

# Extenuating Circumstances Policy

**Scope:** Taught programmes leading to an award of City, University of London.

## **Senate Regulations**

[Senate Regulation 19 Assessment](#)

## **Summary**

This policy sets out the definition of what constitutes extenuating circumstances and sets out the guiding principles for their consideration. It also provides details of the role of the Extenuating Circumstances Panel and the actions the Assessment Board may take in response to Extenuating Circumstances Panel decisions.

## **Date approved/re-approved:**

Approved by Senate October 2020

Minor amendments October 2021

**Date for review:** To be reviewed at the end of 2020/21 Academic Year, with allowance for minor updates of roles and responsibilities by Senate, as required by changes in law or in operational practices.

**Effective from: Monday 26 October 2020.**

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## Introduction

1. City, University of London's main objective is for its students to succeed. In wishing to be fair to our students we are aware that there may be a variety of significant factors which can have an adverse effect on students' performance in assessments.
2. This policy supplements the Assessment Regulations (Senate Regulation 19) on Extenuating Circumstances which explain what students need to do when things go wrong, in a way that affects one or more of their assessments. It is strongly advisable that students seek support from the University as soon as they are aware that they have a problem. Support for students is also available from the Students' Union.
3. The University manages and considers claims for Extenuating Circumstances in accordance with the Assessment Regulations (Regulation 19). The Regulations define Extenuating Circumstances as:

**'Circumstances which are unforeseen and outside a student's control and which can be shown to have had a direct and substantial impact on their academic results. This may include an impact on capacity to study prior to an assessment, on ability to complete an assessment, and/or on performance during an assessment'**

4. Please note that, in accordance with Assessment Regulations 19, this Extenuating Circumstances Policy does not apply to specific programmes which have alternative Professional, Statutory and Regulatory Body (PSRB) requirements. The Programme Handbook for those specific programmes will set out the relevant process as defined by the PSRB.
5. In this policy, "You", or "your" refers to the student; "we", "us" and "ours" refers to City, University of London.

## General Principles

6. The following principles underpin our approach to Extenuating Circumstances:
  - a. A focus on providing **support** and enabling **speedy resolution**.
  - b. Recognition that our students are preparing for business and the professions (including careers in many sectors), where **personal responsibility** for seeking support, guidance and resolution is expected.
  - c. **Clarity** in language and process.
  - d. Upholding **fairness, consistency** and **natural justice** in the treatment of the student body as a whole, as well as for particular individuals including by:
    - i. considering application forms anonymously and without reference to, or sight of, individual marks;

- ii. ensuring decisions are taken by those without conflicts of interest;
  - iii. ensuring that students are neither disadvantaged nor overly advantaged as a result of the process.
- e. Upholding **independence in decisions** and the **integrity of academic judgement** including by the maintenance of a clear distinction between the role of the Extenuating Circumstances Panel and the role of the Assessment Board as defined within the Assessment Regulations.
  - f. Maintaining **awareness** of the process through collaboration with student support services (academic and welfare), the Students' Union, and visible and accessible central information highlighted to students at relevant key points in the academic year.
  - g. Ensuring appropriate levels of **confidentiality and protection of sensitive and personal data** including seeking relevant permission, where relevant, to enable appropriate information sharing.
  - h. Effective **record keeping**. This includes the student submitting the case as well as the direct or indirect impact of the decision arising on the wider student cohort.
  - i. A culture of **enhancement** seeking to learn from Extenuating Circumstances and improve the student experience including through appropriate training for decision-makers.

### **Equality and Diversity Statement**

- 7. We are committed to promoting equality, diversity and inclusion in all our activities, processes, and culture, under the Public Sector Equality duty and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.
- 8. We are committed to championing equality. This includes where applicable to this policy. In the coordination and make up of our decision-making Panels we are striving to fulfil our commitments to racial equality, gender balance, and actively consider representation of other protected groups.

### **Student Welfare**

- 9. Your welfare and academic success are important to us. Where the submission for Extenuating Circumstances raises a welfare concern for your safety, wellbeing, or your ability to engage with your studies without support, a designated staff member in the University (e.g., Designated Safeguarding & Welfare Officer, Personal Tutor or Course Office Team) will make contact with you in order to discuss the ways in which we can support you.

## Policy Overview and Scope

10. This policy applies to all forms of assessment as set out for your programme.
11. The provision set out in this policy can be used if you are studying a taught programme. Please contact your supervisor/s for guidance, if you are a research student experiencing difficulties which affect your studies.
12. If you have a disability or ongoing medical condition, you should contact your Course Office and/or Student Counselling, Mental Health and Accessibility Service (SCMHAS). Where you are awaiting formal diagnosis of disability, you can submit a claim of Extenuating Circumstances for consideration. However, you should also discuss any issues you may be having and its impact on you and your studies with your Course Office and/or Student Counselling, Mental Health and Accessibility Service (SCMHAS). This is so that the appropriate support can be put in place for you. Please see **paragraphs 81 to 87**, if you have ongoing health-related conditions or disabilities.
13. You have a responsibility to tell us about any extenuating circumstances you may be experiencing and provide documentary evidence, where required. We strongly recommend that you notify us if you are experiencing any unforeseen circumstances outside of your control, which impact your studies. This is so we can support you.
14. Extenuating Circumstances forms and submission procedures will be clearly signposted on our website.
15. We set strict deadlines for the submission of requests for consideration of Extenuating Circumstances relating to assessment, progression or award, as set out in the Assessment Regulations.
16. You should make your Extenuating Circumstances submission no later than **seven calendar days** after the assessment event or assessment submission deadline that it affects.
17. You should not wait until grades or marks have been issued to you before submitting a claim for extenuating circumstances. Extenuating Circumstances Panel and Assessment Boards will not normally consider late claims unless there are compelling grounds.
18. In exceptional instances, where a late claim for extenuating circumstances is considered, it would normally be before results are released (**see paragraph 77**). Neither the Extenuating Circumstances Panel nor the Assessment Board is bound to take into account Extenuating Circumstances submitted more than **seven calendar days** after the affected assessment.
19. However, in rare cases and at your School's discretion, it may be possible

