



**Planning and Academic Administration**

**EXTENUATING CIRCUMSTANCES PROCEDURES**

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# 1 PURPOSE AND SCOPE OF THE PROCEDURES

## Context

- 1.1 Students are expected to plan their work so that they can meet assessment deadlines/dates at the same time as other obligations which they may have both inside and outside of the University.
- 1.2 It is the responsibility of all students to:
  - a) ensure that they are fit to undertake assessments; *and*
  - b) undertake assessments as required and at the right time; *and*
  - c) show proper diligence in the completion of all assessments; *and*
  - d) overcome the effects of minor illness or personal difficulties and not use an Extenuating Circumstances request as a substitute for personal effort.
- 1.3 In the context of these procedures, the University defines short-term, medium-term and long-term periods as:
  - 1.3.1 **Short-term** is something which affects a student for no more than 14 calendar days.
  - 1.3.2 **Medium-term** is something which affects a student for more than 14 calendar days and up to the duration of a semester or trimester<sup>1</sup>.
  - 1.3.3 **Long-term** is something which affects a student for more than a single semester or trimester and (potentially) up to a maximum of the student's academic year<sup>2</sup>.
- 1.4 The University recognises that students may experience exceptional, short-term and unexpected difficulties outside their control (as defined in 1.13-16) during their studies, which adversely impact their ability to complete or perform in assessments. Extenuating Circumstance procedures exist to support students in these instances, where students meet the established criteria.
- 1.5 Where a student experiences difficulties (not related to disability under Equality Legislation) they expect will impact them over a medium-term or long-term period, this may require more support than is available through Extenuating Circumstances. The Temporary Learning Agreement (TLA) procedure is intended to offer support in these circumstances, where a student meets the criteria (including the provision of appropriate evidence which demonstrates they meet 1.44-1.47 of the TLA procedures).

## Terminology

- 1.6 Definitions of key University terms referred to in these procedures can be located in the University '[Glossary of Terms](#)'. Key definitions relevant to this procedure are: time-specific assessments, extension, further opportunity and deferral.
- 1.7 The term 'days' refers to consecutive calendar days; the term 'working days' refers to normal business hours from Monday through Friday excluding Bank Holidays and periods of University business closure.

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<sup>1</sup> This would also include a 'term'; this terminology will only remain in use for a short period as there are a small number of outgoing programmes not yet moved across to semester / trimester academic calendars.

<sup>2</sup> Or term.

- 1.8 A 'Student's Academic Year' is the period in which a student is expected to complete the current level/stage of study or programme. In most cases this will be a 12 month period starting in September. Where a programme has multiple cohort intakes, the Student's Academic Year may start at any point in the calendar year (e.g. starting in January) or for some programmes (e.g. postgraduate) may run for more than 12 months.
- 1.9 Where these procedures refer to Programme Director, this may include the Programme Director's nominee where appropriate.

### Purpose and Scope of the Procedures

- 1.10 These procedures apply to:
- all academic assessments; *and*
  - all undergraduate and taught postgraduate programmes;
  - all programmes delivered in or by collaborative partners, unless specified otherwise in the relevant Memorandum of Agreement.
- 1.11 These procedures do not apply to attendance on placements (or practice based assessments), but do apply to any academic assessments that arise from placements.
- 1.12 The Extenuating Circumstance procedures are designed to support students who are experiencing short-term personal difficulties that are outside of their control and prevent them from completing assessments by the specified deadline/date.
- 1.13 In order for a personal difficulty to be considered as an Extenuating Circumstance it must meet all of the following criteria:
- Be short-term; *and*
  - Exceptional (above and beyond the normal challenges faced by students); *and*
  - Unexpected (i.e. could not reasonably have been anticipated by a student); *and*
  - Outside of the student's control; *and*
  - Have a demonstrable negative impact upon the student's ability to complete an assessment.
- 1.14 Extenuating Circumstance requests (other than for Impaired Performance, see section 6.1-6.22) should wherever possible have a decision taken at the earliest point. All requests which are considered late OR are considered to be complex / exceptional will require a decision to be taken at a Panel. **NB:** *to support these procedures the University has therefore defined three tiers of possible decision making, Programme, Faculty Panel and University Panel, which each have clearly defined responsibilities (see section 8 onwards).*

### Circumstances which fall outside the Extenuating Circumstances Request Procedures

- 1.15 The following circumstances fall outside the scope of the Extenuating Circumstances procedures, and must be taken through an alternative route:
- Medium-term and Long-term Difficulties:** Where a student experiences difficulties (not related to disability under Equality Legislation) they expect will impact them over a medium-term or long-term period, this may require more support than is available through Extenuating Circumstances. The Temporary Learning Agreement (TLA) procedure is intended to offer support in these circumstances, where a student

meets the criteria under 1.40 of the TLA procedures (including the provision of appropriate evidence which demonstrates the student meets 1.44-1.47 of the TLA procedures). The student must discuss the matter with their Personal Academic Tutor (PAT) in the first instance, to determine if they are eligible for a TLA and, if so, develop the TLA proposal with their PAT.

