



**London
South Bank
University**

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Student Extenuating Circumstances Procedure

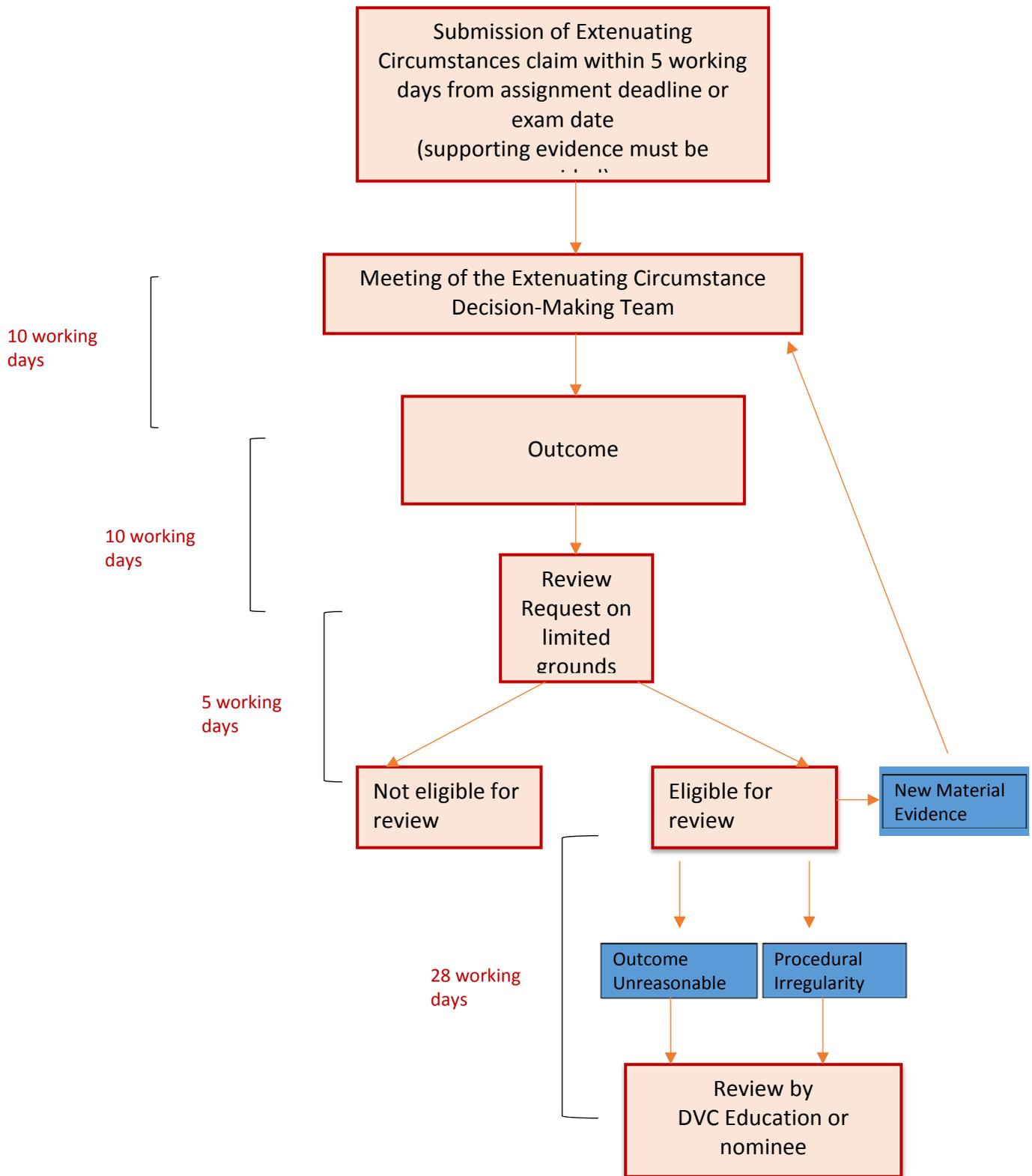
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This Procedure is available in accessible formats on request from the Student Engagement team. Please contact: extenuating-circumstances@lsbu.ac.uk

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Student Extenuating Circumstances Flowchart