to submit your claim after the deadline set out in **paragraph 16**. In such cases, you must submit your Extenuating Circumstances claim no later than two weeks from the date of the assessment deadline that it affects. Nevertheless, this must be in line with the requirements of the Assessment Regulations set out in paragraph 20 below.

20. The Assessment Regulations state that claims for Extenuating Circumstances must be submitted by the student before the meetings of the relevant Extenuating Circumstances Panel. Students who need to submit an Extenuating Circumstances claim after the relevant Extenuating Circumstances Panel has met should refer to Senate Regulation 20: Student Academic Appeals (Taught Programmes).
21. Extenuating Circumstances will be considered by an Extenuating Circumstances Panel. The Panel will make recommendations to the relevant Assessment Board. The Assessment Boards take account of recommendations from the Extenuating Circumstances Panel in making decisions about student progression or award.
22. Extenuating Circumstances Panels will be constituted in accordance with our Regulations.
23. A student cannot appeal the decision of an Extenuating Circumstances Panel on whether or not to accept a claim of extenuating circumstances. However, you do have the right to appeal the decision of the Assessment Board (**see paragraph 78**).

### **Types of Extenuating Circumstances claims available to you**

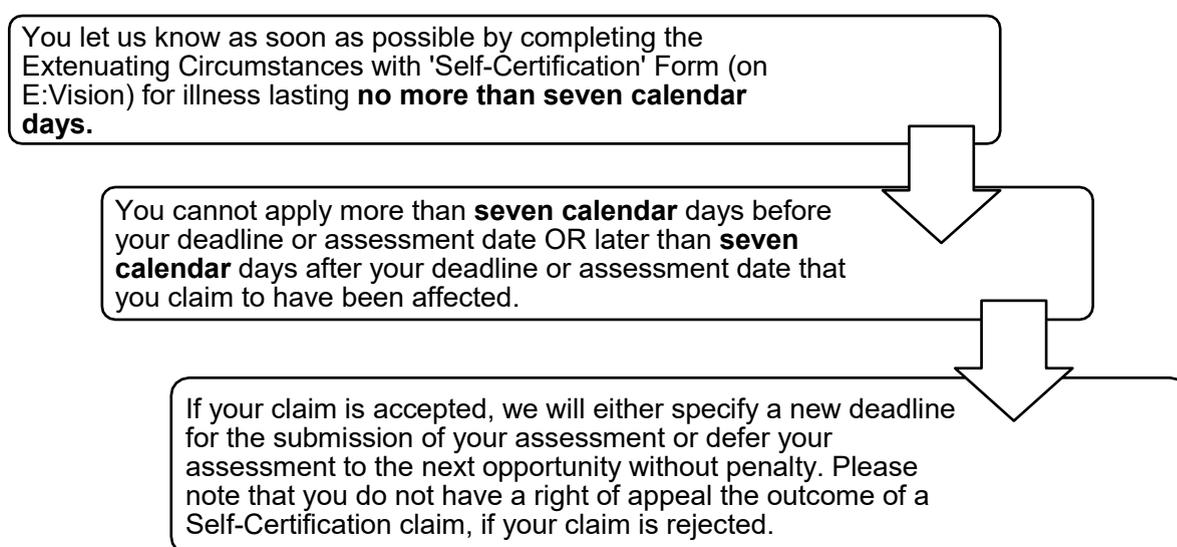
24. Below are the types of Extenuating Circumstances claims you can submit to us for unforeseen circumstances which are outside your control and has direct and substantial impact on your assessment and academic result:
  - a. **Extenuating Circumstances with Self-Certification on medical grounds:** As part of your Extenuating Circumstances claim, you can self-certify for a period of illness lasting **no more than 7 calendar days**. The period of illness you are claiming against must coincide with and affect the assessment deadline(s) you are requesting for. You can only make up to two submissions of Self-Certified Extenuating Circumstances claim in any academic year (**see paragraph 37**). You should not use the **Self-Certification** process for managing longstanding or chronic health conditions or assessments that are not impacted by the period of illness you are self-certifying for (**see paragraphs 81 to 87**).
  - b. **Extenuating Circumstances with evidence:** Except for where you are submitting your Extenuating Circumstances claim with Self-Certification on medical grounds, you are required to provide documentary evidence from an independent third party to support your claim. You may be required to authorise us to verify your submitted evidence in line with data protection requirements. (**see paragraph 41**). Where your evidence is

not available at the time of submission, you should still submit your claim by the deadline and provide your evidence later (**see paragraph 51**).