- b) **Reasonable Adjustment:** Where a student identifies a disability which has not previously been disclosed to the University, they must make contact with the Student Support, Health and Wellbeing Department in order to discuss and agree what reasonable adjustments are to be made and formalise a [Learning Support Plan](#) regarding this.<sup>3</sup>
- c) **Material Administrative Error:** where a student identifies this type of issue, they must report it directly to either the relevant office of Planning and Academic Administration or their Programme/School responsible for organising the assessment as soon as possible.

1.16 The Extenuating Circumstance procedures cannot:

- a) Approve an Impaired Performance 'further opportunity' for coursework assessments.
- b) The University cannot make changes to academic marks awarded, as a result of Extenuating Circumstances.
- c) Approve a change in the form of assessment.
- d) Change a referral (reassessment) granted by a Board of Examiners to a deferral (first attempt).
- e) Consider Impaired Performance requests made after a student has received marks and/or feedback for that assessment attempt.
- f) Consider requests made in relation to an assessment attempt for which the Board of Examiners decision has been published to the student. **NB:** *students may, in such cases, submit an Academic Appeal if they believe they have grounds and are in time to do so.*

## 2 OUTLINE OF THE THREE AVAILABLE TYPES OF EXTENUATING CIRCUMSTANCE REQUESTS

### Where no evidence or reason is required

2.1 **Self-Certification Request:**

- Can be used for coursework or formal examination/time-specific assessments;
- Limited to a maximum of two approved requests in any student's academic year;
- Where approved, permits a 7 day coursework extension or a further opportunity to take a formal examination or time-specific assessment (in the next designated period) only;
- Requests may be made up to 14 days before an assessment deadline/date (but no earlier);
- Requests must be received no later than the date of the assessment deadline/date.

### Where evidence is always required

2.2 **Evidence-Based Extension Request:**

- Can be used for coursework or formal examination/time-specific assessments;

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<sup>3</sup> Where there is an additional short-term issue not covered by these adjustments (for a reason not related to the student's condition) an Extenuating Circumstances Request may be made in addition to any reasonable adjustments agreed.

- No limitation on the number of requests (however multiple applications may result in Personal Academic Tutors discussing alternate support routes with the student);
- Where approved, is used to extend coursework deadlines by either 7 or 14 days, or to offer a further opportunity to take a formal examination or time-specific assessment at the next designated period;
- Requests must include professional evidence when submitting the form;
- Requests (with required evidence) may be made up to 14 days before an assessment deadline/date (but no earlier);
- Requests (with required evidence) must be received no later than 7 days after the date of the assessment deadline/date. **NB:** *any request received after this will be considered as a late request at a Panel and the student must demonstrate an acceptable reason for why the request could not be made on time.*

### 2.3 Impaired Performance Request:

- Can be used for formal examination or time-specific assessments only;
- No limitation on the number of requests (however multiple may result in Personal Academic Tutors discussing alternate support routes with the student);
- Where approved, is used to permit any affected attempt at a formal examination or time-specific assessment to be considered void, and allow a further opportunity to take that assessment at the next designated period;
- Requests must include professional evidence when submitting the form;
- Requests cannot be submitted before a student has taken the assessment, therefore no request may be made before the published date of assessment;
- Requests (with required evidence) must be received no later than 7 days after the date of the assessment deadline/date. **NB:** *any request received after this will be considered as a late request at a Panel and the student must demonstrate an acceptable reason for why the request could not be made on time.*

## 3 STUDENT RESPONSIBILITIES FOR ALL EXTENUATING CIRCUMSTANCE REQUESTS

### 3.1 It is the responsibility of students to:

- a) ensure they have read information provided by the Programme and University on Extenuating Circumstance procedures; *and*
- b) ensure they are aware of and have considered the implications of making such a request<sup>4</sup> before submitting their request form; where they are unclear, they must discuss this with their Programme Team; *and*
- c) ensure that they continue to work towards completing or taking their assessment, and for coursework assessments submit as soon as possible, whilst making their request and awaiting an outcome; *and*
- d) ensure that they meet the timeframe, criteria and evidence requirements for the type of request they are making, as set out in these procedures; *and*
- e) identify within the form the specific timeframe that their circumstance affected them for; *and*
- f) submit a complete request using the appropriate form, by the deadline set out in these procedures for that type of request; *and*

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<sup>4</sup> I.e. that extending a deadline may impact upon other, future deadlines (students will not be permitted to request additional extensions on the basis of increased workload as a result of previous extensions), or that an approved impaired performance will void the previous attempt and therefore require the student to undertake an assessment at the next opportunity in order to achieve a mark.

