

EXTENUATING CIRCUMSTANCES PROCEDURE			
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I have carried out an equality impact assessment screening to help safeguard against discrimination and promote equality.			✓
I have considered the impact of the Procedure on the Welsh language and Welsh language provision within the University.			✓

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1. Purpose of the extenuating circumstances procedure

This procedure has been developed to ensure that the Extenuating Circumstances Policy is adhered to.

2. Scope

- 2.1 This procedure is for all enrolled students who are registered on taught undergraduate and postgraduate programmes or taught elements of research programmes including and those studying wholly online, via distance learning or with partner organisations.
- 2.2 Students who are registered for Glyndŵr University awards which are delivered wholly online or via distance learning should note where exceptional requirements are stipulated due to the delivery pattern of their programme of study.
- 2.3 It is your responsibility to undertake the Extenuating Circumstances (EC) claim process within the published deadline, ensuring all applications are supported with appropriate evidence.
- 2.4 The EC procedure is designed to lessen the burden for you during times of unforeseen, exceptional, short-term circumstances that impact your ability to study / undertake assessments.
- 2.5 Generally, the unforeseen circumstances will be beyond your control, have a significant adverse impact on you and be within a period relevant to the study / assessment for which the EC claim is being submitted.
- 2.6 You may submit extenuating circumstances for any form of assessment you undertake whilst on your programme of study; this includes all forms of coursework, in-class tests as well as examinations.
- 2.7 The EC procedure also supports you if you present with a long term condition or disability as defined by the Equality Act (2010) and it is decided that you would benefit from a Learning Plan. Learning Plans are developed by you and your Programme Leader and they are presented to the Extenuating Circumstances Panel (EC Panel) for approval.

3. Advice and Support

- 3.1 Students are encouraged to seek impartial support and advice from the Students' Union by emailing: suadvice@glyndwr.ac.uk or calling: 01978 293371. Details on the Student's Union advice centre can also be found by visiting the Students' Union website: www.wrexhamglyndwrsu.org.uk.
- 3.2 Help and advice is available to students via the ASK Desk, this is the first point of contact for all student support related enquiries, advice and information. When specialist advice and support is required, the ASK Desk will signpost students to the most relevant service. Students are able to access support and assistance from a wide range of areas and further details can be found via the student intranet here: <https://students.glyndwr.ac.uk/> or via the website here: <http://wgu.ac.uk/studentsupport/>.

4. Submission of an Extenuating Circumstances Claim

- 4.1. If you wish to submit an EC claim, you must complete the online claim process via e:Vision and provide the following information:
- The module/s code and title
 - Element(s) of assessment affected
 - Dates of assessment missed or affected
 - Explicit reasons why you are claiming extenuating circumstances and how the assessment has been affected
 - Independent, supporting evidence as outlined in the Evidential Standards in section five below.
- 4.2. EC claims must normally be made by you and not by others acting on your behalf, unless written authorisation and a rationale is provided, usually on the grounds of individual needs.
- 4.3. EC claims must be submitted within **15 working days** of the date of assessment¹ via the online submission process on e:Vision. Evidence provided must include original copies of documents, or copies which can be proved to be authentic.
- 4.4. Should an alternative form of EC claim submission be required, you are advised to contact studentadministration@glyndwr.ac.uk to discuss requirements and options available.
- 4.5. The University will publish deadlines for the receipt of all Extenuating Circumstances claims prior to the University's Assessment Boards. If there is good reason why you did not submit your extenuating circumstances claim prior to the Award/Progression Board, you should refer to the Academic Appeals procedure to see if you meet the grounds to submit an Academic Appeal.
- 4.6. You will need to provide additional evidence and show good reason for lateness if:
- Your claim is submitted after the 15 day deadline
 - Your claim is submitted by the deadline but you have not been able to provide appropriate evidence.
- 4.7. The University reserves the right to reject EC claims which have not been completed fully or accurately.
- 4.8. If you submit a claim in respect of a module/element which has already been considered by an assessment board, then you will be advised that the University's Review of Assessment Board Decision procedure is the appropriate procedure.

¹ This is defined as the date of submission or extended deadline in the case of assignments or the date of the examination/in class test.

Support will be provided by the Students' Union to enable you to complete the necessary documentation. As part of your claim, you will need to provide good and reasonable cause for not submitting the claim in accordance with the deadline specified in the Extenuating Circumstances Procedure.

