choosing between a selection of questions:

You can move between the questions by clicking on the buttons on the left-hand side.

Once you have made your selection, you must click the 'Select Question' button in the top right of the screen. Please note that you will not be able to type in the answer box until the question has been selected.



You can also change your choice of question by selecting 'change selection' in the top right of the screen.



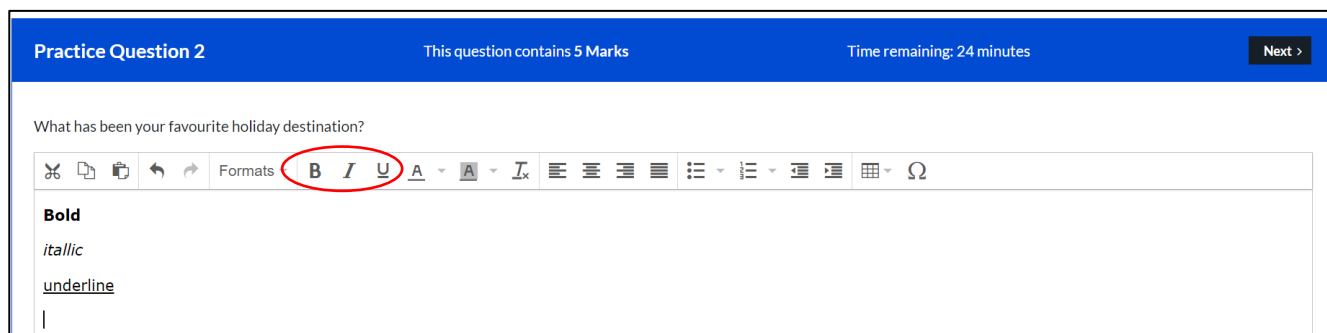
### 3.4 – Formatting tools

The formatting tools on Rogo are similar to the ones used on Microsoft Word.

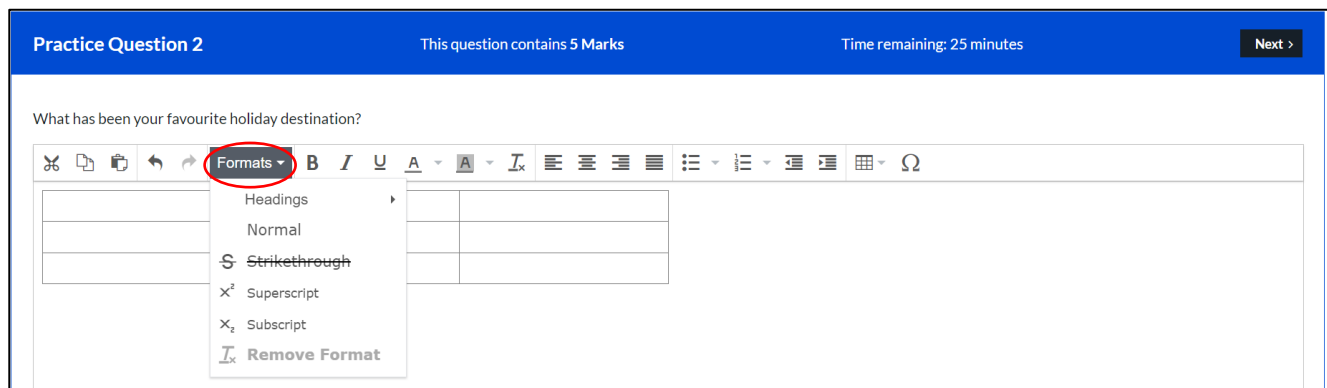
Please note that if you want to copy, paste or cut text from the answer box, you must use the keyboard shortcuts.

	Windows	Mac
<b>Copy</b>	Ctrl + c	Command + C
<b>Cut</b>	Ctrl + x	Command + x
<b>Paste</b>	Ctrl + v	Command + v

You can make changes to the font using the **B**, *I* and U buttons along the top of the answer box.