Student Extenuating Circumstances Procedure

1 Introduction

- 1.1 The Extenuating Circumstances process is designed to support students who experience unexpected, significantly disruptive circumstances arising from matters beyond their control which affect their ability to study or take assessments. It also intends to provide fairness for all students in relation to the assessments they are required to undertake during their time at the University. The aim of the process is to ensure that the students who have established extenuating circumstances, are not unfairly disadvantaged but also not advantaged over other students.
- 1.2. The University assumes that all students who submit or attend assessments are declaring themselves physically and mentally fit to take the assessment, including sitting an exam. Only in exceptional circumstances will a student be able to claim subsequently that their performance in that assessment was affected by existing circumstances or illness (e.g. if taken ill unexpectedly during an examination).
- 1.2 If you believe your assessed work has been or may be negatively affected by circumstances outside your control (extenuating circumstances), you can bring these to the attention of the relevant Award and Progression Examination Board by submitting a claim for extenuating circumstances using the procedure explained in this document.
- 1.4 If your extenuating circumstances claim is in relation to your first attempt and the claim is accepted, you will be allowed to attempt the assessment without having your marks capped. If your extenuating circumstances are not accepted then you are still entitled to resit or resubmit but your marks will be capped at 40% for undergraduate programmes and 50% for postgraduate programmes. If your claim for extenuating circumstances relates to a resit or a resubmission (where the first attempt was not supported by any claim for extenuating circumstances), your mark will be capped at 40% for undergraduate programmes and 50% for postgraduate programmes.
- 1.5 If you hold a Tier 4 visa there are specific Home Office requirements related to the number of attempts that you are permitted for an assessment. The Extenuating Circumstances Procedure does not override this, and so even if you have a valid claim for extenuating circumstances you may not be permitted a further attempt at the assessment. Further information on this can be found at paragraph

6.2.10 in the 'Tier 4 Sponsorship and the issuing of a Confirmation of Acceptance for Studies (CAS) Policy'.

2 Scope – who is covered by this procedure?

2.1 The Extenuating Circumstances Procedure applies to every student enrolled and registered with the University, including students on programmes delivered in partnership with other providers, unless otherwise stated in the student handbook.

3 Who is responsible for this procedure?

3.1 The Deputy Vice-Chancellor Education has overall responsibility for the procedure, but has delegated day-to-day responsibility for overseeing its implementation to the staff identified in this procedure. All relevant members of staff have been made aware of the procedure and have received appropriate training.

3.2 This procedure will be reviewed from time to time (and at least every two years) by the Extenuating Circumstances team and the University Solicitor to ensure that its provisions continue to meet our legal obligations and reflect best practice.

4 Support for students

4.1 You are encouraged to seek advice and support regarding this procedure from the LSBU Students' Union Advisory Service.

4.2 The University will make reasonable adjustments to this procedure where it is reasonable to do so to prevent you from suffering substantial disadvantage as a result of your disability

4.3 Further details of support services offered by the University are set out at Appendix A.

5 Time limits

5.1 The timescales set out in this procedure require you to engage with the extenuating circumstances process and meet all of the University's stipulated deadlines for submission of claims and supporting evidence.

5.2 There may be cases where, for good reason(s), the University will need to extend the timeframe for dealing with your claim. When this is the case, we will contact you to explain the delay and set a new deadline for our response.

6 What are extenuating circumstances?

- 6.1 Extenuating circumstances are circumstances outside your control which may have a negative impact on an assessment.
- 6.2 Extenuating circumstances may include but are not limited to:
- serious personal illness;
 - a change in an existing health condition at the time of the assessment;
 - death or serious illness of a family member or other person with whom you had a close relationship;
 - missing part or all of an examination as a result of serious and unforeseeable disruption to public transport.
- 6.3 You may not claim extenuating circumstances on the grounds you:
- consider marks given to be too low;
 - did not understand or were unaware of the course regulations;
 - misread or missed the published examination timetable;
 - had problems with private transport, such as congestion or breakdown;
 - lost work because of a technical or other failure (e.g. computer failure);
 - failed to meet the requirements of the UK Visa and Immigration regulations;
 - did not check your University email account regularly for new messages
- 6.4 If you have a long-term medical condition or disability, the University provides support through the Disability and Dyslexia Support Team. The Extenuating Circumstances Procedure is not intended to replace or to be invoked in lieu of the support provided by that team. We will not therefore normally consider a claim under this procedure based on such a condition/disability, unless the effects of the condition/disability have changed and there is a good reason why you have not sought additional appropriate support.
- 6.5 If the circumstances which have led you to submit an extenuating circumstances claim persist for more than a few weeks and it is going to be difficult for you to study properly, it may be better for you to take a formal break from your studies and come back when you are able to manage better. Further details can be found in the Interruption, Suspension and Withdrawal Policy.