- 4.9. If you attend an assessment conducted under the regulations for examinations or in class tests, you are declaring that you are fit to sit that assessment. Any subsequent claim that performance in that assessment was affected by extenuating circumstances or illness will only be accepted in exceptional circumstances. However, this will not apply if you are taken ill during the examination/in class test, and as a result do not complete the assessment.
- 4.10. Should you take ill during an examination/in class test, you will be required to obtain a medical note as soon as possible. The medical note should be submitted in support of a formal EC claim within **15 working days** of the date of the examination/in class test. Such claims will only be considered exceptionally, if you can provide evidence to show that you were not in a fit state of mind to determine your capability to undertake the assessment at the point that the University's Fit to Sit policy was announced at the start of the examination/in class test.

5. Evidential Standards

- 5.1 You must provide independent documentary evidence with your EC claim; if you are unable to provide evidence you must:
- Clearly state the evidence you are waiting for;
 - Detail the reasons why you are unable to submit the evidence with the form;
 - Specify the date you expect to be able to submit the evidence.
- 5.2 The Students' Union will provide guidance on what is commonly accepted evidence and how it should be submitted. Normally, statements from tutors, other members of University staff or anecdotal information from staff will not be treated as acceptable evidence.
- 5.3 If you are submitting an extenuating circumstances claim based upon ill-health, self-certification is not permitted and a letter or fit note from an appropriate medical practitioner should be provided. This letter or fit note must usually be obtained during the period of illness.
- 5.4 Evidence must normally be in English/Welsh or in the original language with a certified translation into English/Welsh. Documents should normally be translated by:
- A professional translator (the translation must be accompanied by a formal invoice for the services of the translator which includes their formal credentials)
 - An academic or professional services member of staff employed by the University or by another University (the translation must be accompanied by a formal letter, on University headed paper, providing the credentials of the translator)

- Any translation costs incurred will be met by you.

5.5 Evidence provided must be timely with the period affected by the extenuating circumstance; this will normally be in the period of (or immediately before) assessment/submission. In some cases, the extenuating circumstance may have affected a period of teaching/learning prior to assessment and if that is the case, you need to make this clear on your extenuating circumstances claim.

6. Submission of a Learning Plan

6.1 If you present with a long-term condition or disability as defined by the Equality Act (2010), you can work with your Programme Leader to develop a Learning Plan. The outcome of a Learning Plan will be to permit an extension to deadline beyond the date of an assessment board.

6.2 All Learning Plans must be supported by evidence and submitted via email to studentadministration@glyndwr.ac.uk.

6.3 Learning Plans will be initially reviewed by an Officer from SPSA. Learning Plans may be approved by the Officer, without the need to progress to the EC Panel. These will typically be straightforward plans where the extension dates do not exceed the scheduled Assessment Board dates.

6.4 Any Learning Plans containing extensions beyond the scheduled Assessment Board date will be presented to the EC Panel who will decide whether it is sufficient to cover the period until the next assessment opportunity.

6.5 All Learning Plans must be signed and agreed by you and the Programme Leader before they can be submitted to the EC Panel for consideration. The EC Panel reserves the right to reject applications which have not been signed by you and/or the Programme Leader.

6.6 If you present with a long term condition after the published deadline, you will be advised to submit an EC Claim as set out in section four above.

6.7 If a proposed Learning Plan is rejected by the EC Panel, then you should meet with the Programme Team to review the original plan. You should work with the Programme Leader to amend the plan, taking into account the comments of the EC Panel and then resubmit the plan to the EC Panel for reconsideration.

6.8 As circumstances change over a period of time and new modules will need to be included as you progress through the programme, a Learning Plan will only be valid for one academic year and a new Learning Plan must be developed for each year of study. You will however **not** be required to provide additional evidence each academic year if the plan relates to a long term condition, the original evidence submitted will remain valid.

6.9 If you wish to submit work prior to the deadline specified on the Learning Plan you will be permitted to do so.

7. Consideration of an Extenuating Circumstance Claim

7.1 EC claims will be initially reviewed by an Officer from SPSA with appropriate expertise. Claims may be approved by the Officer, without the need to progress to the EC Panel. These will typically be straightforward claims which meet evidential standards specified in section five above.

7.2 EC claims cannot be rejected by an SPSA Officer unless evidential or timeliness standards have not been met. Any EC claims not approved by an Officer will be considered by the EC Panel.