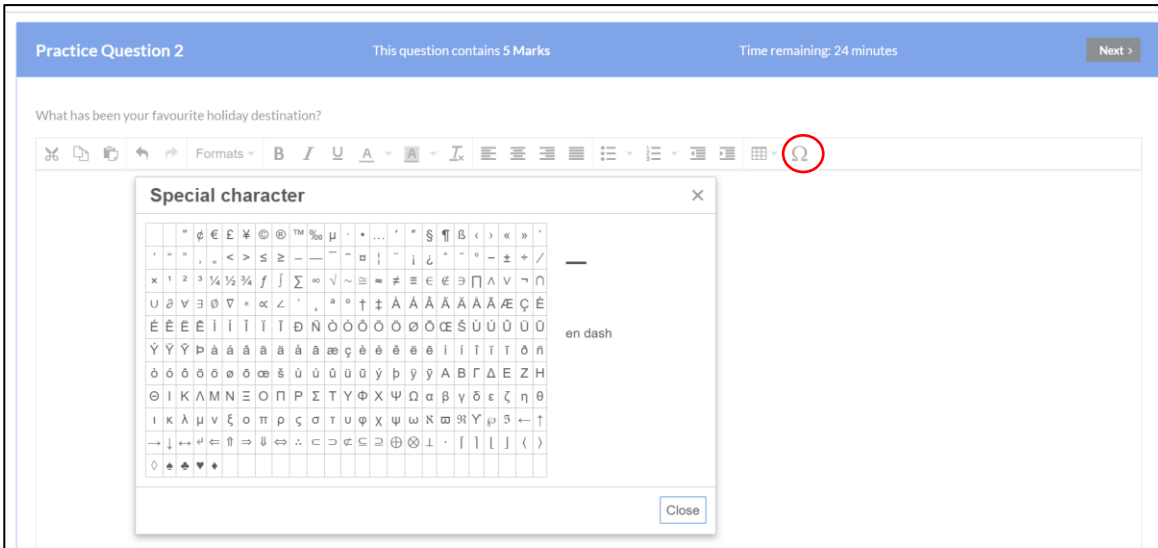


There are other formatting options on the 'format' button.