- g) ensure that they have received an email receipt for their submitted request. **NB:** *if no receipt has been received by the student, they should either submit a new request or contact their programme or the i-zone for assistance; and*
  - h) ensure they monitor their University student email account on a regular basis, following submission of their request and respond in a timely fashion to any communications from University staff; *and*
  - i) ensure they are aware of any new deadline/date (and associated assessment requirements), set as a result of an approved request, in advance of that deadline/date.
  - j) act with integrity in making use of these procedures.
- 3.2 All Extenuating Circumstance requests must be made directly by the student, and cannot be submitted by a third party.<sup>5</sup>
- 3.3 All requests must be submitted to the student's School/Programme. **NB:** *where a student is studying with more than one subject (e.g. combined honours, shared modules or optional 'starred' modules), they must ensure the request is sent to both subject areas regardless of the assessments listed on the form.*
- 3.4 Where a student believes a member of University staff has not followed the Extenuating Circumstance procedures, the student may raise this matter as an informal Complaint in the first instance, with their Programme.<sup>6</sup>
- 3.5 Where a student believes a University Body has not followed the procedures, the student may raise this matter through the Academic Appeals Procedures.<sup>7</sup>

#### Evidence requirements for Evidence-Based Extension and Impaired Performance Requests

- 3.6 Only electronic copies of original documents are to be provided, not the original documents. However, on occasions the University may request to see original copies of documentation.
- 3.7 Where evidence is required in support of the application, this evidence must be submitted **with** the Evidence-Based Extension or Impaired Performance Request form [unless the student confirms the University already holds the evidence regarding their circumstances, and therefore section 3.8 of these procedures applies; students are required to confirm this at the point of submitting their request form]. **NB:** *it is not possible to consider a request which requires evidence where that evidence has not been provided; any such requests will be declined.*
- 3.8 Any student wishing to ask that evidence already held within the University is added to their Extenuating Circumstance must request this at the point of making their application. Information / evidence will not be sought from within the University without a specific, written request from the student to do so and only where the student has provided clear information about what evidence they wish accessed and from whom.

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<sup>5</sup> Where a student is suffering from a debilitating condition, the matter may be reported by the next of kin to Student Support, Health and Wellbeing but not through the Extenuating Circumstance procedures.

<sup>6</sup> See <http://www.canterbury.ac.uk/students/academic-services/policy-zone/complaints.aspx>

<sup>7</sup> See <http://www.canterbury.ac.uk/students/academic-services/coursework-and-examinations/Initiating-an-academic-appeal.aspx>

- 3.9 The evidence supplied with an application is the student's choice, but that evidence must:
- a) Be from a professional source; *and*
  - b) Name the student or (where the issue relates to a relative or dependent) the relationship of that individual to the student; *and*
  - c) Be dated; *and*
  - d) Sufficiently demonstrates the student's circumstances and its impact on the timeframe around the assessment deadline.
- 3.10 The University will not seek evidence from outside the University (an individual or organisation) on a student's behalf.
- 3.11 Where a student is providing evidence in support of their request that relates to a person other than the student (for example to demonstrate caring responsibilities), the student must provide written evidence of that person's permission for the evidence to be shared with the University for the purposes of Extenuating Circumstance consideration<sup>8</sup>.
- 3.12 The University provides template forms which can be provided to Medical (and other) professional services to support them in obtaining evidence which demonstrates their request.
- 3.13 The University cannot accept the following items as evidence:
- a) Statements from family or friends
  - b) Newspaper articles or social media postings
  - c) Receipts
  - e) Photocopies<sup>9</sup> of over the counter medications
  - f) Photographs of a personal nature

#### Requirements in relation to outcomes offered through an Extenuating Circumstance request

- 3.14 Where a student has been offered a coursework extension or further opportunity to complete a formal examination or time-specific assessment, that deadline/date is binding and must be met in order to achieve a mark for that assessment.
- 3.15 It is a student's responsibility to ensure that they are aware of the new deadline/date, and any associated assessment requirements, in advance of that deadline/date. **NB:** *where the student is unclear, they are responsible for contacting their Programme to seek clarification.*
- 3.16 Where a coursework extension is agreed, the date for mark and feedback return for that assessment is governed by the agreed extension date and not the original submission date.
- 3.17 Should a student fail to meet an extended coursework deadline offered through an approved Extenuating Circumstance request, the standard procedures in relation to late

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<sup>8</sup> Unless GDPR exceptions apply, see staff guidance for more details.

<sup>9</sup> Including scanned pictures of over the counter medication packaging.

submission of coursework will be applied (where possible) or the assessment will be recorded as a 'non-submission' where no attempt is made.

- 3.18 Should a student fail to take up an offered further opportunity for a formal examination or time-specific assessment resulting from an approved Extenuating Circumstance request, the assessment will be recorded as a 'non-submission'.