7.3 If you submit a claim which could be dealt with by the Extension to Deadline Procedure, your claim will be referred to the Programme Team for consideration (in such cases the evidence provided will be shared with the programme team on a confidential, need to know basis). The university will let you know that your claim has been sent to the programme team.

7.4 The outcome of an EC claim which is upheld, will be to allow you a deferral for the relevant module/element. Individual marks will not be altered/ amended based upon extenuating circumstances, instead, any marks already received will be reverted to 0.

7.5 Membership of the Extenuating Circumstances Panel shall comprise:

Four academic staff members with appropriate expertise from each Faculty, nominated by the Dean of Faculty; An officer from Strategic Planning and Student Administration with appropriate expertise.

- A representative of Student and Campus Life with appropriate expertise.
- A Chair and Vice Chair will be appointed from the membership, from the academic members

7.6 The Panel will be quorate if the following are present:

- The Chair or Vice Chair;
- Strategic Planning and Student Administration Officer;
- Two further members, one of whom should be a representative from Student and Campus Life

7.7 The Student Administration Manager will be responsible for appointing an officer who will advise on academic regulations and also act as secretary to the Panel.

7.8 Members of the Panel must declare any conflicts of interest where applicable and they will then be excluded from the decision making in respect of the conflict of interest. All conflicts of interests will be noted and recorded by the Officer.

7.9 You will not be permitted to attend an EC panel meeting or send a representative to attend the meeting if you have a claim being considered at that meeting.

8. Extenuating Circumstances Panel: Remit

8.1 The Panel will have the authority to:

- Approve a claim on the basis of the evidence provided
- Reject a claim if in its opinion there are insufficient or no grounds for the claim
- Approve learning plans for students with long term conditions or illness and to advise the assessment board if, as a result, it is deemed that the student is not at a point of assessment.

8.2 The Panel may recommend to your programme team that you should be advised to suspend studies until the effect of the extenuating circumstances has passed; this recommendation does not prevent the Panel from approving your claim.

9. Outcome of Extenuating Circumstance Claim

9.1 The normal outcome for an extenuating circumstances claim which is upheld will be:

- To be allowed to miss an element of assessment and to be permitted to attempt that element at the next available opportunity as defined by the University's Awards and Progression Assessment Board, without loss of attempt and normally at the next available opportunity.

9.2 If you have received a mark for an element/module you have applied and been granted extenuating circumstances for, then this mark will be cancelled and you will be given a mark of 0 for that attempt. You will not be able to accept any marks for any element/module for which an EC claim has been approved. This attempt at the module will be protected and the Assessment Board will advise you when you will be able to re-attempt the element/module.

9.3 Approved EC claims will be recorded as appropriate on the university student record system. Approved Extenuating Circumstances claims expire on conclusion of the subsequent Assessment Board, and a new application must be submitted to cover the next Assessment Board(s) if required.

9.4 If an extenuating circumstances claim is not upheld, the university will advise you of this and your original mark will stand. If you have missed an element of assessment, and the claim for extenuating circumstances regarding that assessment is subsequently not upheld, then you will be awarded a mark of 0 for that element.

9.5 The outcome of the EC Panel will be reported to you and your Programme Leader by the secretary of the panel. Details and evidence relating to your claim will not be reported and will be treated as confidential.

9.6 If your claim has been rejected, you will be able to submit an appeal under this procedure (within **ten working days** of the date of the outcome notification of the EC claim) or an Academic Appeal (Review of Assessment Board Decision) against the decision of the Assessment Board at the end of the level or stage of your programme of study, provided that:

- Relevant evidence is available which was not submitted in accordance with this procedure

AND

- Evidence can be provided to show that there is good or reasonable cause why the evidence was not submitted at the appropriate time.

*Please see the **Academic Appeals Procedure** for further information regarding how to appeal an Academic Board decision.*

9.7 If, following the meeting of the EC Panel, it is discovered that you have deliberately misled the panel, the panel will have the right to revoke any decision made. This may result in action being taken under the University's disciplinary procedures.

9.8 If a case of academic misconduct is found proven for the same module/element for which you have been granted extenuating circumstances, the approved deferral will not be processed and the information about your claim will be made available to the Academic Misconduct Committee of Enquiry.

10. Appeals against the decision of the Extenuating Circumstances Panel

10.1 Appeals against decisions of the Extenuating Circumstances Panel will only be accepted where the appeal is based upon both of the following grounds:

- New evidence in support of the Extenuating Circumstances claim has been provided

AND

- You can show good reason why this evidence was not made available to the EC Panel before its meeting.