- c. **Extenuating Circumstances without evidence:** You may, in exceptional cases, be able to submit your Extenuating Circumstances claim without documentary evidence. In such instances, you will be required to provide a reasonable explanation, as part of your submission, as to the reason(s) why you are unable to provide the relevant evidence to support your extenuating circumstances request. You should only use this option, in the rare instance, where it is impossible for you to provide supporting evidence (**see paragraph 54**).

### Extenuating Circumstances with Self-Certification Process Detail

#### 25. Extenuating Circumstances with Self-Certification on Medical Grounds Process Overview



26. We are aware that you may not be able to provide evidence for short periods of illness. If you are ill near an assessment deadline and unable to visit a doctor, you may be able to self-certify for illness of no more than **seven calendar days**.

27. This means that you sign our Self-Certification Form confirming that you were ill, and submit this as part of your Extenuating Circumstance Form as evidence. You may only do this:

- a. For illness lasting **no more than seven calendar days**, and where you did not visit a doctor.
- b. Where the period of illness you are claiming against coincides with and affects the assessment deadline(s) you are requesting against.

c. Where the illness is not a longstanding and chronic health condition (see paragraphs 81 to 87).

28. Self-certification is relevant to those situations which are of a short duration (e.g. one to seven calendar days) but have a clear impact on your ability to study. For example, short-lived viruses, stomach complaints, debilitating physical pain (e.g. period) and mental health conditions such as stress and anxiety. Please note that this is not an exhaustive list.

29. You are expected to self-manage minor ailments (such as coughs) where these do not impact on your ability to undertake your studies. Self-Certification cannot be used for temporary self-induced conditions such as hangovers or conditions arising from recreational/illegal drug taking (this does not include prescribed medication).

30. To give us adequate time to respond to your claim, you are strongly advised to submit a Self-Certification Form as soon as you become ill or at the first available opportunity within the timeframe set out in paragraph **30a and 30b below**. You should submit a Self-Certification Form:

a. because you are/were ill and it's no more than **seven calendar days** before the deadline or date of the assessment(s) you claim to have been affected;

OR

b. because you are/were ill and it's no later than **seven calendar days** after the deadline or date of the assessment(s) you claim to have been affected.

31. You can use the Self-Certification claim against all affected assessment(s) during your period of illness. This means you can use the Self-Certification process to request for a postponement of assessment submission date or request to take your assessment at the next opportunity.

32. Your Self-Certification claim will be processed by your School. Where you have requested for a postponement of assessment submission date, your request will be managed and approved in line with your School's Extension's process. (See Appendix 4)

33. Typically, your School will respond to all self-certification requests within **seven calendar days** from the date you submit your Self-Certification Form.

34. If considered valid, and at the discretion of your School, your Self-Certified Extenuating Circumstances claim will likely result in you having:

- a. a postponement of your coursework,
- b. a postponement of your dissertations or equivalent,

OR

- c. a deferral of your assessment to the next opportunity without penalty (please note that examinations will usually be deferred to the next opportunity).

35. Where your claim is not considered valid and rejected by us, you be provided with the reason(s) why it is being rejected. You will not be able to appeal this decision but may be permitted to submit an 'Extenuating Circumstances with evidence' or 'Extenuating Circumstances without evidence' claim by a date agreed by your School (**see paragraphs 41 and 54**). Relevant Extenuating Circumstances Panels will have oversight of all self-certified claims.

### **Repeated request for Self-Certification and submission conditions**

36. We are allowing the submission of Self-Certification for short-term illnesses only. This is to support students who may be experiencing short-term illnesses which negatively affect their ability to submit work, attend an assessment or perform to their usual standard in an assessment.

37. However, there is a limit to the number of times you may use this process in an academic year and the timeframe in which you can make your submissions.

- a. You may make up to two submissions of Self-Certified Extenuating Circumstances in any academic year. That is, a total number of two claim(s) during the academic year;

AND

- b. You cannot apply for more than one claim of Self-Certification within any **28-calendar day** period. This is because Self-Certifications are for short-term illnesses, which last no more than seven calendar days. Where you experience a serious or an illness which last longer than seven calendar days, you should use the Extenuating Circumstances with evidence (**see paragraph 41**) or Extenuating Circumstances without evidence (**see paragraph 54**) process.

38. If you submit more than two claims of Self-Certification, within one academic year or more than one claim within a 28-calendar day period, your claim may be rejected and you may be required to submit an Extenuating Circumstances with evidence or an Extenuating Circumstances without evidence claim.

39. We may also ask you to meet with an appropriate staff member, who may require you to obtain further evidence for your claim to be processed and discuss with you ways in which we can support you. Such a meeting may occur virtually or in-person.