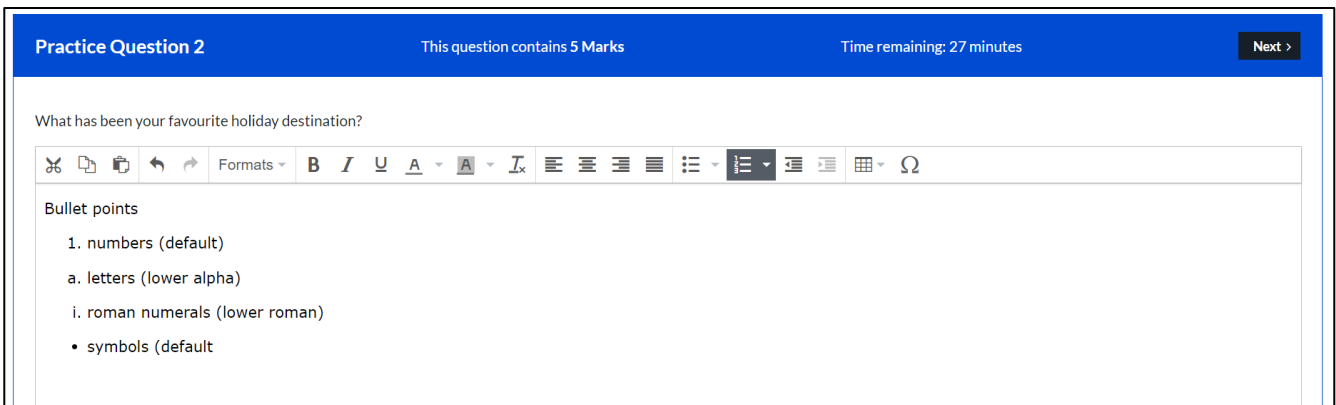
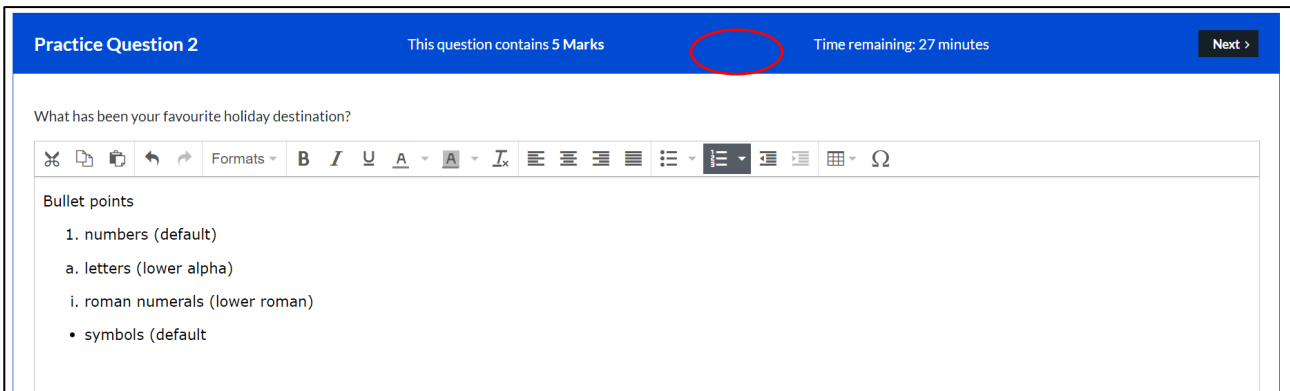


**Special characters:**


You can add special characters/symbols using the  button.

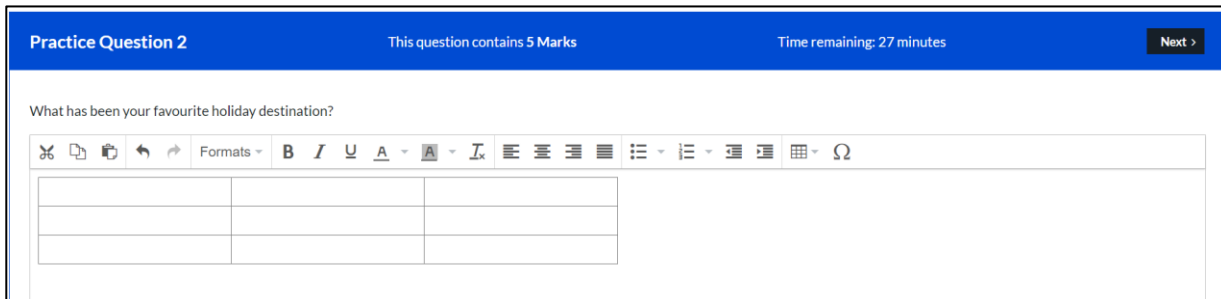
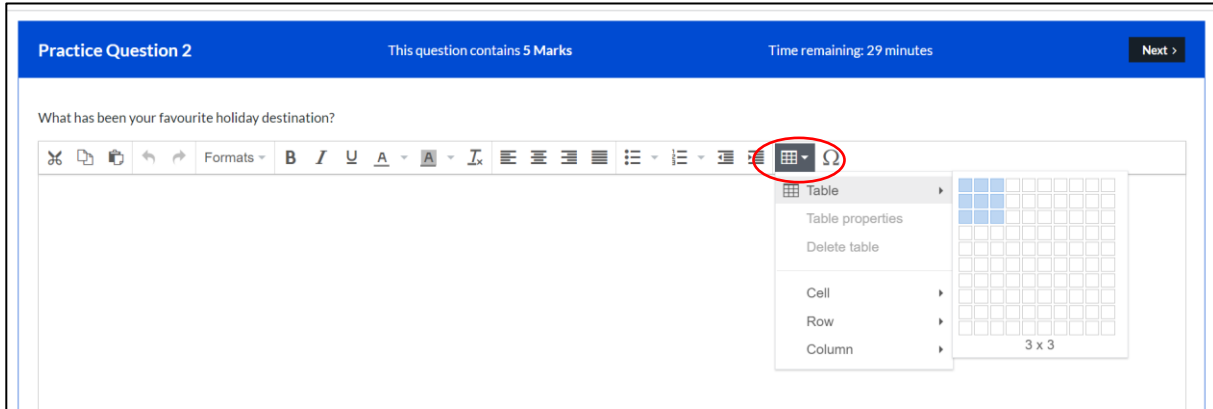