10.2 Any appeal against a decision of a panel should be submitted via email to studentadministration@glyndwr.ac.uk, within **10 working days** after the panel outcome notification date

10.3 The case will be presented to the Chair of the EC Panel who will reconsider the claim in light of the evidence provided, and who may choose to consult with others as appropriate. The Chair of the panel will have the authority to decide whether: your claim should be upheld, that there are insufficient or no grounds for the appeal and your claim should be rejected or you were not at a point of assessment.

10.4 The decision of the Chair of the EC Panel will be final, and you will not be able to submit an appeal on these grounds using the academic Appeals Procedure.

10.5 The decision of the Chair of the EC Panel will be conveyed to the relevant assessment board and to you by the Officer to the Panel.

11. Data Storage and Confidentiality

11.1 All claims are confidential. Your EC claim and supporting evidence will be considered by members of the appropriate panel solely for the purpose of processing your claim and, if necessary, any subsequent appeal against the decision of the EC Panel.

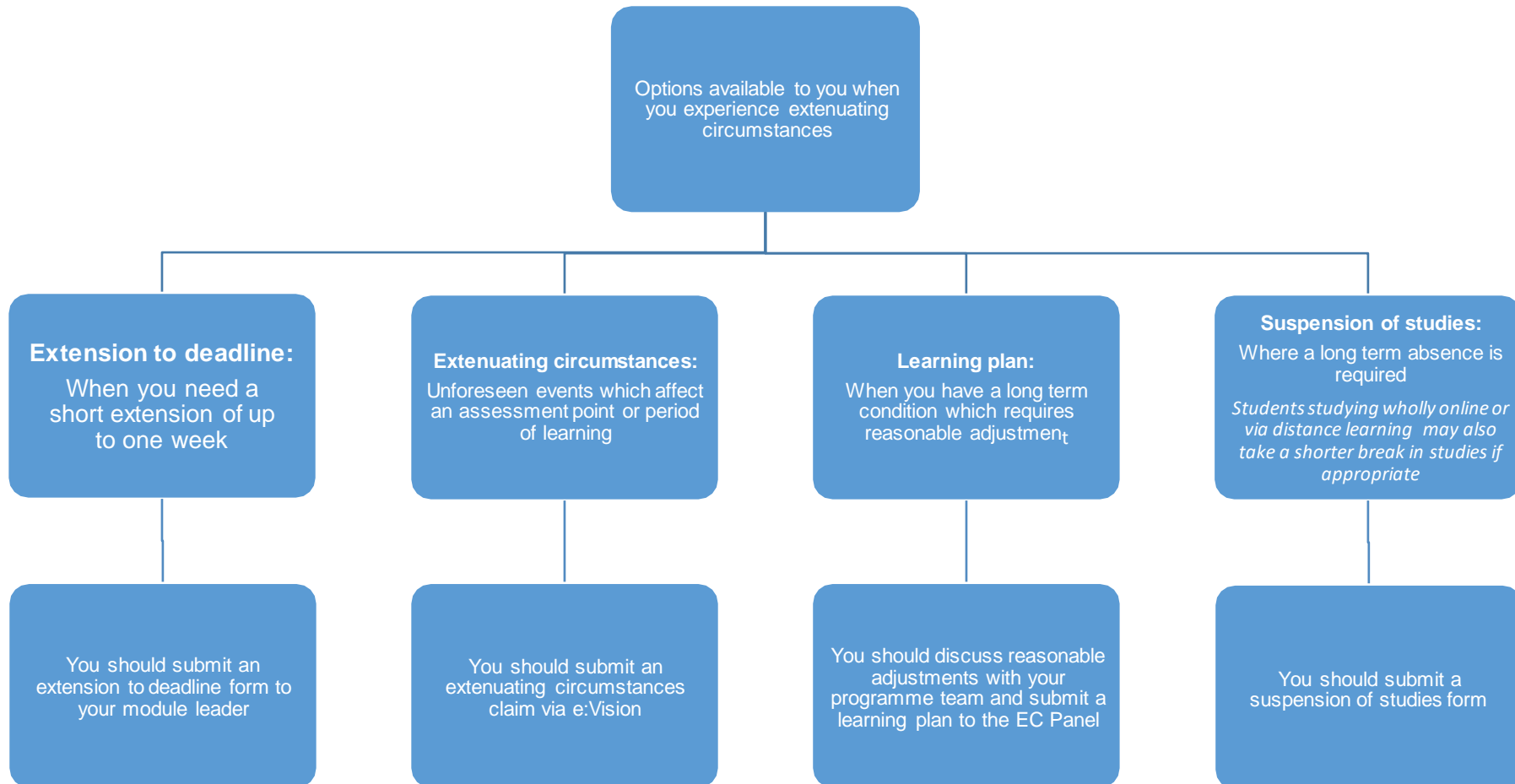
11.2 The outcome decision of and claim will be communicated to the personal tutor of the student, but the detail of the claim will remain confidential.

