



## Extenuating Circumstances Procedure

### 1. Purpose and Scope

- 1.1. If you are studying on an ICST higher education programme and you believe your assessed work has been negatively affected by circumstances outside your control (extenuating circumstances), you can apply for extenuating circumstances using the procedure explained in this document.
- 1.2. This procedure relates only to courses in which assessments are associated with a time limit for submission.
- 1.3. ICST works with a variety of validating partners who have their own extenuating circumstances policies and procedures which may be used in place of the ICST procedure by prior agreement with the validating partner. Information on which procedure applies to a particular course can be found in the course handbook and at the ICST Student Services office.

### 2. Circumstances outside your control

- 2.1. If you believe that your assessed work has been negatively affected by circumstances outside your control, you may draw these circumstances to the attention of the examination board by submitting a claim for extenuating circumstances.
- 2.2. If your claim is accepted this will allow you to resist the assessment without having your marks capped. If your extenuating circumstances are not accepted, then you would still be entitled to the resit but your marks would be capped at 50%.
- 2.3. If you hold a Tier 4 visa there are specific Home Office regulations related to the number of attempts that you are permitted for an assessment. The Extenuating Circumstances process will not necessarily over-ride this. Even if your claim is supported, a panel will decide whether this will be counted as an attempt. Further information on this can be found at 6.2.10 in our CAS policy 'Tier 4 Sponsorship and the issuing of a Confirmation of Acceptance for Studies (CAS)'.
- 2.4. **Extenuating Circumstances may include but are not limited to:**
  - a) Serious personal illness;
  - b) A change in an existing health condition at the time of assessment;
  - c) Death or serious illness of a family member, or other person with who you had a close relationship;
- 2.5. **You may not claim extenuating circumstances on the grounds you:**
  - a) Consider marks given to be too low;
  - b) Did not understand or were unaware of the course regulations;
  - c) Misread or missed the published examination timetable;
  - d) Lost work because of a technical or other failure (e.g. computer failure);
  - e) failed to meet the requirements of the UK Visa and Immigration regulations;
  - f) did not check your emails regularly for new messages.

### 3. Making an extenuating circumstances claim

- 3.1. You can claim extenuating circumstance in accordance with the details below. The claim must be submitted by the date specified and published by the student services office.
- 3.2. Extenuating circumstances claims need to explain the specific circumstances that you want to be considered and should specify how these circumstances have affected your performance or ability to attend an assessment.
- 3.3. If the extenuating circumstances persist, you will be expected to make a new claim in each semester and to specify the period covered by the claim and the modules affected. Where such circumstances persist over a sustained period, you



may be referred to ICST partner support services as appropriate.

- 3.4. For an extenuating circumstances claim to be successful it will normally be based on evidence of circumstances that are:
- Non-academic;
  - Unexpected;
  - Significantly disruptive;
  - Arising from matters beyond your control;
  - Likely to have affected your academic (including clinical) performance (or ability to attend) to an extent that is significant.
- 3.5. To submit an extenuating circumstances claim you need to provide supporting evidence that is relevant and objective (for example, provided by an independent and reliable third party).
- 3.6. A claim should be supported by one or more original documents (or independently verified copies translated in English) or other appropriate independent evidence dating from the time the circumstances occurred.
- 3.7. Self-certification and/or parental letters, statements from tutors or course directors will only be considered by exception.
- 3.8. If you want to make a claim but cannot provide supporting evidence in reasonable time, you should submit an indication of a claim within the identified timeframe. This should include an explanation as to why the evidence is not currently available. The course student engagement team will specify the deadline for the submission of supporting evidence. The deadline for the submission of supporting evidence can be subsequently extended provided that there are compelling reasons for doing so.
- 3.9 If you have submitted a claim and provide the supporting evidence later (within the set deadline) a decision will be made in relation to your claim and directed to the relevant examination board. If you have submitted evidence of extenuating circumstances within the deadline set by the student services office but not in time for the meeting of the relevant examination board, the board will defer consideration of your results until the Extenuating Circumstances decision making team informs the board whether your claim has been supported.

#### 4. Extenuating Circumstances Decisions

- 4.1. The remit of the Extenuating Circumstances Team is to ensure consistency of treatment of claims; provide a forum in which the confidentiality of the extenuating circumstances can be maintained; direct award and progression examination boards as to the validity of claims and advise those boards of the panel's decision.
- 4.2. The team shall consist of a minimum of three members, at least two of which shall be members of academic staff or faculty, and a quorum for any decision making meeting is two.
- 4.3. If a course has additional awarding body requirements, decisions will be made in consultation with the appropriate body representative.

#### Records

- 4.4. A copy of your claim and supporting documents will be retained until after you have completed your course.

#### The decisions of the Extenuating Circumstances Team

- 4.5. The extenuating circumstances team's decision will be recorded using the following terminology as appropriate:
- 'Claim supported': if the team has concluded that your claim meets the requirements and is supported by evidence;
  - 'Claim acknowledged, evidence to follow': if the team have accepted the claim and your evidence is to be provided by a set deadline;
  - 'Claim rejected': if the team has concluded that your claim or evidence provided does not meet the requirements. The decision-making team must give reasons for rejecting your claim on this basis;



- d) 'Claim rejected, reasons for non-submission of evidence not accepted': the team should make clear why it is unwilling to provide you with an extended deadline for you to provide your supporting evidence;
- e) 'Claim rejected, deadline for submission not met': this applies either where your claim was not submitted by the date published or where you were given an extended deadline to submit supporting evidence, but you did not submit the evidence by the extended deadline and you were not granted a further extension of time.

4.6 The Director of Student Services, will be responsible for ensuring that each and every decision on claims is communicated promptly in writing to you and the administrator of your programme. You may appeal against the decision. For further information please see the Student Appeals Procedure. The examination board will only consider acting on the basis of extenuating circumstances if they have been presented in accordance with this procedure, or where it has been appropriate for chair's action to have been taken.