You can choose between bullet points, or a numbered/lettered list.



## Inserting a table:

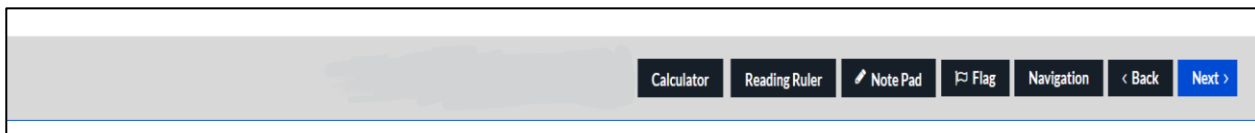
You can insert a table into the answer box by clicking on the table icon  and creating the table using the box that appears.



## Other features on Rogo

You can find the following features at the bottom of the answer box:

- Calculator – basic calculator for finance-based questions.
- Notepad – for making notes during reading time / notes on questions.
- Reading ruler – for students who may struggle to read the text on screen.



## **Section 4 - Marking:**

The marking procedure is carried out by a group of experts and includes the writer of the examination paper. The process involves rigorous procedures of moderation and quality assurance.

### **4.1 - What is the marking procedure?**

Before markers commence marking the examination scripts, they must be involved in a standardisation exercise with the other markers for the module. This involves marking a selection of scripts, comparing results, and making decisions on any different approaches the markers have taken in order to assure a consistent approach to marking.

As markers go on to work on their assigned scripts, they all follow our guidance for markers, which includes rules on:

- Recording and checking marks.
- Providing narrative and commentary to explain decisions made.
- Review of scripts.

### **4.2 - Review:**

All markers must submit a certain number of scripts for review by other markers to confirm that the marking has been consistent. The lead marker will review the results of all reviews and make the final decision on any changes to marks.

Additionally, as part of the review process, all scripts within the range of **46% to 49%** will have had two markers confirm the final result.

### **4.3 – Assessment Review Panel (ARP):**

ARP meets once the final marks and relevant information has been collated and one week before the release of results.

The purpose of the panel is to ensure that all marking processes have been followed correctly. This includes reviewing and confirming examination results following each examination sitting.

The membership of the panel includes subject matter experts (SME) and academics/individuals with relevant skills and expertise.

The duties of the ARP include, but are not limited to:

- Monitoring the standards of marking across all qualifications
- Approval of examination results
- Reviewing reports from module review groups, which includes examiners reports and pass rates
- Review and provide feedback on all CGIUKI's qualifications on an annual basis

The results for each session can only be released if they have been approved by the ARP.

## **Section 5 - After your examination:**

### **Extenuating circumstances:**

The Institute aims for all its students to receive fair and equitable treatment in the assessment process. Issues which may have affected a group of candidates can also be considered.

The ARP is the independent body which approves the examination results. The ARP is responsible for approving the policy on extenuating circumstances and for approving action taken at each examination session.

### **5.1 - What is an extenuating circumstance?**

Incidents can occur during the examination which have the potential to affect candidates' performance and are not of their doing or in their control. When we consider whether such events had the potential to affect candidates' performance, we need to exercise judgement as to what is and is not an acceptable condition for examinations.