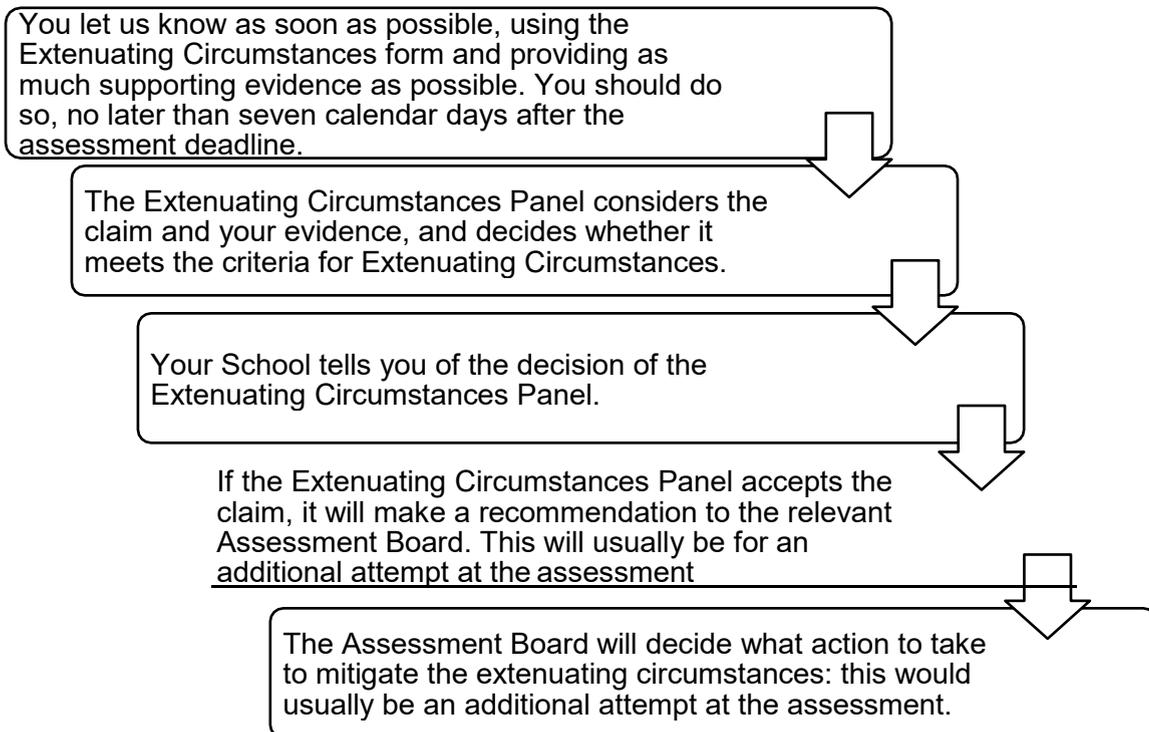
40. If there is good reason to doubt your claim, you may be asked to provide further suitable evidence such as medical proof to support your request. If it is

proven by us that you submitted a claim that contains false information

or includes falsified evidence, we will regard it as an attempt to gain an unfair advantage. Such an attempt will be regarded as academic misconduct and may lead to Disciplinary action against you. The allegation may also be investigated in accordance with the Fitness to Practice Policy if you are registered on a professional programme.

## Extenuating Circumstances (with Evidence) Process Detail

### 41. Extenuating Circumstances (with Evidence) Process Overview



### 42. The Extenuating Circumstances (with Evidence) Process should

- a. be supported with documentary proof; and
- b. be used for unforeseen circumstances outside your control, which can be shown to have had a direct and substantial impact on your academic results.

43. The documentary evidence may include any proof that shows an impact on your capacity to study prior to an assessment, on your ability to complete an assessment, and/or on performance during an assessment. Please note: You should only submit sufficient evidence related to your claim and reasons for the claim. You are discouraged from providing evidence that is excessive (i.e. goes beyond the claim) and is unrelated to your claim.

44. You should not use this process for longstanding and chronic health conditions. Please let us know if you have these and we will consider what arrangements we can put in place to support you through your studies.

Kindly see **paragraphs 81 to 87** below for more information.

45. The list below may be considered to be acceptable when you submit Extenuating Circumstances claim with evidence. It is not an exhaustive list and the acceptance of Extenuating Circumstances is at your School's discretion:
- a. Acute illness or injury on the day of or during a 'live' assessment, such as an examinations, performance or presentation;
  - b. For illness that last for more than seven calendar days or for which you have seen a medical professional.
  - c. Extended illness or injury which lasts for more than seven calendar days that is serious enough to stop you from studying, writing or revising;
  - d. Impact of death or serious illness of a close relative or family friend on you;
  - e. Significant domestic and/or personal problems;
  - f. Court attendance including Jury service, where deferral has been refused by the Court;
  - g. Unforeseen major transport difficulties;
  - h. Being a victim of, or witness to, criminal activity.
46. The list below would not generally be considered to be acceptable when you submit Extenuating Circumstances claim with evidence. It is not an exhaustive list and the acceptance of Extenuating Circumstances is at your School's discretion:
- a. Mistaking the date/time of an examination or coursework deadline;
  - b. Close deadline of academic work, e.g. a number of assessments with similar deadlines – you are expected to plan your work schedule;
  - c. Alarm failure on the morning of an examination;
  - d. Holidays;
  - e. Foreseeable, planned or minor travel difficulties;
  - f. Certain personal computer/other IT device failure – adequate precautionary measures should have been taken, e.g. backing up work;
  - g. Inadequate time to access IT equipment/printing facilities or download applications or software products - you should have planned and checked for such issues;
  - h. Non-compatibility of IT equipment with the University's IT equipment–