## 4 PROCEDURES FOR SELF-CERTIFICATION REQUESTS

### Deadlines and guidelines for submitting a Self-Certification Request

- 4.1 Students may only receive two Self-Certification approvals in any academic year, even where a student studies with more than one subject (e.g. combined honours, shared modules or optional 'starred' modules).
- 4.2 A Self-Certification Request can only be used to extend an assessment deadline / request a further opportunity once. If a student subsequently wishes to request a further extension or opportunity for the same assessment, an Evidence-Based Extension Request must be completed.
- 4.3 Students are required to ensure they meet their responsibilities in relation to a request, as set out in 3.1-3.5.
- 4.4 Students must complete a Self-Certification request using the form within the following timeframe:
- No earlier than 14 days before an assessment deadline/date; *and*
  - No later than the assessment deadline/date. **NB:** *where multiple assessments are included on a single Self-Certification request, all deadlines/dates must meet both of the above criteria.*
- 4.5 Any request received later than the date of the assessment about which the request has been made (4.4) will be declined, and the student will be required to submit an Evidence-Based Extension Request if they wish to request consideration of their circumstances.

### Permitted Outcomes from a Self-Certification Request

- 4.6 If a Self-Certification Request is approved, the available actions are restricted to granting the student one of the following:
- For Coursework:** a 7 day extension to an assessment deadline.
  - For Formal Examinations/Time-Specific Assessments:** a further opportunity to take the assessment at the next designated period, following the approval of the request.
- 4.7 **Further Opportunities to take assessments:**
- Where the request relates to a student's first attempt at an assessment, any further opportunity will be a deferred first attempt (i.e. without any mark penalty)
  - Where the request relates to a referral, any further opportunity will remain a reassessment (i.e. capped).
- 4.8 **Under no circumstances will additional marks be awarded on the basis of a Self-Certification Request. NB:** *no 'consideration' can be given when marking assessments.*

## Circumstances where Programmes may approve a Self-Certification Request

- 4.9 Programmes are required to ensure they meet all University responsibilities in relation to a request, as set out in 7.1-7.10.
- 4.10 Where a student submits a Self-Certification Request form that meets the requirements set out in these procedures, the Programme will make the decision based on the eligibility criteria (4.1-4.5). **NB:** *Students must only have a combined total of two Self-Certifications approved across all studied programmes in an academic year.*
- 4.11 Where a coursework Self-Certification Request is agreed the Programme will stipulate a revised hand-in date of 7 days from the assessment deadline.
- 4.12 Where a revised hand-in date is agreed, only periods of official University business closure may be excluded from the number of calendar days for which the extension is offered.
- 4.13 Where an extension is agreed, the date for mark and feedback return for that assessment is governed by the agreed extension date and not the original published submission date.
- 4.14 Where a formal examination or time-specific assessment Self-Certification Request is agreed, the Programme Director will be responsible for determining the next designated period for that further opportunity and, where required, reporting any deferred first or deferred reassessment to the relevant Board of Examiners in line with deferral regulations.

## 5 PROCEDURES FOR EVIDENCE-BASED EXTENSION REQUESTS

### Guidelines for submitting an Evidence-Based Extension Request

- 5.1 A student may make a request for a coursework extension or further opportunity for a formal examination/time-specific assessment when they expect to miss or have missed an assessment deadline/date, if they meet the criteria set out in these procedures.
- 5.2 Students must submit a complete request (with required evidence) on the appropriate form, by the deadlines set out in 5.7.
- 5.3 The acceptable reasons upon which a request may be made are set out in the Extenuating Circumstance Appendix.
- 5.4 Requests made on grounds considered unacceptable by the University will be declined.
- 5.5 All Evidence-Based Extension Requests must be submitted with appropriate supporting professional evidence, in line with procedures set out in 5.7-5.10.
- 5.6 Students are required to ensure they meet their responsibilities in relation to a request, as set out in 3.1-3.5.

### Deadlines for submitting an Evidence-Based Extension Request

- 5.7 Students must complete an Evidence-Based Extension Request (including the evidence) using the form within the following timeframe:
- No earlier than 14 days before an assessment deadline/date; *and*
  - No later than 7 days after the assessment deadline/date in order to be considered in time. **NB:** *where multiple assessments are included on a single Evidence-Based Extension request, all deadlines/dates must meet both criteria.*
- 5.8 Any requests that do not meet the approved deadlines set out above (5.7) must be considered by the Faculty Panel as a 'Late Request'.
- 5.9 The University recognises that there may be good reason for accepting an Evidence-Based Extension Request submitted beyond the timeframes set out in these procedures (5.7). In such cases students are required to provide a statement to the Faculty Panel that demonstrates the reason why they could not have reasonably submitted the request on time (e.g. having been an in-patient at a hospital or delay in receiving evidence required for submitting request). If a student fails to provide their reason for late submission, the request will be declined at the earliest point as incomplete.
- 5.10 Any request received after results have been ratified by a Board of Examiners will be declined by the Programme (as beyond the maximum timeframe for application) and the student will be made aware of the University Academic Appeal process.

