EXTENUATING CIRCUMSTANCES POLICY AND PROCEDURE (TAUGHT STUDENTS)
This policy and procedure apply to undergraduate and postgraduate taught students (including MRes). It does not apply to postgraduate research (PGR) students, for who should refer to the [Extenuating Circumstances Policy and Procedure (Postgraduate Research Students)].

Students undertaking professional doctorates should follow this procedure only in relation to the taught stage of the programme. In the case of professional doctorate programmes that do not have distinct ‘taught’ and ‘research’ stages (e.g. Doctor of Clinical Psychology), the Programme Director shall determine whether this policy and procedure or the separate extenuating circumstances policy for research students shall apply, as appropriate to the stage of the candidature.
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1. **Expectations and responsibilities of a student**

1.1 As a student, you are expected to submit all assessments by the published deadlines and attend all scheduled assessment events. Examples include: examinations, practical assessments, coursework, placements, or laboratory sessions.

1.2 It is your responsibility to note the information provided about assessments, deadlines, support, and advice that is available in handbooks provided by staff on Learning Central and the University intranet.

1.3 You are expected to manage your health and wellbeing and access support, including disability advice, as and when you need it, so that you are able to submit coursework and take examinations on time. Information about student support and disability advice can be found on the University website.

1.4 You are responsible for managing your own personal circumstances and informing the University of any issues which you believe are having an impact on your studies within a reasonable timescale and by the School’s published deadline. This will allow the University to take mitigating actions, such as permitting extensions, making reasonable adjustments for students with disabilities, or deferral of assessment where appropriate.

1.5 In the majority of cases, mitigating actions will allow students to continue with their studies in normal timescales, but where you do not take assessments at the scheduled time you may be required to resit or repeat the year. This typically only occurs where students have not achieved sufficient credits to be permitted to progress to the next stage of the programme. If you are concerned about the impact of extenuating circumstances on your studies, you should talk to your personal tutor, or contact the School about the implications.

1.6 You can expect the consideration of any extenuating circumstances you submit to be managed fairly and consistently, in accordance with the requirements set out in this procedure.

1.7 In line with the requirements of data protection legislation, the information you provide will only be shared and considered by a small group of staff, on a need-to-know basis. All staff dealing with extenuating circumstances will deal with all information confidentially and sensitively throughout the process.
2. **Extenuating Circumstances Policy**

2.1 An extenuating circumstance is something which is unexpected, likely to be outside of your control, which you could not have planned for, which happens at or around the time of an assessment, and which may have adversely affected your performance in the assessment or prevented you from attending or completing the assessment. Extenuating circumstances are:

- severe and exceptional, and
- unforeseen or unavoidable, and
- close in time to the assessment, or where the student can demonstrate that the circumstances continued to have an impact on academic performance in the assessment.

2.2 Examples of extenuating circumstances are:

- Serious short-term illness or an accident;
- Bereavement, i.e. the death of a close relative or friend, partner, or significant other person;
- Significant adverse personal or family circumstances;
- Being a victim of a serious crime such as sexual assault, discrimination, assault, burglary etc.;
- Severe financial or exceptional technical issues;
- Evidence of a long-term health condition or disability that has worsened or changed, and which is not covered by existing reasonable adjustments;
- Disability which has only just been identified, and where it has not been possible to put reasonable adjustments in place in time for the assessment;
- You are a carer for a person who experiences a change in their condition and subsequently their requirements and your responsibilities as a carer change.

2.3 Additionally, students who are studying part-time and working may request extension of a deadline on the grounds of exceptional professional commitments.

2.4 You will be provided with clear information at the start of the academic year about the extenuating circumstances procedure, and how and when you might need to use it.

2.5 You should be aware that if you have extenuating circumstances and do not complete an assessment or sit an examination, you will still be required to take the assessment or examination at a later time to be able to attain the credit.

2.6 If you miss one or more examinations, you will be offered the opportunity to take the examinations at the next available opportunity.

2.7 If you defer an examination, are offered the opportunity to take it in the summer resit period, and subsequently fail, note that you may not be able to progress to the next academic year if you do not have sufficient credits. This is because there is no further opportunity during the academic year to
recover the credit. It is not possible for the University to permit further re-assessment attempts during an academic year in these circumstances.