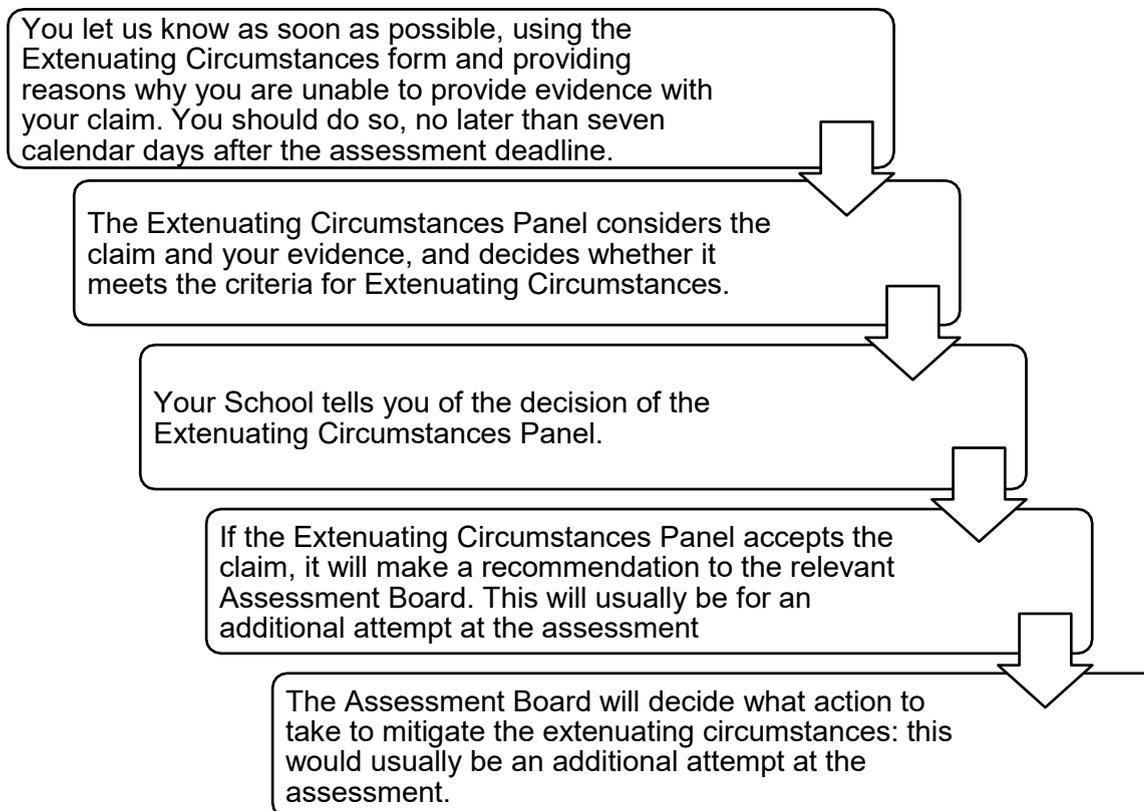
you should have planned and checked for such issues;

- i. Lack of a laptop/device of the required specification where necessary for an assessment - you should have planned and let us know before your deadline that you are experiencing this issue;
- j. Religious observance – such issues are not unforeseen and should be discussed with your Department in advance.

47. If possible, please raise any issues early, and before the assessment(s).
48. You must submit claims for Extenuating Circumstances with all appropriate evidence no later than **seven calendar days** after the assessment(s) you claim to have been affected.
49. The nature of the evidence you will need to submit, depends on the nature of your Extenuating Circumstances claim. **Appendix 3** sets out some examples of appropriate evidence.
50. You should upload your evidence at the same time as your Extenuating Circumstances Form, but you should keep the original documents in case they are required at a later date.
51. If your evidence is not available at the time of submitting your Extenuating Circumstances Form but will be obtainable at a later date, you need to indicate when you will be able to upload your evidence at the time of submission. If waiting for your evidence means you will miss the Extenuating Circumstances deadline, you should submit your Extenuating Circumstances Form and provide the evidence later and by a date agreed by your School.
52. Your claim will be processed by your School who will respond to you as soon as the appropriate Extenuating Circumstances Panel considers your request but, normally, no later than **14 calendar days** after the relevant Panel has reviewed your claim.
53. If you submit a claim that contains false information or includes falsified evidence, we will regard it as an attempt to gain an unfair advantage, which is academic misconduct and may lead to Disciplinary action against you. The allegation may also be investigated in accordance with the Fitness to Practice Policy, if you are registered on a professional programme.

## Extenuating Circumstances (without Evidence) Process Detail

### 54. Extenuating Circumstances (without Evidence) Process Overview



55. We would not usually permit Extenuating Circumstances claims without evidence. However, in exceptional cases, you may be able to submit your Extenuating Circumstances claim without documentary evidence. In such rare instances, you will be required to provide a reasonable explanation, as part of your submission, as to the reason(s) why you are unable to provide the relevant evidence to support your Extenuating Circumstances request.
56. It is therefore important that you try as much as possible to provide evidence unless, in rare instances, where it is impossible to do so.
57. Though not an exhaustive list, the list in paragraph 45 may be considered acceptable reasons to bring an extenuating circumstance claim but without providing evidence. It is important that you raise any issues with us early, and before your assessment(s).
58. You must submit claims for Extenuating Circumstances with your reason(s) why you are unable to provide the relevant evidence to the relevant Extenuating Circumstances Panel no later than **seven calendar days** after the assessment(s) you claim to have been affected.
59. Your claim will be processed by your School who will respond to you as soon as the appropriate Extenuating Circumstances Panel considers your request but, normally, no later than **14 calendar days** after the relevant Panel has reviewed your claim.