7 Making an extenuating circumstances claim

- 7.1 Your extenuating circumstances claim must be submitted as soon as you are aware of the extenuating circumstances and no later than 5 working days from the assignment deadline or exam date (including in the event that you are taken ill unexpectedly during an examination or an assessment) and, in any event, before the publication of results. If you submit your claim later than this, you will also need to provide evidence and/or have a good and clear reason that shows why you could not have submitted your claim within the 5 day time limit. The Student Engagement Team Leader shall decide in his/her absolute discretion what constitutes “a good and clear reason”.
- 7.2 If you want to make a claim but cannot provide the supporting evidence within the 5 day time limit, you should submit your claim anyway with an explanation as to why the evidence is not currently available. The Student Engagement Team will specify a 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.
- 7.3 You should submit your claim for extenuating circumstances by completing the electronic extenuating circumstances form on the ‘My LSBU’ online student portal: <https://ictserv1.lsbu.ac.uk/forms/extenuating>. If you have been withdrawn by the University and/or are unable to access the student portal, you can complete the extenuating circumstances form (see Appendix B) and email it to extenuating-circumstances@lsbu.ac.uk
- 7.4 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.
- 7.5 If the extenuating circumstances persist, you will be expected to make a new claim in each semester and to specify the time period covered by the claim and the modules affected. Where such circumstances persist over a sustained period, you may be referred to other University services as appropriate.
- 7.6 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.
- 7.7 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).
 - 7.8 A claim should be supported by one or more original documents (or independently verified copies translated into English) or other appropriate independent evidence dating from the time the circumstances occurred.
 - 7.9 Self-certification and/or parental letters, or statements from personal tutors or course directors will not generally be accepted.
 - 7.10 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 Award and Progression Examination Board. If you have submitted evidence of extenuating circumstances within the deadline but not in time for the meeting of the relevant Award and Progression Examination Board, the Board will postpone consideration of your results until the Extenuating Circumstances Decision-Making Team informs the Board whether or not your claim has been supported.

8 Extenuating circumstances decisions

- 8.1 The Extenuating Circumstances Decision-Making Team meets regularly. The remit of the Team is to ensure consistency of treatment of claims; provide a forum in which the confidentiality of extenuating circumstances claims can be maintained; and direct Award and Progression Examination Boards as to the validity of claims. Once you have submitted your claim and supporting evidence you can normally expect to receive a decision on your extenuating circumstances claim within 10 working days.
- 8.2 The Extenuating Circumstances Decision-Making Team is based in student administration. If a course has additional awarding body requirements, decisions will be made in consultation with appropriate School staff.
- 8.3 Your claim will be considered by the Extenuating Circumstances Decision-Making Team based on the information and supporting evidence you provided in your extenuating circumstances claim form and you will not usually have a right to attend the meeting in person.

8.4 The Extenuating Circumstances Decision-Making 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 and pending, evidence to follow': if the Team has 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 the evidence provided does not meet the requirements. The Team must give reasons for rejecting your claim on this basis;
- '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;
- 'claim rejected, deadline for submission not met': this applies either where your claim was not submitted by the specified date and you did not provide acceptable evidence to explain why you were unable to comply with the deadline, or where you were given an extended deadline to submit your supporting evidence, but you did not submit the evidence by the extended deadline and you were not granted a further extension of time.

8.5 The Head of Student Administration or nominee will be responsible for ensuring that the decision on a claim for extenuating circumstances is communicated in writing within 10 working days to you and the administrator of your programme.

8.6 The Award and Progression Examination Board will only consider acting on the basis of extenuating circumstances if they have been presented in accordance with this procedure.

8.7 If your extenuating circumstances for a failed module have been accepted, the Award and Progression Examination Board may condone your result in exceptional circumstances or if appropriate based on the number of attempts you have had, allow you to resit/resubmit your work without having your results capped. For further details, please see the Assessment and Examinations procedure.

9 Review

9.1 If you are dissatisfied with the decision of the Extenuating Circumstances Decision-Making Team you have 10 working days to request a Review of that decision by submitting a request to the Head of Student Administration jamie.jones@lsbu.ac.uk and stating

“Extenuating Circumstances Review Request, together with your full name and student number” in the subject section of your email. We will normally acknowledge your request within 5 working days of receiving it.