### Permitted Outcomes from an Evidence-Based Extension Request

- 5.11 If an Evidence-Based Extension Request is approved, the available actions are restricted to granting the student one of the following:
- For Coursework:** a 7 or 14 day extension to an assessment deadline, the decision whether to offer 7 or 14 days needs to be commensurate with the evidenced time affected; *or*
  - For Formal Examinations/Time-specific assessments:** a further opportunity to take the assessment at the next designated period following the approval of the request.
- 5.12 **Further Opportunities to take assessments:**
- Where the request relates to a student's first attempt at an assessment, any further opportunity will be a deferred first attempt (i.e. without any mark penalty).
  - Where the request relates to a referral, any further opportunity will remain a reassessment (i.e. capped).
- 5.13 **Under no circumstances will additional marks be awarded on the basis of an Evidence-Based Extension Request. NB:** *no 'consideration' can be given when marking assessments.*

### Circumstances where a Programme may approve an Evidence-Based Extension Request

- 5.14 Programmes are required to ensure they meet all University responsibilities in relation to a request, as set out in 7.1-7.10.
- 5.15 Where a student submits an Evidence-Based Extension Request that meets the requirements set out in these procedures, the Programme Director will make the decision based on the acceptable grounds set out in the Extenuating Circumstance

Appendix, except for those complex or exceptional cases where Faculty Panel review is considered necessary. **NB:** *any late request must be referred to Faculty Panel.*

- 5.16 Where the request is agreed, the Programme Director will:
- For **coursework**, stipulate a revised hand-in date of either 7 or 14 days (commensurate with the time affected) from the deadline; *or*
  - For **formal examinations or time-specific assessments**, offer a further opportunity, the date of which will be determined by the relevant Board of Examiners.
- 5.17 Where a revised hand-in date is agreed, only periods of official University business closure may be excluded from the number of calendar days for which the extension is offered.

### Circumstances where an Evidence-Based Extension Request is considered by a Faculty Panel

- 5.18 An Evidence-Based Extension Request must be referred to the Faculty Panel in any of the following circumstances:
- all 'late requests';
  - any complex requests;
- 5.19 The Programme Director is expected to provide a Faculty Panel with any relevant information required in order to reach a decision on a request.
- 5.20 Where the Faculty Panel accepts an Evidence-Based Extension Request they will make one of the following decisions:
- For coursework, award a 7 or 14 day extension from the assessment deadline (where work has already been submitted); *or*
  - In exceptional cases, for coursework, a Faculty Extenuating Circumstance Panel may grant an extension of greater than 14 days (based upon a new deadline date / extension length proposed by the Programme) if warranted; *or*
  - Require a programme to offer a Temporary Learning Agreement (TLA); *or*
  - Offer a deferral to the next designated period for formal examinations/time-specific assessments and (in very rare instances) coursework (where the assessment date is close to the end of a Semester/Trimester and the student has made a case for more than 14 days of extension).
- 5.21 Where a Faculty Panel finds that that they are unable to make a decision on any particularly complex case, they may refer that case to the University Panel for a decision.

## 6 PROCEDURES FOR IMPAIRED PERFORMANCE REQUESTS

### Grounds upon which Impaired Performance requests may be made

- 6.1 A student may only make an Impaired Performance request for examinations or time-specific assessments. *They cannot request this type of Extenuating Circumstance for any coursework assessment.*
- 6.2 A student may make an Impaired Performance Request if they have suffered an illness or experienced other grounds (as set out in the Extenuating Circumstance Appendix), which they believe adversely affected their performance in an examination or time-specific assessment they have undertaken.

- 6.3 Where a claim is made for Impaired Performance, the student must have commenced the examination or time-specific assessment in question on the date and time scheduled, even if the student had to abandon that assessment attempt before the end.
- 6.4 The acceptable grounds upon which a request may be made are set out in the Extenuating Circumstance Appendix.
- 6.5 Requests made on grounds considered unacceptable by the University will be declined by a Faculty Panel.
- 6.6 All Impaired Performance requests must be submitted with appropriate supporting professional evidence, in line with procedures set out in 6.8-6.12.
- 6.7 Students are required to ensure they meet their responsibilities in relation to a request, as set out in 3.1-3.5.

#### Deadlines for submitting an Impaired Performance Request

- 6.8 Students must complete an Impaired Performance Request using the form (with required evidence) within the following timeframe:
- No request can be made before a student has attempted the assessment.
  - No later than 7 days after the assessment date in order to be considered in time. **NB:** *where multiple assessments are included on a single Impaired Performance request, all dates must meet both criteria.*
- 6.9 Any requests that do not meet the approved deadlines set out above (6.8) will be considered a 'Late Request'.
- 6.10 The University recognises there may be good reason for accepting an Impaired Performance Request submitted beyond the timeframes set out in these procedures (6.8). In such cases students are required to provide a statement to the Faculty panel that demonstrates the reason why they could not have reasonably submitted the request on time (e.g. having been an in-patient at a hospital, delay in receiving evidence required for submitting request).
- 6.11 Any Impaired Performance Request received after the mark and/or feedback have been returned, will be declined by the Programme (as beyond the maximum timeframe for application) and the student will be made aware of the University Academic Appeal process.
- 6.12 Any request received after results have been ratified by a Board of Examiners will be declined by the Programme (as beyond the maximum timeframe for application) and the student will be made aware of the University Academic Appeal process.

