



EXTENUATING CIRCUMSTANCES PROCEDURE

EFFECTIVE DATE : 10 NOVEMBER 2014
REVIEWED BY : QUALITY MANAGER
NEXT REVIEW : NOVEMBER 2020
POLICY NUMBER : QA-87

1. PURPOSE OF THE EXTENUATING CIRCUMSTANCES PROCEDURE:

This Procedure has been developed to ensure that the Extenuating Circumstances Policy is adhered to.

2. SCOPE:

This Procedure covers all students registered on taught or research programmes at both undergraduate and postgraduate levels including those studying online.

It is the responsibility of the student to complete the appropriate form and submit it by the published deadline.

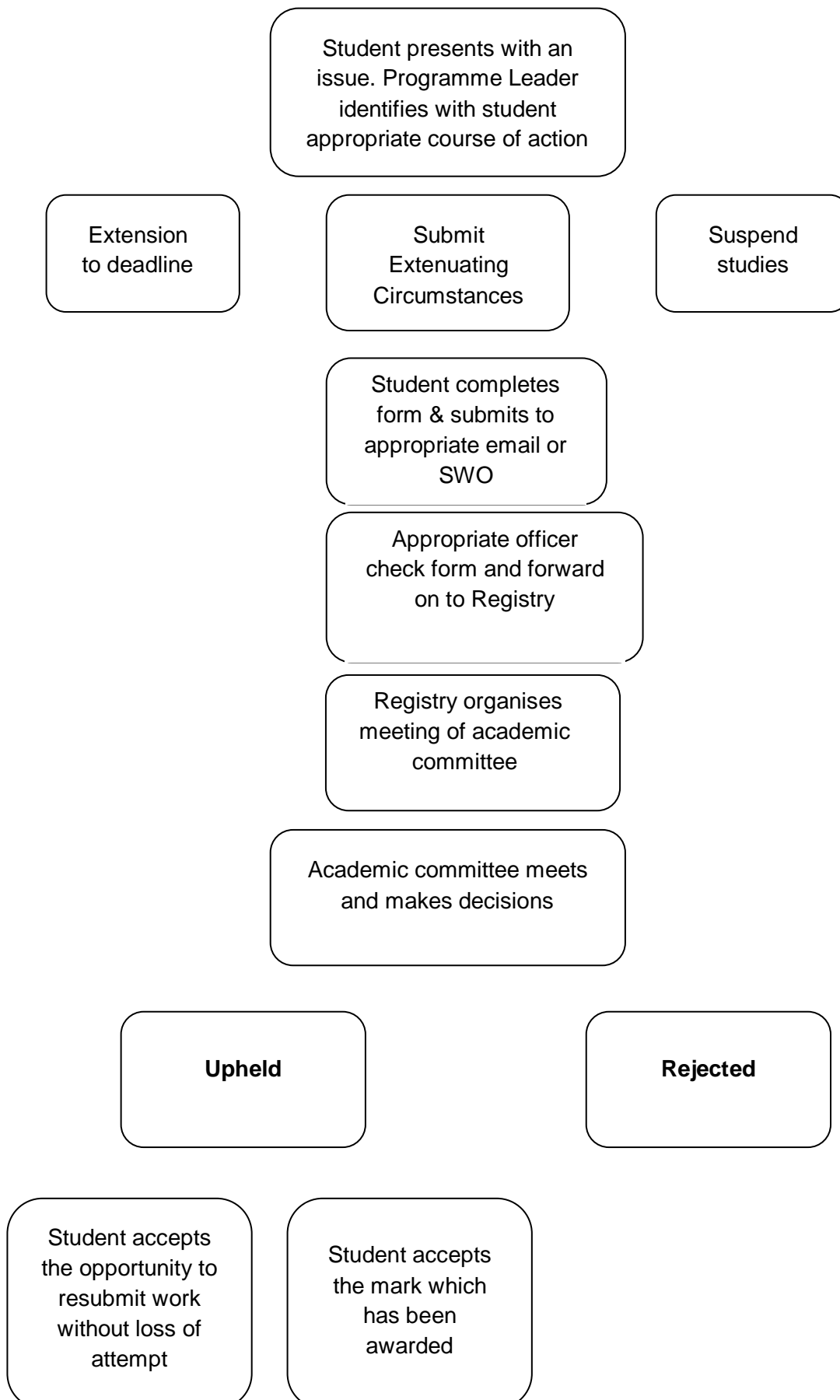
Students may submit extenuating circumstances for any form of assessment they undertake whilst on their programme of study. This includes all forms of coursework as well as examinations, if applicable.