60. If you submit a claim that contains false information or includes falsified evidence, we will regard it as an attempt to gain an unfair advantage, which is academic misconduct and may lead to Disciplinary action against you. The allegation may also be investigated in accordance with the Fitness to Practice Policy, if you are registered on a professional programme.

### **Extenuating Circumstances Panel Process Detail**

61. The Extenuating Circumstances Panel will determine whether your claim is valid, meets the criteria for Extenuating Circumstances and consider any supporting evidence provided.
62. As well as the provisions in **paragraph 61 above**,
- a. Where you have not provided evidence, the Extenuating Circumstances Panel will consider whether your reason(s) for not providing the evidence when you made your claim is acceptable to the Panel or not. Where it is determined that your reason(s) for not providing the relevant evidence is unacceptable and your claim is not valid, your EC claim will be rejected.
  - b. Where your claim is rejected, the Extenuating Circumstances Panel may, where relevant, give you an opportunity to provide evidence by inviting you to do so. If you are unable to provide appropriate supporting evidence in a timely manner (when required to do so), it may mean that the Extenuating Circumstances Panel has insufficient information to fully judge your claim. In such instances, the Extenuating Circumstances Panel will not be able to accept your claim.
  - c. Still, it is important to note that it is your sole responsibility to submit a valid claim and all relevant evidence (where this is available to you or explain why you are unable to provide evidence). You should not have the expectation at the Extenuating Circumstances Panel will give you an opportunity to provide evidence by inviting you to do so after you have submitted your claim.
63. To ensure that we are able to process your Extenuating Circumstances claim in a timely way, all submissions of Extenuating Circumstances should be made before the meetings of the relevant Extenuating Circumstances Panel and Assessment Board.
64. An Extenuating Circumstances Panel will include and be attended by three staff members:
- a. A Chair (the Chair of the Assessment Board or the Programme Director or their academic nominee);
  - b. A Secretary; and
  - c. Two members of academic staff;

OR

- d. one member of academic staff and one experienced member of professional staff.

65. The Extenuating Circumstances Panel will determine whether the claim is valid, meets the criteria for Extenuating Circumstances and whether supporting documentary evidence is sufficient.

66. The recommendation of the Panel will be either:

- a. not accepted because criteria have not been met and/or supporting evidence is not relevant or significant to the case.

OR

- b. accepted because case meets criteria and appropriate supporting evidence has been submitted (Panel may choose to highlight circumstances which prevent student taking up a re-assessment opportunity).

67. If your claim is accepted:

- a. We will tell you that a recommendation has been submitted to the relevant Assessment Board for consideration.
- b. The decision on the course of action taken remains with the Assessment Board and will take into account the need to uphold academic standards and demonstrate that Learning Outcomes have been met, as well as the Panel recommendation.
- c. We will let you know the Assessment Board decision (if appropriate with an additional opportunity for assessment).

68. Most cases which are accepted will lead to you being offered an additional attempt at the affected assessment. If you accept this offer the mark you receive in the additional attempt will override any previous mark you may have been given for the same assessment.

69. The Panel may, at its discretion, highlight particular factors in its recommendation which it is satisfied are worthy of consideration by the Assessment Board when deciding on the appropriate course of action. A formal record will be kept of the meeting and Panel's recommendations.

70. Occasionally the Assessment Board may arrange an alternative, equivalent assessment task if it is satisfied that a further opportunity to take the original assessment is not possible or is wholly inappropriate.

71. If your claim has not been accepted by the Panel this will be reported to the

Assessment Board; no adjustment will be made and your results will be considered in the usual way.

72. Extenuating Circumstances Panels will not normally approve second or multiple submissions for the same circumstances from you, but there may be some cases where unforeseen circumstances last beyond the submission of the original claim.
73. If you have on-going medical conditions or other circumstances which cannot be described as unforeseen, we will refer you to the appropriate service for assessment of your needs (except where you are experiencing an acute phase of an ongoing condition that has been previously notified to City which is likely to have seriously impaired your performance at the same time as an assessment event or before an assignment deadline).
74. There is no right to appeal the decision of an Extenuating Circumstances Panel. However, you do have the right to appeal the decision of the Assessment Board who considered your academic profile and made a decision about your progression or award.
75. Senate Regulation 20 and 20a and the Student Academic Appeal Policy set out the process of Student Academic Appeals, including timeframes and the applicable grounds that appeals must be made on.
76. Appeals will be considered in line with the Student Academic Appeals Policy and Regulations, and by staff who were not involved in the original Extenuating Circumstances Panel decision.