3. **How to manage concerns which are not extenuating circumstances**

3.1 It is normal to feel pressured around the time of assessment, which may lead to feelings of stress and anxiety. There are many resources and support services offered by the University to help you plan and deal with the pressure of assessment. Making sure that you plan ahead of deadlines or examination periods is the best way to avoid worries about workload and revision.

3.2 You may have a health or mental health issue at any time during the course of your programme. It is always best to visit Student Support and Wellbeing Services as soon as you register with the University if you have an existing condition or as soon as you have concerns so that they know you in case you want to access help at any time.

3.3 If you have a disability, mental health, or long-term health condition for which you need adjustments to support your learning, teaching, and assessments, you should contact Disability & Dyslexia Support as soon as possible. Advisers will assess your disability and, where appropriate, liaise with your School to put in place an Individual Support Adjustment Notification. The Individual Support Adjustment Notification will identify your support needs and the reasonable adjustments that have been agreed with the School to support your studies. If you have reasonable adjustments in place, you may not be eligible for extenuating circumstances unless the condition has changed.

3.4 If your condition is new, fluctuates at the time of an assessment, or you experience circumstances which are not related to agreed reasonable adjustments, you should submit a request for extenuating circumstances if the effect of the situation has worsened and/or the reasonable adjustment to study or the assessment was not sufficient. You will need supporting evidence, e.g. medical evidence from your GP. Alternatively, if you are known to University Support Services, they may be able to provide you with supporting evidence.

3.5 Planned events, such as Jury Service or armed service deployment, or competing in a sporting or arts event at international level, are not classified as extenuating circumstances. However, it is important you seek advice from your School or from Student Support and Wellbeing, as in some cases exceptional arrangements can be made in advance of the assessment.
4. **Submitting requests for Extenuating Circumstances**

4.1 You may submit requests for extenuating circumstances throughout your programme provided the circumstances meet the definition specified in 2.1 above. You can make a request for extenuating circumstances if:

.1 You want to request an extension **in advance** of a coursework deadline;

.2 You want to alert the Extenuating Circumstances Group of an event before or by the deadline for submitting an assessment or the start of an examination;

.3 You want circumstances prior to or during an examination to be considered.

4.2 Your School will publish deadlines for submitting extenuating circumstances. Requests made after published deadlines cannot be considered by an Examining Board and may only be considered if you submit a successful Academic Appeal.

4.3 In order to submit a request for extenuating circumstances, you should:

.1 download the [Extenuating Circumstances Form](#);

.2 complete the required information and provide reasonable evidence of the issue/event that has impacted on your performance in the assessment, or affected your ability to submit your assessment on time or attend an examination;

.3 submit the form and evidence via email or in person to your School office.

You may want to seek advice from your personal tutor or support staff, but you should complete the form yourself. Independent advice and support in completing the form can be obtained from the Students’ Union Student Advice team.

4.4 Evidence submitted should be on headed paper, signed and dated, from a recognised authority. Evidence must be submitted in English or Welsh and translated evidence should be authenticated by an official translator. Types of evidence include:

- A GP/medical letter, if circumstances exceed a 7-day period or are for more than two 7-day periods annually;
- A death certificate, order of service, or obituary;
- A statement from a support service if you are known to them and have engaged with support services before the event. Staff will not be able to provide evidence for you if they do not have any prior knowledge of your general situation;
- A letter from a relevant third party, e.g. a police report, solicitor, social worker etc.
As extenuating circumstances should be supported by evidence and be exceptional and unforeseen, there are some events that are unlikely to be considered as extenuating circumstances. Some examples are:

- A statement of a medical condition (exceeding 7 days) without medical supporting evidence;
- Medical circumstances outside of the relevant assessment period;
- Where reasonable adjustments have already been put in place for you;
- Minor illnesses (that would not cause you to take time away from study);
- IT, printing, or computer problems;
- Holidays, weddings, or other family-related events;
- Paid employment or other financial issues;
- Attendance at sporting or other extra-curricular events;
- Where the event/circumstances reported were foreseeable or able to be anticipated;
- Assessment-related stress which is not diagnosed as an illness or documented in your Individual Support Adjustment Notification (ISAN).

All the information you submit will be treated confidentially and shared only with those staff who need to know and to help process your request. For example, the circumstances you have reported would be known to staff working of the Extenuating Circumstances Group. If you disclose a disability or support issue, this may be passed onto the Student Support and Wellbeing team so they can offer ongoing support.