11.3 All claims will be processed and stored in accordance with the University's Records Management Policy.

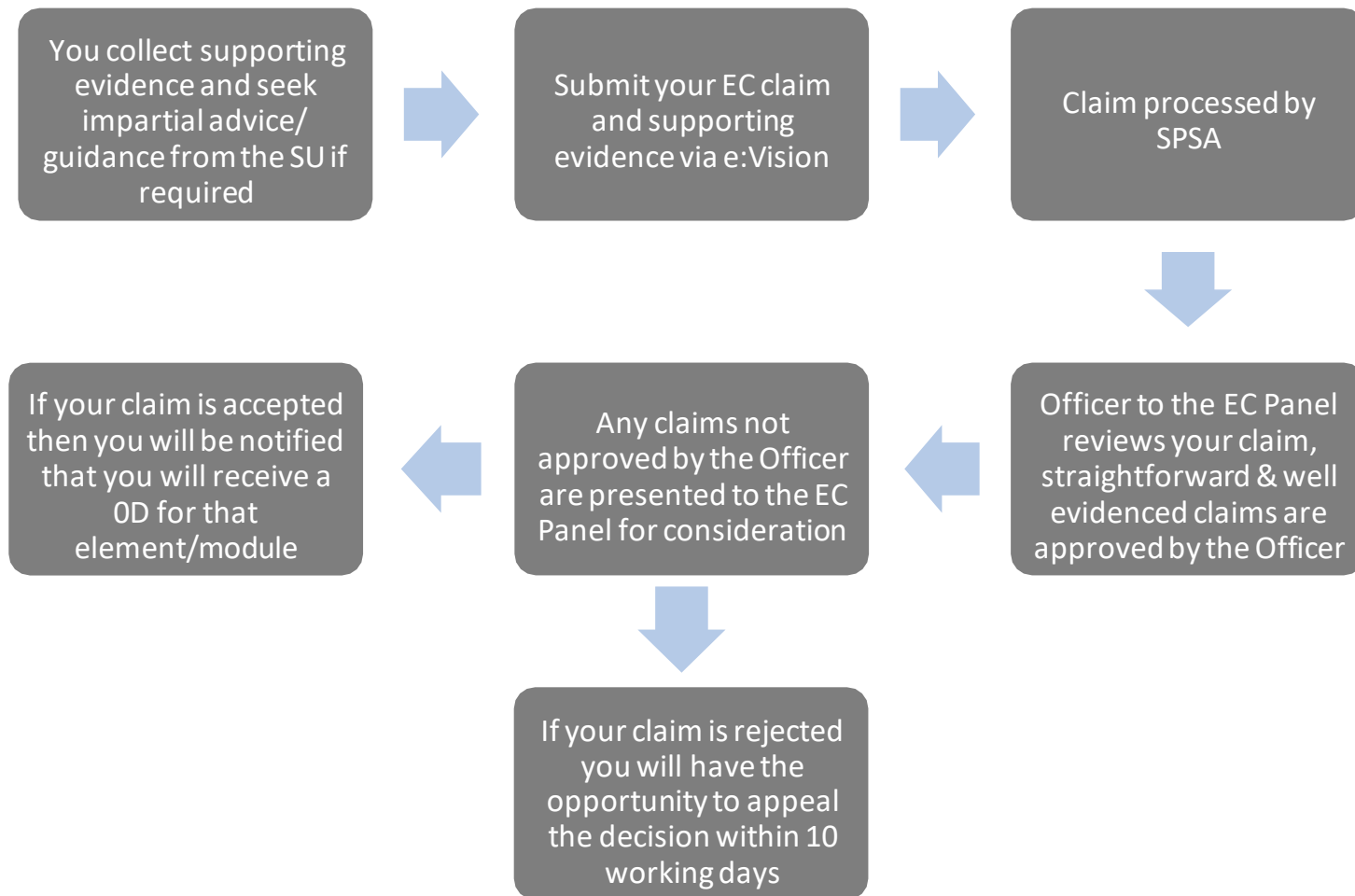
12. Monitoring

12.1 An annual report containing statistical information on the numbers of claims received, upheld and rejected and any recommendations in respect of the review of the policy and procedure or that might enhance the quality of provision will be provided at least annually to Learning, Teaching and Quality Committee.