The matters the Institute deals with can be broadly grouped into three main categories:

- Reasonable adjustments which can be made in advance of the examination;
- Personal extenuating circumstances; and
- Extenuating circumstances arising during the examination.

Please note that the following are unlikely to be considered for an extenuating circumstance:

- Technical issues where the candidate did **not** use the test set up link; and
- Issues which were **not** raised ahead of/during/straight after the examination (such as lost time)

### **5.2 - Submitting an extenuating circumstance request:**

You can submit an extenuating circumstance via your **MyCG**. Please note that all submissions must be received by the published deadline date, which is set around two weeks after the examination session has ended.

The extenuating circumstance will then be logged and investigated by the Learning and Assessments team before the details are passed to the ARP for approval.

### **5.3 - Consideration by ARP and the decision:**

The ARP is able, in certain circumstances, to make mark adjustments following the review of extenuating circumstances. This would usually only have a significant impact on those students close to the pass threshold.

In circumstances where a candidate passes the examination, any extenuating circumstances will not be considered unless the candidate is among a group of students affected by the same issues.



#### **5.4 - Outcomes of an extenuating circumstance:**

If a student has submitted an extenuating circumstance request, they will be notified within **48 hours** of the results being released of the outcome of their submission.

When we consider taking action on extenuating circumstances presented after the candidate has sat the exam, extenuating circumstances will not be considered if a candidate has passed.

If you are unhappy with the outcome of the decision, you may wish to submit an appeal. The guidance on appeals should be read thoroughly before making a submission.

Please note that if you do not raise an extenuating circumstance for problems experienced in your examination(s), you **cannot** then raise the issue via an appeal once you have received your result(s).

## **Section 6: Results**

The dates for release of examination results are published in advance on the 'Exam timetable and key dates' areas of the CGIUKI website and in **MyCG**.

### **6.1 - Release of examination results:**

You can log into **MyCG** on the release day to receive your examination results.

You will receive one overall result for the examination expressed as a percentage (%) with the grade achieved. The grades are:

0-49%	Fail
50-64%	Pass
65-74%	Merit
75-100%	Distinction

Please note that we do **not** return examination scripts to candidates.

### **6.2 - Appealing your result:**

As a candidate, you will have the opportunity, before and after the examination, to let us know about any incident or personal circumstance which you feel may have affected your performance. If you informed us about something, this will have been considered by the ARP before you receive your result.

If there are other circumstances which you feel have not been considered, or which indicate that your result decision has not been arrived at correctly, you can lodge a formal appeal of your result.

Some examples of grounds for appeal might be:

- The existence of circumstances affecting the candidate's performance of which, for a credible and compelling reason, the Assessment Review Panel was not aware of, when the decision was taken, and which might have had a material effect on the decision. (**Note:** *candidates wishing to appeal on such grounds must give credible and compelling reasons with supporting documentation and a valid explanation as to why this information was not made available prior to the decision being made*).
- That there was a material administrative error or procedural irregularity in the examination process.
- That there is evidence of prejudice or bias on the part of one or more of the examiners.

An appeal made on one or more of the following grounds **will not** be considered:

- Academic judgment of the Assessment Review Panel.
- Lack of candidate's awareness of examination regulations and procedures.
- Extenuating circumstances (such as ill-health or personal issues) where there were no credible reasons to not disclose these before the examination result release.

### **6.3 - Submitting an appeal:**

You must submit your appeal via 'My exam results' on your MyCG.

The deadline date is set at two weeks after the release of results. For the June session, the deadline date for appeals will usually be early September, and for the November examination it will usually be in late February. Check the dates on our website to be sure.

([https://www.cgi.org.uk/my\\_cg/courses/online-exams/key-dates](https://www.cgi.org.uk/my_cg/courses/online-exams/key-dates))

Your data, and the information you submit as part of an appeal, will be dealt with according to GDPR. However, when you lodge an appeal, you accept that members of the Learning and Assessments team and, potentially, our assessors and board members, will see your script and circumstances.