For students who are studying on a programme leading to a professional qualification, any information you provide in relation to a request for extenuating circumstances may be considered in respect of your fitness to practise, and may lead to an occupational health assessment.

**Self-certification**

The University permits you to self-certify non-submission of coursework, or absence from practical assessments or formal examinations.

You will be required to complete a self-certification form and submit it to your School office in advance of the assessment deadline or start of examination. The form may be submitted by email or in person, and must detail:

1. your circumstances, when your illness started and how it has impacted on your ability to study, the period affected by your illness, and all assessments you have been unable to undertake.

   All assessments in the period identified by you as being affected, up to a maximum of 7 days, will be recorded as impacted. Where possible, the School may offer you an extension(s) to the submission date(s) for coursework deadlines, provided you request the adjustment in advance of the submission date.

2. the circumstances, how they have had an impact on you and your ability to attend the examination, the period affected by your
circumstances, and all examinations you expect to miss within the 7-day period.

If you determine you are not well enough or able to attend an examination or wish to absent yourself from the examination, you should in the first instance telephone your School office in advance of the examination to notify them of your circumstances.

4.10 You may only self-certify for any assessment/examination twice¹ in any academic year, for a period of 1 day up to a maximum of 7 days for each occasion. The 2 periods must be separated by a period of at least 14 days. If your circumstances continue beyond 7 days, you will need to provide relevant evidence to verify the continuation of circumstances.

¹ If you are registered on a programme which is less than a full academic session (1 full year), your school will advise you how many times you are permitted to self-certify during the year.

4.11 If you attend an examination and become ill during the course of the examination, you cannot self-certify and you will must provide medical or independent evidence of the illness. This could include a medical certificate or other appropriate independent evidence.

5. **Processing Requests**

5.1 Extenuating circumstances requests are considered by an Extenuating Circumstances Group. The Group is a School-based group of staff who will meet in person or virtually to consider requests.

5.2 The Group is established to determine whether or not the criteria for extenuating circumstances, detailed in 2.1 above, are satisfied and to make a recommendation to the Examining Board.

5.3 The members of the Group will be appointed by the Head of School and are:

- A member (not the Chair) of the Examining Board (Chair of the Group);
- Up to 3 members of academic staff;
- A Disability/Wellbeing representative;
- A member of the School’s professional services staff, to advise the Group and liaise with Registry;
- A representative from another School (for joint honours students).

The quorum for a meeting is the Chair plus 3 members.

The Disability/Wellbeing representative should liaise with the Chair to ensure that all students who have ongoing conditions are referred to Disability and Dyslexia Service as appropriate.
5.4 The Group will meet regularly throughout the academic year to ensure that all requests received are considered in a timely manner. Extension requests or illness preventing a student attending an assessment will be considered by the Chair executively and all decisions reported to the subsequent meeting of the Group.

Stage 1 – Extension requests or self-certification

5.5 The Chair or nominated School Professional Services officer will consider requests which are either self-certification, or which are complete with evidence and will decide 1 of the following outcomes:

.1 reject any requests that are submitted without evidence, except self-certification requests which are submitted in advance of assessments/examinations;

.2 if extenuating circumstances are accepted, allow an extension to a submission of coursework deadline, in sufficient time for the work to be marked prior to the meeting of the relevant Examining Board;

.3 if extenuating circumstances are accepted, recommend to the Chair of the Examining Board that a supplementary/new assessment is set and completed before the date of the relevant Examining Board;

.4 refer requests that require further consideration to the Extenuating Circumstances Group.

5.6 The Chair will inform you of the decision to allow an extension or undertake a supplementary assessment within 7 days of the request being received.

Stage 2 – Application for Extenuating Circumstances Group consideration

5.7 The Group will review all requests and report to the School Exam Board:

.1 Reject any requests that are submitted without evidence, except self-certification requests;

.2 if extenuating circumstances are accepted, detail the relevant assessment/module and any adjustments already made (from Stage 1); and report to the Examining Board.