#### Permitted Outcomes from an Impaired Performance Request

- 6.13 If an Impaired Performance Request is approved, the available actions are restricted to granting the student a further opportunity to undertake an assessment.
- 6.14 Where a request for Impaired Performance is approved, the student will not receive the mark and/or feedback for the original assessment attempt. **NB:** *a student will need to*

*undertake the offered further opportunity for the assessment in question, in order to receive a mark.*

**6.15 Further Opportunities to take assessments:**

- a) Where the request relates to a student's first attempt at an assessment, any further opportunity will be a deferred first attempt (i.e. without any mark penalty)
- b) Where the request relates to a referral, any further opportunity will remain a reassessment (i.e. capped)

**6.16 Under no circumstances will additional marks be awarded on the basis of an Impaired Performance Request. NB: *no 'consideration' can be given when marking assessments.***

**Programme responsibilities relating to Impaired Performance Request**

6.17 An Impaired Performance Request must be sent to the Faculty Panel for a decision.

6.18 Programmes are required to ensure they meet all University responsibilities in relation to a request, as set out in 7.1-7.10.

6.19 The Programme Director will review each Impaired Performance Request before it is sent to Faculty Panel and provide a Faculty Panel with any relevant information required in order to reach a decision on a request.

**Faculty Panel decision process for Impaired Performance Requests**

6.20 A Faculty Panel decision will be communicated to the student for any Impaired Performance request normally within 21 days of receipt of the Impaired Performance Request.

6.21 Where the Faculty Panel accepts an Impaired Performance Request they will either offer:  
a) A further opportunity prior to the relevant Board of Examiners (e.g. re-scheduling of a presentation, recital or in-class test), where it is possible to facilitate this; *or*  
b) A deferral (or deferral of a reassessment) to the next available opportunity through the relevant Board of Examiners [this decision must be taken in line with section 13.14 of the Regulations for Taught Awards].

6.22 Where a Faculty Panel finds that they are unable to make a decision on any particularly complex case, they may refer that case to the University Panel for a decision.

**7 UNIVERSITY RESPONSIBILITIES FOR ALL EXTENUATING CIRCUMSTANCE REQUESTS**

7.1 All staff responsible for any element of these procedures (administrative or decision-based) must undertake training prior to the commencement of that role. **NB:** *Programmes/Schools will be responsible for identifying staff which require training in a timely fashion.*

7.2 It is the responsibility of the University to:

- a) process Extenuating Circumstances Extension Requests in accordance with these procedures; *and*
- b) communicate the decision to the student within the timescales set in these procedures; *and*

- c) consider each request on its merits and impartially.
- 7.3 Extenuating Circumstance requests are to be dealt with as speedily as possible.
- 7.4 Programme decisions (including sending a request to a Panel, where required) should normally be given to a student within 3 working days of receiving a complete request.
- 7.5 A Panel decision will be communicated to the student normally within 21 days of receipt of the complete request.
- 7.6 For any request which is declined, a student must always be provided with a reason for that decision and information about the University Academic Appeal process.
- 7.7 Any coursework extension granted to a student through these procedures is to commence from the assessment deadline, and not the date of submission or decision for the Extenuating Circumstance request.
- 7.8 Where a coursework extension is agreed, the date for mark and feedback return for that assessment is governed by the agreed extension date and not the original submission date.
- 7.9 Where a student studies with more than one subject (e.g. combined honours, shared modules or optional 'starred' modules), Programmes are expected to ensure that all subjects are aware of and (where required) involved in the decision making for a student's request.
- 7.10 Where there is reasonable suspicion of abuse of the Extenuating Circumstances arrangements, the student may be subject to action under the University Student Disciplinary Procedures.<sup>10</sup>

#### Arrangements for processing an Extenuating Circumstance request

- 7.11 It is the responsibility of the Administrative Officer receiving the Request Form to:
- ensure that a copy of the request is held by both programme administrators where a student studies with more than one subject (e.g. combined honours, shared modules or optional 'starred' modules); *and*
  - send the request to the member of staff<sup>11</sup> responsible for reviewing and deciding upon that type of request and mode of assessment<sup>12</sup>; *and*
  - communicate the decision to the student using approved University templates; *and*
  - maintain a record of all requests received and decisions taken; *and*
  - provide a summary regarding all requests received to the Director of Planning & Academic Administration annually; *and*
  - hold all request forms in line with the University's document Retention Policy.

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<sup>10</sup> See <http://www.canterbury.ac.uk/students/academic-services/policy-zone/policy-zone-a-z.aspx#D>

<sup>11</sup> This may include trained administrators, where appropriate.

<sup>12</sup> For formal examinations / time-specific assessments, a decision whether a Self-Certification Request can be approved may be taken by a member of staff other than the Programme Director, but the Programme Director will be responsible for determining the timing of that further opportunity (in conjunction with the Board of Examiners, where appropriate).

