

Extenuating Circumstances Policy and Procedure

for students on taught programmes of study

With effect from the 2020/21 academic year

1. PRINCIPLES

- 1.1 We have a duty to each individual student to ensure that assessments are conducted fairly, and that you have the opportunity to demonstrate your true level of academic performance.
- 1.2 Recognising that you may sometimes suffer serious illness or other problems which are outside your control and which may prevent you from showing your real level of performance, we have a system where you can put forward extenuating claims for consideration if you have been affected by such problems.
- 1.3 Faculties will hold Extenuation Panel(s) which act with delegated authority from Progression and Award Boards to oversee the consideration of all claims relating to extenuating circumstances. The Extenuation Panel:
 - (a) will consist of a Chair who will be either the Faculty Director of Learning and Teaching or Director of Student Experience, a Secretary from the Faculty administration team, a representative from the Academic Quality Unit and additional membership determined by the Faculty Board(s);
 - (b) will organise its deliberations so as to try to seek neutrality in decision making – i.e. if the Panel includes the your Programme Leader, personal tutor or Module Leaders (for example), those people would not normally comment on the case.
- 1.4 You may still have to undertake assessment to demonstrate that you have achieved the required learning outcomes at a point in time when the extenuating circumstances no longer affect your performance. An extenuating circumstances claim may not necessarily affect the academic judgement of Progression and Award Boards.

2. SCOPE

- 2.1 This Policy applies to all taught programmes leading to an award of the University of Greenwich.
- 2.2 This Policy applies to partnership provision unless specific alternative arrangements have been agreed between the University of Greenwich and the partner institution and is included in the Memorandum of Agreement.
- 2.3 If you have a **long-term condition** which may affect your studies and assessments, it is your responsibility to seek advice as early as possible and use the support services available through the University to ensure that you can study and undergo formal assessment in the way which meets your special needs but still allows you to demonstrate your real academic ability. (See [Examination & Assessment Regulations for Students with Disabilities, Specific Learning Difficulties and Long-Term Medical Conditions](#)).
- 2.5 A long term condition will not be treated as extenuating circumstances unless it can be shown that the condition was exacerbated by circumstances occurring during or close to the assessment period.

3. SUBMISSION OF CLAIMS

- 3.1 Claims must relate to circumstances that significantly affected you in the period leading up to the coursework assessment deadline or examination date and have prevented you from:
- a) performing as well in coursework or an examination as might have been reasonably expected (often referred to as 'impaired performance'); and/or
 - b) submitting coursework; and/or
 - c) sitting an exam
- 3.2 Claims relating to coursework must be made **no more than 4 weeks before your assessment deadline and no later than 10 working days after the assessment deadline.**
- 3.3 Claims relating to non-attendance at examinations or impaired performance in examinations must be made **no later than 5 working days after the date of the examination.**
- 3.4 Claims relating to multiple assessments/examinations affected, which are covered by the same extenuating circumstance should be detailed on a single claim. Where appropriate, to ensure that you make timely applications, multiple claims may be submitted.
- 3.5 All claims of extenuating circumstances must be submitted via the online form through the portal. Please see the [Extenuating Circumstances](#) web page for further details and guidance on how to submit an Extenuating Circumstances claim.

Supporting evidence

- 3.6 Submissions of extenuating circumstances will not be valid without independent supporting evidence, which should be submitted online with the extenuating circumstances claim. Extenuation Panels will deem such claims to be invalid or request evidence before further consideration.
- 3.7 Where some or all evidence is not available at the time of submission of the claim, you will receive email notification that the evidence must be submitted within 10 working days of the email. If the evidence is not received within the 10 working days, a decision will be reached on the claim.
- 3.8 Late evidence may exceptionally be considered where you are able to show good reason why the evidence could not be provided within the deadlines. Evidence received after the Progression and Award Board has sat may be submitted as an [Academic Appeal](#).

4. CONSIDERATION OF CLAIMS

- 4.1 The Extenuation Panel will meet sufficiently frequently to oversee the extenuating circumstances claims received (the number of occasions to be determined with reference to key dates for coursework submissions and examinations).
- 4.2 The Extenuation Panel may delegate some decision making on straightforward types of extenuation claims to an officer (e.g. the Secretary or Chair).

- 4.3 All claims for extenuating circumstances will be dealt with promptly by the Extenuation Panel and decisions will be communicated to you and to the Progression and Award Board. The target timeframe for responses shall be:
- a) Once you have submitted your claim you will receive an automatic email acknowledgment.
 - b) An initial decision on the extenuation claim will normally be communicated to you within 15 working days.
 - c) The decision may not be final at this point and may include a request for more information.
- 4.4 Extenuation Panels are entitled to reject automatically and without consideration all extenuating circumstances claims that are submitted after the deadlines set out in 3.2 and 3.3.
- 4.5 The records of the Extenuation Panel will be taken into consideration by the Progression and Award Board when reaching a decision for individual candidates.
- 4.6 For first¹ coursework submissions:
- a) Coursework submitted up to ten working days after the official submission deadline set by the Module Leader will be accepted and marked. If it meets the criteria for a 'pass', the mark will be capped at the minimum pass grade.
 - b) Where coursework is submitted up to ten working days after the set deadline and an Extenuation Panel has accepted as valid the reason for the late submission no capping will be imposed on the coursework mark.
- 4.7 For resit coursework submissions:
- a) Resit coursework submitted up to ten working days after the official submission deadline set by the Module Leader will be accepted and marked only where an Extenuation Panel has accepted as valid the reason for the late submission. Under such circumstances, the work will be marked and, if it meets the criteria for a pass, the mark will be capped at the minimum pass grade.
 - b) Where resit coursework is submitted after the set deadline and an Extenuation Panel does not accept as valid the reason for the late submission, a non-submission (NS) and 0% or fail will be recorded against this item of assessment.
- 4.8 In all cases the grade awarded will be entered into your transcript. Where the assessment has been passed but the grades reflect "below expectation" levels of performance because of the extenuation, a further opportunity to undertake a 'deferred resit' or 'deferred repeat' to improve upon impaired performance may be given at the discretion of the Progression and Award Board.

¹ This includes the first submission of a repeat attempt or the submission of a first attempt following a 'deferred' decision by a Progression and Award Board