5.8 Students will be informed of the outcome of a Stage 2 decisions within 14 days.
6. Reporting to the Examining Board

6.1 The Extenuating Circumstances Group will report to the Exam Board who will decide the following remedies:

**For taught modules (progression)**

6.2 Where a stage 1 adjustment has been made and is deemed an appropriate remedy, no further action is required.

6.3 Where the pass mark was not achieved for the assessment or the module, allow a retake of the assessment element as a 1st attempt (or 2nd/3rd if the student has failed previously) at the next available opportunity.

6.4 Where the pass mark for the module has been achieved but the pass mark for the assessment element has not, offer the student the opportunity to retake of the assessment element as a 1st attempt (or 2nd/3rd if the student has failed previously) or award the student credit for the module without further assessment.

6.5 Where the module and assessment elements have been passed and the extenuating circumstances are related to a protected characteristic under the Equalities Act (2010), offer the student the chance to retake the assessment element as a 1st attempt (or 2nd/3rd if the student has failed previously) or award the student credit for the module without further assessment.

6.6 Where the module and assessment elements have been passed at the 1st attempt and the extenuating circumstances are related to a protected characteristic under the Equalities Act (2010), the Board may offer the student the opportunity to retake the assessment element as a 1st attempt at the next available opportunity or award the student credit for the module without further assessment.

6.7 Where the module and assessment elements have been passed, award credit for the module.

**For taught modules (finalist/award)**

6.8 Where a Stage 1 adjustment has been made, no further action is required.

6.9 Where the pass mark for the assessment and module has not been achieved, and therefore there is not sufficient credit for the final award, permit the student to retake the assessment(s) as a 1st attempt (or 2nd/3rd if the student has failed previously) at the next available opportunity.

6.10 Where the pass mark for the assessment and module has not been achieved but there is sufficient credit for the final award, offer the student the opportunity to retake of the assessment element as a 1st attempt (or 2nd/3rd if the student has failed previously) at the next available opportunity or award the student the qualification without further assessment.
6.11 Where the pass mark for module has been achieved but the pass mark for the assessment element has not, offer the student the opportunity to retake of the assessment element as a 1st attempt (or 2nd/3rd if the student has failed previously) at the next available opportunity or award the student credit for module without further assessment.

6.12 Where the module and assessment elements have been passed at the 1st attempt and the extenuating circumstances are related to a protected characteristic under the Equalities Act (2010), offer the student a chance to retake the assessment element as a 1st attempt at the next available opportunity or award the student credit for the module without further assessment.

6.13 Where the module and assessment elements have been passed, award credit for the module.

6.14 Final Examining Boards may discount module marks that have been affected by extenuating circumstances as specified in the Assessment Regulations.

7. Table of remedies

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<thead>
<tr>
<th>Module Passed</th>
<th>Assessment Passed</th>
<th>Extenuating Circumstances Accepted</th>
<th>Protected Characteristics</th>
<th>Final Award</th>
<th>Remedy</th>
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<td>X</td>
<td>X</td>
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<td>Retake assessment element as 1st (2nd/3rd) attempt at the next opportunity</td>
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| ✓             | X                 | ✓                                 | X or ✓                    | n/a         |        |
|               |                   |                                   |                           |             | Retake assessment element as 1st (2nd/3rd) attempt at the next opportunity or accept the credit for the module. |

| ✓             | ✓                 | ✓                                 | ✓                         | n/a         |        |
|               |                   |                                   |                           |             | Retake assessment element as 1st attempt at the next opportunity or be awarded the credit for the module without further assessment. |

<p>| ✓             | ✓                 | ✓                                 | X                         | n/a         | Award credit for the module |</p>
<table>
<thead>
<tr>
<th>Module Passed</th>
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<td>Final Awards</td>
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<td>Retake assessment element as 1(^{st}) (2(^{nd}/3^{rd})) attempt at the next opportunity or (if sufficient credit) be awarded the qualification without further assessment.</td>
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<td>✓</td>
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<td>Retake assessment element as 1(^{st}) (2(^{nd}/3^{rd})) attempt at the next opportunity or be awarded the credit for the module without further assessment and (if sufficient credit) be awarded the qualification</td>
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<td>Retake assessment element as 1(^{st}) attempt at the next opportunity or be awarded the module without further assessment and (if sufficient credit) be awarded the qualification</td>
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<td>X</td>
<td>✓</td>
<td>Award credit for the module and award the qualification (if sufficient credit)</td>
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