- 9.2 A request for a Review will be granted on limited grounds, namely:
- i. there was a procedural irregularity at the formal stage (e.g. there was a material failure by the University to follow the Extenuating Circumstances Procedure, clear reasons were not provided for the decision, or there is evidence of bias);
 - ii. the outcome was not reasonable in all the circumstances (i.e. no reasonable decision-maker, properly directing him/her/itself and taking into account the relevant facts, could have reached that decision);
 - iii. new material evidence is available which you were unable, for valid reasons, to provide earlier in the process.
- 9.3 You should set out your concerns clearly and succinctly and provide evidence in support (where possible). You must explain how your request for a Review falls within one or more of the grounds set out above in paragraph 9.2.
- 9.4 The Head of Student Administration or nominee will make a decision as to whether your request for a Review is based on the permitted grounds and hence eligible to be considered, and will notify you within 5 working days of receiving the request.
- 9.5 If we believe that the grounds are not satisfied, you will be informed of the decision to reject your request for a Review and a Completion of Procedures letter (“COP”) will be issued to you (see paragraph 9.9 below for further information).
- 9.6 If we believe that the grounds for Review set out at paragraph 9.2(iii) above apply to your case, it will be referred back to the Extenuating Circumstances Decision-Making Team for consideration in accordance with paragraph 8 above.
- 9.7 If we believe that one or more of the grounds for Review set out at paragraph 9.2(i) and (ii) above apply to your case, it will be referred to the Deputy Vice-Chancellor Education. S/he will review all of the information collated for the original decision, together with any new evidence presented, on the papers (but may contact you and/or anyone else involved in the matter if s/he considers it necessary).
- 9.8 The outcome of the Review will be that the Deputy Vice-Chancellor Education either upholds the outcome made by the Extenuating Circumstances Decision-Making Team, or makes a different finding

which overturns the outcome. The decision taken at the Review stage is final. The final decision of the Review will be communicated to you in writing, with reasons, usually within 28 working days from your Review request being accepted.

- 9.9 If the outcome of the Review is favourable to you, you can request the University to provide you with a COP within 30 days of the date of the outcome letter. Where such a request is made, a COP will be provided within 14 days of the request. If the outcome of the Review is unfavourable to you, a COP will be sent to you automatically within 28 working days of the decision letter being issued.

10 Independent external review

- 10.1 If you are not satisfied with the outcome of this process, you may make a complaint to the Office of the Independent Adjudicator for Higher Education provided you have been issued with a COP. That letter will explain how you can submit a complaint and the deadline for doing so is 12 months from the date of the letter.

11 Records

- 11.1 A copy of your extenuating circumstances claim and supporting documents will be retained until after you have completed your programme.

12 Use of data

- 12.1 The University will collect data on extenuating circumstances claims at each stage of this procedure and any complaint submitted by you to any regulators (including the OIA), and use the data:
- i. internally for reporting, evaluation, learning and training; and
 - ii. externally for discussion with regulators in the higher education sector.
- 12.2 The data used by the University for the purposes set out in paragraphs 12.1 i) and ii) will be anonymised. Your personal data and sensitive personal data ('Personal Data') as defined by the Data Protection Act 2018 (the "DPA") may be disclosed to the University's members of staff and regulators only for the purpose of dealing with your extenuating circumstances claim, a complaint arising out of it and/or implementing any decisions. Personal Data will not be shared with any other third parties unless the University has your express consent, has a statutory obligation to do so, or is otherwise permitted to do so under the DPA.

Appendix A: Support for students

The University provides a number of student support services. These are open to any student who is experiencing difficulties during their studies. Students are encouraged to engage with the services and take up any appropriate support available to them.

The following are University-run services:

a) **Mental Health and Wellbeing team**

Support and advice to any student experiencing personal difficulties, who may be struggling to cope at University or who just needs someone to talk to. Appointments are available on the day by visiting the Student Life Centre helpdesk – you can also call 0207 815 6454 / email studentwellbeing@lsbu.ac.uk

b) **SilverCloud – online support anywhere, any time**

SilverCloud is an online self-help resource and can support you with anxiety, depression, body image or stress. It's free to use, just sign up with your lsbu.ac.uk email address: <https://lsbu.silvercloudhealth.com/signup/>

c) **Disability and Dyslexia Support (DDS)**

[Disability & Dyslexia Support \(DDS\)](#) is a dedicated service for students who have a disability, mental health condition, long-term medical condition or specific learning difficulty (including dyslexia). We also offer screenings for dyslexia throughout the year. Visit the Student Life Centre helpdesk, call 0207 815 6545 or email disability@lsbu.ac.uk.

d) **Student Advice**

Advice and guidance on financial and money management, and help with any personal, emotional or academic issue you may face. Appointments are available on the day by visiting the Student Life Centre helpdesk – you can also call 0207 815 6454.

e) **Skills for Learning team**

The [Skills for Learning](#) team offer academic support in a range of areas (such as essay writing, presentation skills etc...). Appointments are available through the Student Life Centre or by calling 0207 815 6454.