### **Late Reporting of Extenuating Circumstances**

77. We adhere to strict deadlines for the submission of claims for consideration of Extenuating Circumstances relating to assessment, progression or award, as set out in the Assessment Regulations. In exceptional cases, where a late submission of your Extenuating Circumstances claim is in line with the Assessment Regulations and at your School's discretion, it may be possible to submit your Extenuating Circumstances claim (with or without evidence) late. You may be able to submit a late claim for the consideration of the relevant Extenuating Circumstances Panel:
  - a. if you submit your claim before the meeting of the relevant Extenuating Circumstances Panel and Assessment Board; and
  - b. if a valid and over-riding reason outside your control can be demonstrated for failure to report them at the appropriate time. (**see paragraphs 17 to 20**).
78. Where the relevant Extenuating Circumstances Panel and Assessment Board have met, previously undisclosed Extenuating Circumstances may only be considered through the Student Academic Appeal process. However, you will need to provide a valid and over-riding reason outside your control for failure

to report your undisclosed Extenuating Circumstances at the appropriate time. Ignorance of the procedures or failure to recognise the impact at the time will not usually be accepted as reasons for late reporting.

### **Assessment Board consideration of Extenuating Circumstances Recommendations**

79. Based upon the report and recommendation from the Extenuating Circumstances Panel, the Assessment Board will consider the most appropriate course of action from the following:
- a. The attempt at the affected assessment(s) should be set aside and you be offered an additional opportunity of taking the assessment(s). This will be either:
    - i. as an additional first (uncapped) attempt (if the Extenuating Circumstances related to a first attempt)

OR

- ii. as an additional resit (capped) attempt (if the Extenuating Circumstances related to a resit attempt).

If you choose to take up the offer of an additional attempt, any mark received for the previous affected attempt will be permanently disregarded. If you decide not to take up the offer of an additional attempt, the mark received for the previous attempt will stand.

- b. Where appropriate, (normally where there are multiple assessments affected by the Extenuating Circumstances) the Assessment Board may offer a repeat year option to enable you to return to learning and teaching at the later date, and take the assessments as a first attempt (or as a resit with a capped mark if the repeat year option is granted following resit assessments).
- c. Where the Assessment Board is satisfied that a further opportunity to take the original assessment is not possible or is inappropriate, it may arrange for an alternative assessment task to be set, on the condition that it must be an equivalent task which will enable the relevant Learning Outcomes to be demonstrated.
- d. In exceptional cases, where your performance in one or more Modules has been affected by Extenuating Circumstances, and the Assessment Board considers the options available under **paragraphs 79 (79), 79 (b) or 79 (b above)** to be unsuitable, it may review borderline progression/Award decisions based on the affected performance. Recommendations arising from such reviews of borderline progression/Award decisions will require the approval Chair of the Board of Studies. An anonymous report will be made available to Senate on an annual basis.

- e. If Extenuating Circumstances prevent you from completing the final assessment, the Assessment Board may recommend to Senate that an Aegrotat Award should be made.
80. Assessment Boards will not know the details of the Extenuating Circumstances submission but simply the outcome that is recommended by the Extenuating Circumstances Panel.
81. When selecting any of the options set out in **paragraph 79 above**, the Assessment Board's decision must take account of the need to ensure parity of treatment of all students, and to avoid any action which might compromise academic standards and integrity. It must also have regard to any Professional, Statutory and Regulatory Bodies (PSRB) requirements.
82. In exceptional circumstances where soon after assessment(s) you present new evidence of a previously unsuspected disability after the deadline for submission of an Extenuating Circumstances claim, and you could not have reasonably suspected you had the condition, or obtained a diagnosis at an earlier time, you may request consideration under the Extenuating Circumstances Policy. You should submit a Stage 1 Appeal on the grounds of Undisclosed Extenuating Circumstances, in accordance with the appeal regulations. An Extenuating Circumstances Panel may only consider the claim once formal diagnosis is confirmed.
83. For the avoidance of doubt, Assessment Boards cannot alter your marks or re-consider assessment decisions that were made prior to receiving formal notification of a potential disability via an Extenuating Circumstances claim. On the basis of subsequent diagnosis of disability, an Assessment Board may either:
- a. offer an additional first attempt at the relevant assessment(s) with reasonable adjustments in place (if the Extenuating Circumstances related to a first attempt),
  - b. offer an additional resit attempt (if the Extenuating Circumstances related to a resit attempt and the student has not yet attempted the resit(s) for the relevant assessment(s)) or
  - c. uncap the marks for the relevant resit assessment(s) (if the student has already completed the resits for the relevant assessments(s) or offer an additional discretionary resit attempt with reasonable adjustments in place.
84. The above would apply to your current Programme Stage only.