Unless there are exceptional circumstances, students may be deferred only once per module/element attempt. If exceptional circumstances are present, then the academic committee exercises the right to allow a subsequent deferral, however this must be clearly recorded in the minutes of the meeting of the academic committee.

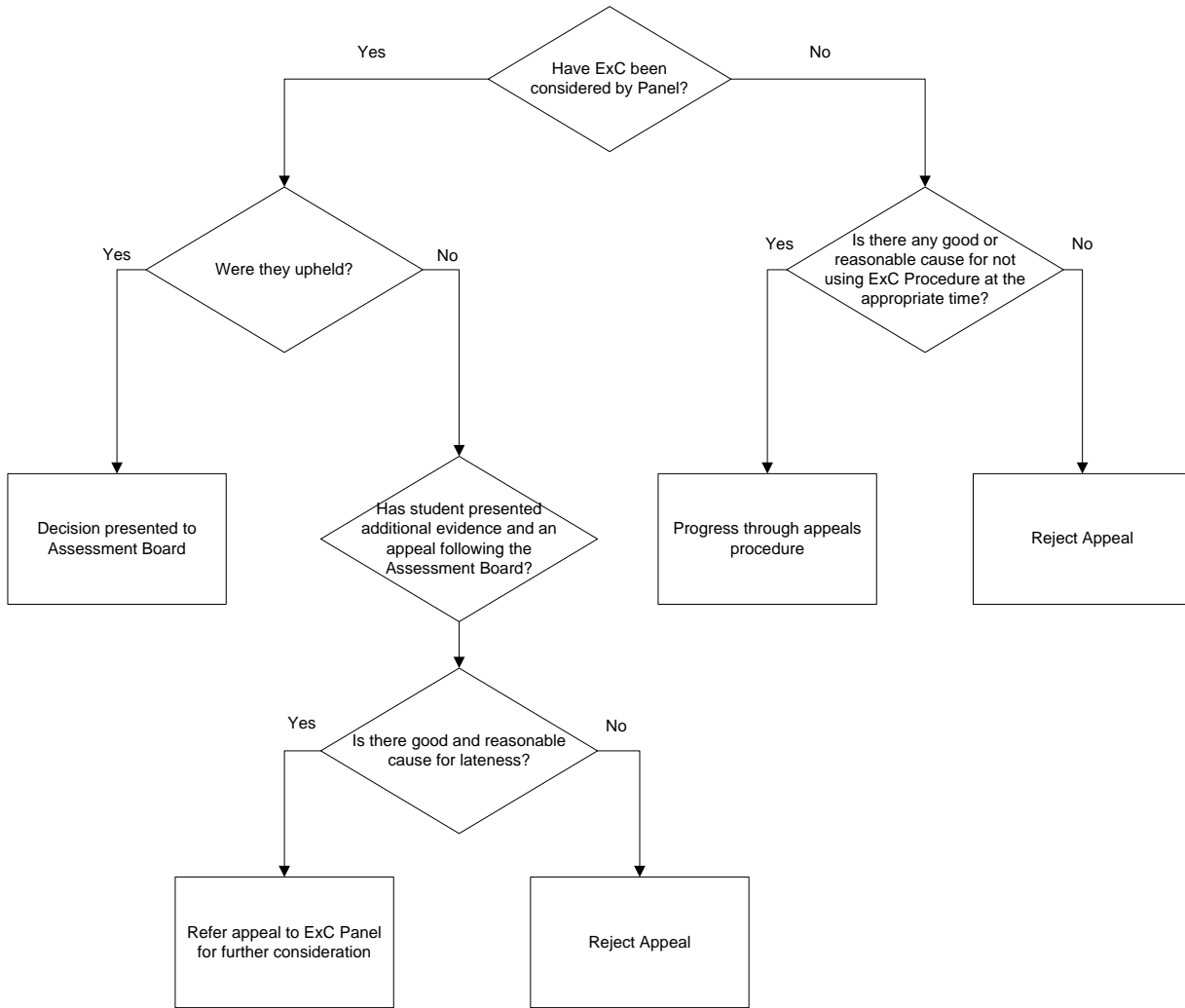
Normally, Extenuating Circumstances Forms will not be accepted if a student has submitted the relevant piece of work and received indicative or final feedback upon the assessment.

3. REFERENCES:

3.1 Process Map



Interaction between Extenuating Circumstances (ExC) Procedure & Appeals Procedure



3.2 Policies

This Procedure is associated with the Extenuating Circumstances Policy. The forms and evidence supplied by students are bound by the Data Protection Act (1998). This Procedure also interacts with the procedure for Academic Appeals/Review of Assessment Board Decisions.