Support is also available through the [Students' Union](#). The Union provides free, [confidential and impartial advice](#) and a place to talk during difficult times you may face as a student. You can book an appointment by calling 0207 815 6060 or by visiting the SU reception in the Student Centre (by the Venue bar).

Appendix B: Claim for Extenuating Circumstances Form

(for use by students who cannot access the student portal)

London South Bank University

Claim for Extenuating Circumstances Form

You do not need to wait for the outcome of this claim before submitting your late work. For more information in relation to late submission of coursework, please see Assessment and Examination procedure, published on LBSU website under About Us, Policies and Procedures tab.

For students on a professionally accredited course, for example in the School of Health and Social Care, where the professional body does not permit late submission, please see the course specification.

Data Protection

Personal data collected on this form will only be used for the purpose of student and course administration as required by the University and will be retained on your file. We may use this information to identify support or services which would be beneficial to you. For further information see https://www.lsbu.ac.uk/_data/assets/pdf_file/0008/95642/data-protection-notice.pdf (https://www.lsbu.ac.uk/_data/assets/pdf_file/0008/95642/data-protection-notice.pdf)

Part A Personal Details

Student ID

First Name

Surname

Post Code

Date of Birth

Year / Level

LSBU Email

Phone, Home

Phone, Mobile

Course Code & Title

Course

School

Academic Period

Tick box if you have DDS arrangements in place

If any of these details are incorrect, please update them here
<https://ictserv1.lsbu.ac.uk/studentcoa/Login.aspx>

Does your claim relate to a disability, Specific Learning Difficulty or a medical or health condition, including mental health that has a long-term and substantial negative effect on your ability to carry out day-to-day activities? (Long term is defined as 12 months or more).

- Yes. Your details will be passed to the Disabilities and Dyslexia Service (DDS) who will contact you to discuss what, if any, support needs you may have.
- No. However, the Extenuating Circumstances Team has a duty under Equalities Legislation to pass your details to DDS if your statement and/or supporting evidence provides information that could reasonably be considered disclosure of a disability, Specific Learning Difficulty or a long-term medical or health condition, including mental health.
- Yes, but do not pass my details to the Disabilities and Dyslexia Service (DDS). (DDS will not be passed your details. By choosing this option you accept that this may prevent or limit disability-related support that you may be eligible for. You can review this decision and can choose to contact the DDS at a later date.)

For further information see: <https://my.lsbu.ac.uk/page/disability-dyslexia-support>
(<https://my.lsbu.ac.uk/page/disability-dyslexia-support>)

Email: disability@lsbu.ac.uk (mailto:disability@lsbu.ac.uk) Tel: 020 7815 6454

Or visit: the Student Life Centre helpdesk in the Student Centre. **BEFORE SUBMITTING**

Part B Assessment Details

Please list the examinations/assignments for which you wish to claim extenuating circumstances
(you must specify the precise modules and assessments to which your claim relates)

1. Module code, session & title

Type of assessment

Date of exam or coursework submission

CW / Exam completed

Attempt number

Decision

2. Module code, session & title

Type of assessment

Date of exam or coursework submission

CW / Exam completed

Attempt number

Decision

3. Module code, session & title

Type of assessment

Date of exam or coursework submission

CW / Exam completed

Attempt number

Decision

4. Module code, session & title

Type of assessment

Date of exam or coursework submission

CW / Exam completed

Attempt number

Decision

Part C Your Extenuating Circumstances

Do the extenuating circumstances relate to:

- Serious personal illness**
- Death or serious illness of a member of your immediate family or another person with whom you had a close relationship**
- Serious disruption to public transport preventing your attendance at an examination**
- Other**

Please describe the specific circumstances and how they affected your performance in the examination(s) or assessment(s):

Part D Attachments

Have you attached:

- A letter from a medical practitioner
- A death certificate
- Official proof of your relationship to the person outlined in your claim
- A letter or statement from Transport for London or bus or train operators
- Another attachment (specify)

Please enter any additional information about your application (if applicable):

Part E Declaration

Declare that:

- I have read and understood the Academic Regulations for Taught Programmes available at <http://www.lsbu.ac.uk/about-us/policies-regulations-procedures>
- The information I have given on this form and in the attached documents is true
- By ticking here you are confirming that all the above details are correct and you wish to submit a claim for Extenuating Circumstances

Your form must be submitted within five working days of the assignment deadline or exam date, or as directed by the EC admin team.

For correspondence regarding this form, please email:
extenuating-circumstances@lsbu.ac.uk