Please read the following information carefully if you are considering submitting an appeal:

- If you want to appeal your result you will need to provide evidence for the claim you are presenting. For example, an appeal related to a medical condition or disability would need to be evidenced with documentation from an appropriate specialist.
- When you submit your examination answers, you accept a process in which we will, through our assessors, exercise professional and academic judgement to arrive at your grade. You cannot appeal on the sole basis that you do not agree with the judgement made on your examination script.
- If you are letting us know about an incident or personal circumstance through the appeal process, this must be something which, for some reason, you were not able to tell us about before the results were released.

The appeals policy sets out the policies and procedures around submitting an appeal. Please ensure to read this thoroughly before starting an appeal submission.

(<https://www.cgi.org.uk/assets/files/study-support/Guidance/exam-results-appeals-policy-and-process-20230206.pdf>)

If your appeal is not considered valid for any of the reasons indicated above, you will be informed that the appeal is rejected without further investigation.

### **6.4 - Consideration of your appeal and the decision:**

We will acknowledge that your appeal has been lodged within one week of receiving your submission.

We aim to respond to you in full within 30 days of receipt of your appeal, and we will inform you within this timeframe if there is any reason for delay.

The process starts with an initial review of your 'submission of appeal' to determine whether there are grounds for appeal which merit further investigation.

The result of this initial review of your submission is that your appeal is either:

- Rejected without any further investigation – this would usually be because you have not presented valid grounds for appeal.
- Investigated – there were considered to be grounds for investigation, and you will be informed that the process is ongoing.

### **6.5 - Outcomes of an appeal investigation:**

If your appeal is investigated, the outcome will be that your appeal is upheld or not upheld.

It is important for you to know that, even if your appeal is upheld, this does not necessarily mean that your mark will be adjusted. Some other possible outcomes if an appeal is upheld could be:

- Your mark is 'withdrawn', meaning that it does not count as a Fail on your record and does not count as one of your four permitted attempts at each examination.
- You could be informed that our procedure is being reviewed or changed as a result of your appeal.
- You could be offered another examination attempt without charge.

Your script would only qualify for re-marking as the outcome of an upheld appeal if serious errors were discovered in the marking process. If the result of an upheld appeal is that your examination script is remarked, the final result could be higher or lower than your original mark.

If circumstances you presented lead to an upheld appeal and the same circumstances could have affected other candidates, this will be investigated but you will not receive information about decisions made regarding other candidates.

### **6.6 - Review of the appeal decision:**

If you have received the result of your appeal and you have reason to think that the appeal has not been carried out properly, you can ask for the decision to be independently reviewed. This would be the final stage of your appeal process.

You will need to submit a 'review of appeal decision' via the appeals area on your **MyCG**, stating what you think has gone wrong in the appeal process and supplying any relevant evidence.

Suitable grounds to request that the appeal should be carried out again might be:

- Evidence that the first stage was not carried out correctly.
- New information, which could not be considered in the appeal process, has since come to light, and this could have influenced the outcome.
- Evidence of error, prejudice or bias in the original appeal.

### **6.7 - Receiving the decision:**

The result of the review will be communicated within 30 days of receipt of the 'Request for review of appeal decision' form. If the review finds that the appeal should be carried out again, the notification of this marks the beginning of the 30-day period in which you can expect to receive a revised decision.

This review represents the final stage in the review process. At this point we will not communicate further on the appeal decision.

## **Section 7: What happens next?**

Once you have received your result(s), you are able to choose to progress in the following ways:

### **7.1 - Booking your next examination:**

- **Book a new examination:**  
You can book your next examination via the 'Exam Bookings' in the 'My Learning' area on your **MyCG**.
- **Book for a re-sit of your examination:**  
If you need to re-sit an examination, this can be booked via your **MyCG**. Please note that there is a fee to re-sit examinations.