3.3 Communication Strategy

The Procedure and relevant Policy will be communicated to students via:

- Programme Handbook
- Moodle
- Academic staff, predominantly Programme Leaders
- Administrative staff.

The Procedure and relevant Policy will be communicated to staff via:

- Training Sessions
- Moodle
- Programme Handbook.

4. PROCEDURAL STEPS:

1. All requests for the consideration of extenuating circumstances must be submitted using the appropriate College form.
2. A student wishing to submit extenuating circumstances must complete the appropriate College Form and provide the following information:
 - i. The module/s code and title
 - ii. Element of assessment which is affected
 - iii. Dates of assessment missed or affected
 - iv. Explicit reasons why the student is claiming mitigation and how the assessment has been affected
 - v. Independent, supporting evidence.
3. Normally, claims for mitigation must be made by the student and staff may not initiate a claim for Extenuating Circumstances on behalf of a student. Guidance will be provided by the Registrar on the exceptional circumstances when submission on behalf of students is permissible.
4. Forms must be submitted by the student (within 10 working days of the date of assessment) to the appropriate email or person in the College
5. Evidence provided must include original copies of documents, or copies which can be proved to be authentic
6. Extenuating circumstances submitted after the 10 day deadline, but before the Assessment Board, will receive consideration only if the applicant provides appropriate evidence showing good reason as to why the evidence was unavailable at the time of submission. Late submissions which do not provide appropriate evidence will not be considered.
7. The College reserves the right to reject forms which have not been completed fully or accurately.

Evidential standards

8. Independent documentary evidence must be provided with the Form; when a student is unable to provide evidence, they must clearly state the evidence they are waiting for, the reasons why they are unable to submit it with the form and also the date they expect to be able to submit the evidence.
9. The College will provide guidance to students on what is commonly accepted evidence and how it should be submitted. Normally, statements from tutors or anecdotal information from staff will not be treated as acceptable evidence.
10. Where a student is submitting extenuating circumstances based upon ill-health, self-certification is not permitted and a note from an appropriate medical practitioner should be provided.
11. Evidence must normally be in English or in the original language with a certified translation into English. Documents should normally be translated by:
 - A professional translator (the translation must be accompanied by a formal invoice for the services of the translator which includes their formal credentials)
 - An academic employed by the College or by another College/ University (the translation must be accompanied by a formal letter, on headed paper, providing the credentials of the translator).

Extenuating Circumstances Panel & Remit

12. All claims for mitigation will be considered by the College's Academic Committee.
13. The programme of meetings of the Academic Committee will be published in advance for the academic year.
14. Membership of the Academic Committee shall comprise three members, including the Chair, from a pool which shall include:
 - i. Programme Leader
 - ii. Quality Manager and Head of academics
 - iii. The Committee shall be chaired by either a Principal, or Executive Director/Director
15. Members of the committee must declare a conflict of interest where applicable and this will be minuted by administrator
16. The Academic Committee shall consider on the evidence provided, the validity of the student's claim. Students or their representatives are not permitted to attend the meeting at which their claim is being considered.
17. The Academic Committee shall establish whether there is acceptable evidence of extenuating circumstances to determine either that:
 - i. A valid claim has been made and that the claim should be upheld;
 - ii. There are insufficient or no grounds and that the claim should be rejected.
18. The normal outcome for a claim of mitigation which is upheld shall be:

- i. To be allowed to miss an element of assessment and to be permitted to attempt the aforementioned element on a future occasion, without loss of attempt and normally at the next available opportunity.
19. When exceptionally a mark has been awarded/recorded for an element for which a student has submitted extenuating circumstances, the student will be offered the option to either accept the mark or to have the mark set aside and to resubmit without a loss of attempt. If a student wishes to accept the mark, he/she must let the Student know in writing prior to the next meeting of the relevant assessment board. If a student does not respond by that time, it will be assumed that the student wishes to resubmit without a loss of attempt.
20. If a claim for mitigation is not upheld, the student will be advised and the original mark will stand. Where a student has missed an element of assessment, and the claim for extenuating circumstances regarding that assessment is not upheld, then they shall be awarded a mark of 0 for that element.
21. The outcome of the Academic Committee will be reported to the student and Programme Leader. Details and evidence relating to the claim will not be reported and will be treated as confidential.
22. If, following the meeting of the committee, it is discovered that a student has deliberately misled the Academic Committee in any way, the committee reserves the right to revoke the decision. The committee will advise the Examination Officer who will investigate the matter and determine whether or not any further action is required under the College's disciplinary procedures.
23. The Committee will apply academic judgment in formulating its recommendations to the Examination and Assessment Board and shall always seek to act in the best interests of the student. The decisions of the Committee are therefore final and not subject to an appeal.
24. Notwithstanding para 23 above, a student whose extenuating circumstances claim has been rejected will be able to submit an academic appeal against the decision of the Examination and Assessment Board at the end of the level or stage of their programme of study, provided that
 - i. relevant evidence is available which was not submitted in accordance with this procedure;
 - ii. evidence can be provided to show that there is good or reasonable cause why the evidence was not submitted at the appropriate time.