- 7.12 When reviewing a request, the nominated member of staff will consult the other Programme where a student studies on more than one programme
- 7.13 The Programme Director will report any Extenuating Circumstance requests to the Board of Examiners where a deferral is required.

#### Processes following Panel decisions

- 7.14 The Panel Administrator is responsible for communicating to the student and Programme the Panel's decision and, where the request is approved, the outcome the student has been offered.
- 7.15 The Programme(s) is responsible for implementing the outcome from a Panel, in line with all relevant University Procedures.
- 7.16 If a Panel has required a Temporary Learning Agreement (TLA) to be offered, the Programme is responsible for making that offer to the student in a timely fashion and in line with the TLA procedures. **NB:** *They will be required to retain a record of that offer and the student's response, and to report on the student's decision to the next Panel meeting.*

## 8 Composition, Convening and Conduct of a Faculty Panel

### Composition of a Faculty Panel

- 8.1 The Director of Planning & Academic Administration, in consultation with the relevant Dean of Faculty, will approve the arrangements for the establishment of Faculty Panels and may appoint suitable individuals to serve on those Panels.
- 8.2 At least two members will sit on each Faculty Panel, one of whom shall be the Chair. A Faculty Panel may however consist of more than two members.
- 8.3 A Faculty Panel Chair will be independent from the student under consideration and therefore may not be the Programme Director or Chair of the Programme's Board of Examiners. **NB:** *Chairs should be individuals with significant experience of Board of Examiners processes.*
- 8.4 A Faculty Panel Member will be independent from the student under consideration and therefore may not be the Programme Director or Chair of the Programme's Board of Examiners. **NB:** *Panel members will be drawn from academic staff.*

### Convening of a Faculty Panel

- 8.5 Faculty Panels will meet on a regular basis to ensure timely consideration of requests. Panels may consider requests from a range of programmes at the same meeting.

### Conduct and Scope of a Faculty Panel

- 8.6 Faculty Panels are not programme specific and therefore may consider any request from a student on any undergraduate or taught postgraduate programme.

#### Extenuating Circumstances

- 8.7 The Faculty Panel will consider each request on its own merits, based on the grounds set out in the Extenuating Circumstance Appendix.
- 8.8 Where a Faculty Panel confirms a request meets all required criteria for approval (as set out in these procedures), a decision and appropriate offer will be made by the Panel on a case-by-case basis in line with these procedures. **NB:** *where a proposed extension length or date for a further opportunity has been provided by a Programme, the Faculty Panel will also confirm whether that timeframe/date is considered acceptable and may therefore be applied.*
- 8.9 Where a Faculty Panel determines a case to be exceptionally complex, they may refer the request to the University Panel for consideration (e.g. where multiple elements exist to the case which may require action under more than just the Extenuating Circumstance procedures or where a student has submitted a request substantively outside the required deadlines but has presented an extraordinary case for consideration).
- 8.10 A Faculty Panel decision (including any referral to University Panel) will be communicated to the student normally within 21 days of receipt of an Extenuating Circumstances Request.

#### Temporary Learning Agreements

##### Oversight

- 8.11 The Faculty Panel has oversight responsibility for Temporary Learning Agreements (TLA) procedure implementation.
- 8.12 The Faculty Panel will receive and review all TLAs, following the TLAs agreement by the Programme Director. The purpose of this review is to:
- 8.12.1 Identify and feedback to the relevant programme any significant issues; *and*.
  - 8.12.2 Consider matters of consistency and good practice across Schools/Faculties, and to inform future practice.
- 8.13 It is not the purpose of the Faculty Panel oversight role to override any TLA arrangements already put in place with a student. The Faculty Panel may however require a TLA is not extended beyond its current agreed end date, where it determines such action is required.
- 8.14 The Faculty Panel will undertake oversight analysis of TLA implementation (overall) at regular points during an academic year for the purposes of reporting

##### Arbitration

- 8.15 In the following instances, the Faculty Panel may be asked to make an arbitration decision regarding the TLA procedure's implementation:
- 8.15.1 Where a student has requested a TLA and the PAT / Programme Director has determined they do not meet the criteria to do so, and the student wishes to request a review of that decision.

- 8.15.2 Where a student is unable to provide sufficient information / evidence to clearly demonstrate they meet the TLA criteria but the PAT and Programme Director agree there is potentially a case to develop a TLA.
  - 8.15.3 Where a student has failed to provide written agreement for their TLA within the required timeframe, but subsequently provides agreement and the Programme Director requires Panel advice about whether it is too late for the TLA to be implemented at that point in the semester/trimester<sup>13</sup> or the student's academic year.
  - 8.15.4 Where a student is not meeting the terms of their TLA agreement and the Programme Director requires Panel advice about the TLA's termination.
- 8.16 Where the Faculty Panel makes an arbitration or a TLA deadline decision [under 8.13 and 8.15] this decision will be binding on the programme and student.
- 8.17 Where the Faculty Panel makes an arbitration or a TLA deadline decision [under 8.13 and 8.15], and that decision is to decline a TLA the student will have the right to request a review of the decision through the Academic Appeal Procedures.

