

Access Arrangements: Extenuating Circumstances Policy

Version	Document Owner	Changes to previous version	Issue Date
V2	Education and Qualification Standards (EQS) Policy (globaleqs@rics.org)	RICS contact email updated	September 2025

Introduction

This document sets out RICS' policy and procedure for:

- Extenuating circumstances (pre-assessment)

The policy applies to all grades of RICS membership, and all regulated qualifications offered by RICS.

An extenuating circumstance is defined as a significant personal event that impacts the applicant's ability to access an RICS assessment. This could be:

- Serious illness or injury
- Death or serious illness of a close family member or dependent
- A significant family crisis directly affecting the applicant
- Unavoidable absence, such as eviction
- Significant financial hardship
- Legal issues such as jury service

Procedure

Applications are made by completing an extenuating circumstances application form.

Applicants are encouraged to do this as soon as reasonably possible, so that appropriate support arrangements can be put in place. However, RICS welcomes disclosure at any point, recognising that circumstances may change. It is likely that RICS will require different timescales to implement different adjustments.

Requests must include details of the circumstance and supporting evidence. It is through this information that RICS will be best placed to consider what adjustments would most effectively support the applicant in managing the circumstance.

There is no definition of acceptable documentation for this purpose as evidence will vary depending on the nature of the circumstance. Applications cannot be considered if supporting evidence is not provided.

RICS will ensure that it complies with the UK GDPR (and confidentiality) in respect of how it processes this information and the evidence provided.

Each request will be considered on an individual basis by RICS' Education and Qualification Standards (EQS) team. RICS may seek expert external advice before reaching a decision.

Outcome

RICS will consider what adjustments / dispensation it can reasonably make to support the applicant in managing the circumstance.

If the outcome is that no adjustments / dispensation will be offered, the applicant will be informed why RICS has reached this decision. To appeal a decision, the applicant must respond within 5 days from the point they are notified of the outcome.

Contact

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