25. Data Storage & Confidentiality

26. The extenuating circumstances form and supporting evidence will be considered by members of the appropriate panel solely for the purpose of processing a student's claim. Original documentary evidence shall only be returned upon written request by the student and the provision of a stamped addressed envelope.

27. If a student wishes the case to be confidential, then they must submit the form and supporting documentation in a sealed envelope to the College's registrar.

5. TEMPLATES

The appropriate College Form is available on Moodle or from Programme Leaders or the Student Welfare Officer.

Extenuating Circumstances Form (EC1)

Guidance notes for completion

This form should only be used when you want an Examination and Assessment Board to grant you the opportunity to resubmit a piece of work either missed or affected by circumstances beyond your control.

If you require a short extension to deadline, you should complete the Extension to Deadline Form available on Moodle or from your Programme Leader.

You may complete this form to make an extenuating circumstance claim for:

Non attendance at an exam (s) or class test

Non submission of coursework

Coursework submitted after the deadline

Coursework you have submitted on time but feel has been affected by adverse personal circumstances.

Please ensure that all parts of the form are completed in full and supporting evidence is attached. An incomplete form will not be accepted by the Student & Programmes Centre.

Please note:

Forms should normally be completed and submitted by students to the Student welfare officer

Normally, completed forms should be submitted no later than 10 working days after the assessment was due

Section A: Personal Details

You need to complete all of your personal detail including your name, email address, phone number and programme of study
Your Student Number is shown on your ID card
The level of study is either 4,5,6 or 7

Section B: Modules Affected Table

Please indicate all modules which have been affected
Write in the Module Code and title
Under the section titled 'module element', you must state whether you missed the assessment or whether the work was affected and the type of assessment e.g. 'missed examination' or 'performance in coursework was affected'
You need to specify the date that the coursework was due in or the date an examination was to be sat.

If in doubt, please contact your Programme Leader for further information

Section C: Further Information

Please provide as much information as possible about your situation and the circumstances which have affected your work e.g.

- If you have suffered a bereavement, you should state who has died and their relationship to you
- If you have been poorly, you should state how this has affected you
- Further information is available in Appendix A

If your circumstances are particularly private in nature, you should submit your form in a sealed envelope and indicate on the front that this is 'Private and Confidential' along with your Name, Student ID and Programme of Study

Section D: Evidence Provided

All claims must be submitted with documentary evidence; if you submit without evidence most claims will not be considered

The type of evidence will depend on the nature of your circumstances and guidance as to what is recommended is available on Moodle

Evidence should normally be independent in nature

The evidence provided must be timely with the period of assessment affected

Section E: Student Declaration

Please read the declaration carefully and ensure you have consulted the guidance available

Please sign the declaration form and date it

You should discuss your issues with your Programme Leader and get them to sign the form; however if you feel you are unable to do so, then forms may be submitted without the Programme Leader's signature

Extenuating Circumstances Form Receipt (To be returned to student)

Name		Receiver
Student No:		
Programme		
Module Elements		

EXTENUATING CIRCUMSTANCES FORM

Please ensure that all parts of the form are completed in full and supporting evidence is attached. An incomplete form will not be accepted by the Student Welfare Officer

A. Complete your personal details				
Name:			Student No:	
E-mail address:			Level	
Contact Tel Number:				
Programme of study:				
B. Complete the table				
Module Code	Module Title	Tutor	Module Element e.g. practicals, coursework (CW), exams	Date of deadline/exam

C. Further information: *Please provide further information relating to the nature of the circumstances and how they have affected your work or how they have prevented you from taking or completing the relevant assessment/examination. Also state any members of staff, if any, who are aware of your circumstances.*

D. Evidence provided: *In order for your case to be considered, you will need to provide independent, supporting evidence. Please list all supporting documents enclosed below and continue on a separate sheet if necessary.*

1

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E. Student Declaration

I declare that the information that I have given on this form is true and accurate. I am aware that all the information provided will be available to members of the Academic Committee. I also understand that all discussions are confidential and the form will be treated in the same way. It should be noted that any false declarations will be dealt with via the College's disciplinary procedures.

I confirm that I have read and understood the Guidance Notes for Completion of the form (EC2)

Signature of Student:

Date:

Signature of Programme Leader

Date

Staff to stamp when form is complete and all evidence is attached