#### **Finished qualification:**

- Congratulations! You will be contacted separately by the membership team to confirm the next steps available to you in terms of membership and CPD.
- Approximately four weeks after your final result is released, we will contact you to confirm your Graduate membership and on payment of the requisite upgrade fee you will be able to use the designation GradCG.
- You will also receive a certificate and information on how to progress to Chartered membership.

### **7.2 - CGQP graduation:**

We hold this online event once a year. You will be invited to join after you attain Graduate membership and when you progress to Associate and Fellow membership.

If you are studying outside the UK, you can check with your local branch of the Institute to find out if there is a Graduation event in your area.

## **Section 8 - Study support:**

When you enter for an examination, you need to make sure that you have enough time to study and prepare to take it. We recommend that you do not start your studies after the closing date for examination entry.

### **Tuition providers:**

We recommend tuition with one of our registered tuition providers to improve your chances of success on the CGQP, IFA and other short course qualifications.

You can find a full list of our Registered tuition providers (RTPs) on our website. (<https://www.cgi.org.uk/professional-development/study/registered-tuition-providers>)

### **8.1 - Learning resources:**

You can find the resources relevant to your qualification on the 'My Learning' area of your **MyCG**.

#### **Syllabus:**

The syllabus summary outlines the topics of study for each of our qualifications.

#### **Study text:**

The text covers the syllabus for each module and is structured to help in planning a programme of study.

They can include:

- Worked examples and 'Test Yourself' questions with full, worked answers
- Case studies and scenarios to help you apply your knowledge
- Detailed chapter summaries to aid your revision
- Glossaries of key terms

Digital study texts for the CGQP and short courses can be purchased from our online shop. Please note that we no longer provide printed copies of the texts. (<https://www.cgi.org.uk/shop/books>)

#### **Webinars:**

We deliver a number of study support webinars for each examination session covering topics ranging from planning your study to examination strategy. You will get details of upcoming webinars via email. Each session is recorded and can be found in the 'Learning resources' area of your **MyCG**, so you can view it at a time to suit you.

#### **Examination paper:**

After each session has finished, we publish a copy of the paper that was set at the examination session. Candidates who are studying for an upcoming examination can use this for practice examinations, and to see the styles of question that are used for each module.

### **Mark scheme:**

The mark scheme is published with the examination paper and sets out what students need to provide in their answers to gain marks. This document is used by the markers when assessing students' answers.

### **Examiners report:**

After the results have been released to students, we publish the Examiners report in the 'Exam Material' area of 'Resources' on your **MyCG**. This report gives an overall comment on the examination performance for the module. It will include comments for candidates on:

- Questions which have been answered well
- Questions which have not been answered well
- Where candidates can gain more marks

The examiner report is included in the booklets presented to the ARP and used when the panel are considering the results for approval.

The Examiner report is a critical learning resource and we recommend you take the time to read carefully as part of your study preparation.

### **Pass rates:**

After the results have been released to students, we publish the pass rates for each module. This can be used as a performance indicator alongside the examiner's report.

### **Student papers:**

Where possible, we try to use real examination scripts to show examples of different grade achievements.

## **Section 9: Contact us:**

You may find the answer to any queries you have on the FAQ area of our website:

<https://www.cgi.org.uk/about-us/faqs>

For any other queries, please see below for details on who to contact.

Reasonable adjustments  
Moving an examination  
Rogo enquiries

examinations@cgi.org.uk

General enquiries  
Membership enquiries  
Exemptions  
MyCG/log in issues  
Study text queries  
Invoices/receipts

enquiries@cgi.org.uk

Events

See website for upcoming events

<https://www.cgi.org.uk/events>

Branch enquiries

See website for branch contact details

<https://www.cgi.org.uk/about-us/regional-branches-groups>

Website:

<https://www.cgi.org.uk/>

Phone: +44 (0)20 7580 4741