#### Procedures following a Faculty Panel

- 8.18 Following a meeting of the Faculty Panel, the Panel's administrative officer will send all Extenuating Circumstance decisions to the students and relevant Programme Administrative staff.
- 8.19 Following a meeting of the Faculty Panel, the Panel's administrative officer will send any TLA decisions made under 8.13 and 8.15 to the Programme Director who will then have responsibility for communicating this decision to the PAT and student.
- 8.20 The Programme will take appropriate action and communicate and additional information to the student, as required regarding the assessment arrangements.

### **9 CONSIDERATION OF EXTENUATING CIRCUMSTANCES BY UNIVERSITY PANEL**

- 9.1 A request may only be sent to University Panel by a Faculty Panel.
- 9.2 Where a request is sent to University Panel, both the Programme and Faculty Panel will be required to provide appropriate supporting information in relation to the request and reason for it being set to that Panel.
- 9.3 Where a request is sent to University Panel, a student must be informed of this, the reason for it and offered the opportunity to comment upon any relevant information in relation to that reason.
- 9.4 Following a meeting of the University Panel, the Panel's administrative officer will:
  - a) Communicate the Panel's decision to the Programme and Faculty Panel;
  - b) Notify the student of the Panel's decision and appropriate outcome, where approved.

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<sup>13</sup> Or term.

## **10 QUALITY ASSURANCE**

- 10.1 The Director of Planning & Academic Administration will present a report annually to the Quality Monitoring and Review Sub-Committee on the operation of the arrangements, including the data based on the records maintained by the Programmes and (where relevant) Panels.
- 10.2 In submitting an Extenuating Circumstance request through one of the three available routes, a student may reveal sensitive personal information [including Special Category Data]. The University will respect confidentiality, and ensure such information is stored securely and not disseminated beyond the requirements of the procedure.
- 10.3 All Extenuating Circumstances information will be retained and destroyed according to the University Data Retention Policy.
- 10.4 An Extenuating Circumstance will not be recorded on a transcript of marks.

## Appendix 1

### Circumstances that would normally be considered as grounds for requesting an extenuating circumstance

Acceptable Grounds for Making a Request	
Accident or injury	
Appearance at Court	
Recent Bereavement	
Crime	including being the victim of violent crime, theft or being investigated by the police
Exceptional Unexpected Caring Responsibilities	including illness of child, parent, sibling, spouse or partner
Exceptional Unexpected Professional Difficulties	including direct involvement with OFSTED or other professional body inspection
Exceptional Family Crisis	including major illness of relative or partner, divorce or separation
Exceptional Financial Difficulties	where there is clear evidence that the situation is serious, unexpected and not of the student's own making
Hospital Appointment	when reasonably cannot be rescheduled and directly conflicts with a time constrained assessment
Involvement in a national or international event	including participation in a national or international sporting, fine art or musical event.
Major and Exceptional Travel Disruptions	where evidence clearly shows that an alternate mode would not be possible or could not have been remedied by better time organisation
Pregnancy, Maternity and Paternity	including a difficult or unplanned pregnancy.
Serious or significant personal incidents	including house fire, homelessness, unexpected house move, direct experience of natural disaster
Short-term Illness	including flu, gastroenteritis, migraine, emergency dental issues
Major and Exceptional Travel Disruptions	where evidence clearly shows that an alternate mode would not be possible or could not have been remedied by better time organisation

### Circumstances that would normally NOT be considered as grounds for requesting an extenuating circumstance

Unacceptable Grounds for Making a Request
Term-time holidays or weddings
Normal work/life/study pressures
Childcare issues (unless exceptional and unexpected)
Pregnancy of a relative or friend (not student's partner or wife)
General financial difficulties
Minor ailments e.g. cough, cold or headache
Hangover
Oversleeping

Misreading assessment deadline or examination timetable
Medical conditions not diagnosed or properly supported by a doctor including medical notes that states 'patient informs me that...' or 'student declared they had been unwell...'
Taking the wrong examination
Doing the wrong coursework assessment
Stress resulting from involvement in a plagiarism, professional suitability or fitness to practice case
Academic workload pressure: including multiple deadlines within a short period of time
Not understanding the subject or question
Difficulties in accessing resources or computing accounts due to outstanding University debt (unless evidence to prove that it is not of the students own making)
Issues between friends
Illness or loss of pets
Unexceptional transportation difficulties including delayed public transport or car breakdown
Computer difficulties or equipment failure: this includes loss of file, uploading incorrect file to Turnitin, inability to access internet or computer breakdown (unless this relates to specialist software/equipment required for reasonable adjustment of a student disability)
Supporting a friend at court
Circumstances supported by evidence from a relative, or where there is a conflict of interest