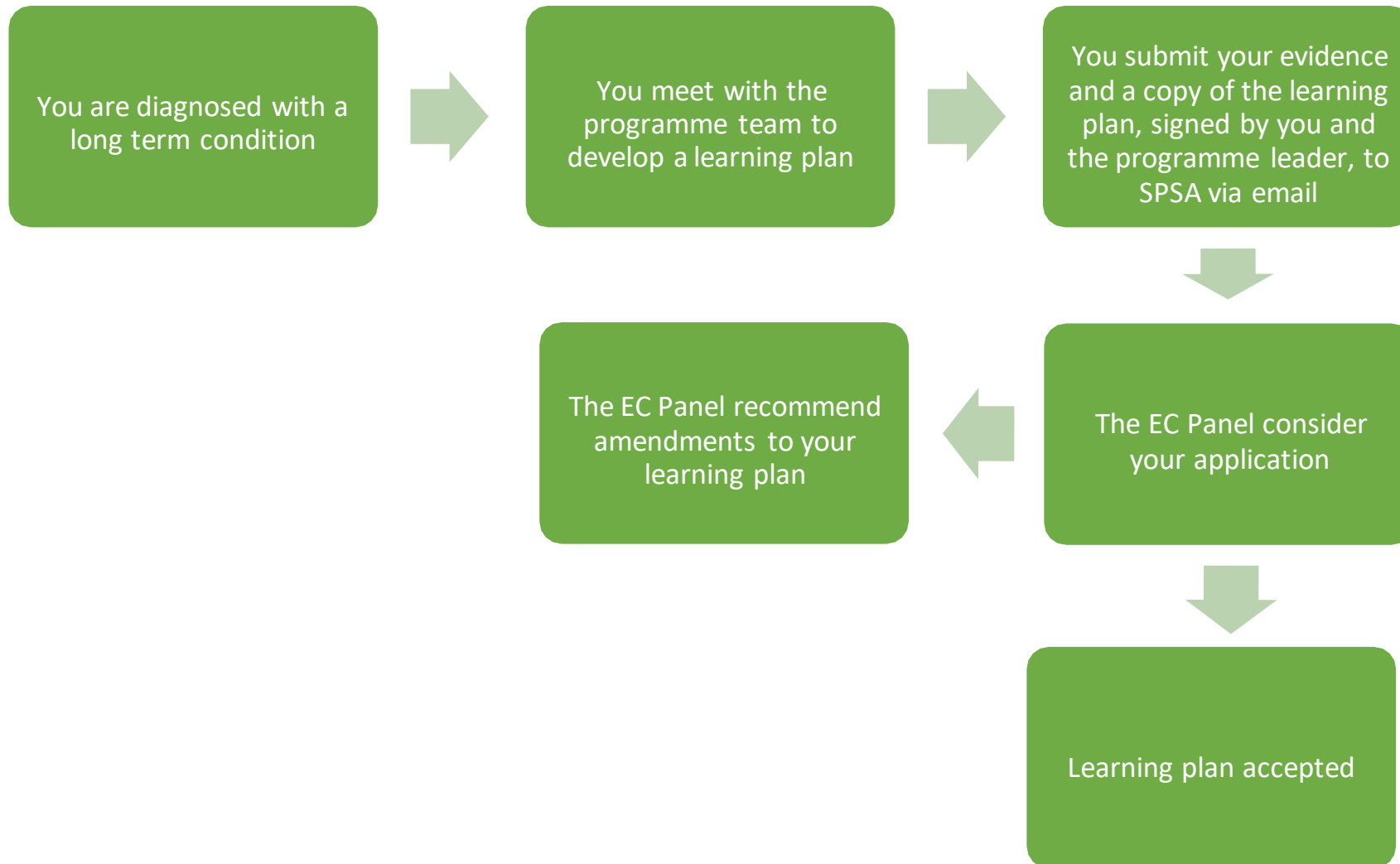
Process Overview



Process for submitting an EC Claim



Process for submitting a Learning Plan



EC decision tree