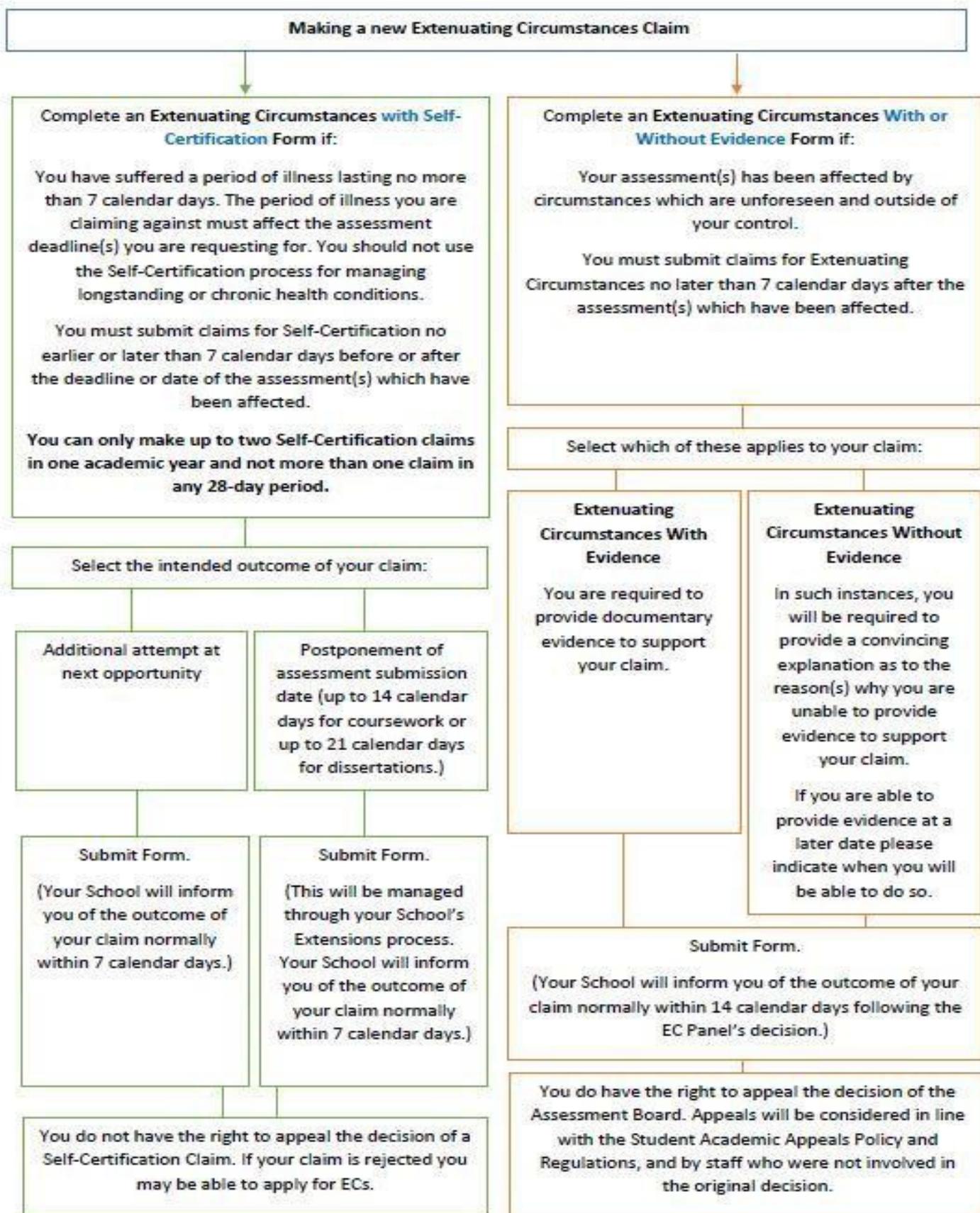
### **Students with ongoing health-related conditions or disabilities**

85. Where you are admitted to a Programme and have declared a disability or ongoing health conditions, we will agree learning and assessment strategies to provide you with reasonable adjustments, additional support and/or facilities.
86. You can declare a disability or ongoing health condition prior to admission and at any time whilst you are registered at City. When you consent for

information to be shared, we will share it sensitively with all relevant services and your Personal Tutor, (and not just your initial point of contact or the first staff member(s) you told about your disability at City), so that we can assess and meet your needs. We will ask for a record of your formal diagnosis of ongoing health conditions, specific learning differences or other disability to enable us to implement reasonable adjustments to support you. If you do not provide us with these records, it may hinder our ability to implement the necessary reasonable adjustments.

87. If you are awaiting formal diagnosis of disability, you should submit a claim to the Extenuating Circumstances Panel for consideration with supporting evidence to follow.
88. If you experience a health condition after your initial admission to a Programme which may have a temporary but significant impact on your ability to engage with your studies, you may be advised to interrupt your studies or undergo a Fitness to Study review if it is considered that the Extenuating Circumstances procedures would be insufficient. Otherwise, we will endeavor to provide support and guidance to enable you to complete your programme of study.

## Appendix 1: Making an Extenuating Circumstances Claim



## Appendix 2: What I need to Know before making my Extenuating Circumstances Claims

Extenuating Circumstances (EC) Claim Type:	Why might I submit this type of EC claim?	When I can submit my EC claim?	How many times can I submit this type of EC claim?	Do I need to provide evidence for my EC claim?	When will I receive the outcome of my EC claim?	Can I Appeal the outcome of my claim?
<p><b>Extenuating Circumstances with Self-Certification</b></p>	<p>You have suffered a period of illness lasting no more than 7 calendar days. The period of illness you are claiming against must affect the assessment deadline(s) you are requesting for.</p>	<p>No earlier or later than 7 calendar days before or after the deadline or date of the assessment(s) which have been affected.</p>	<p>You can only make up to two Self-Certification claims in one academic year.</p> <p><b>AND</b></p> <p>You cannot apply for more than one claim of Self-Certification within any <b>28-calendar day</b> period.</p>	<p>No</p>	<p>Your School will inform you of the outcome of your claim normally within 7 calendar days.</p>	<p>You do not have the right to appeal the decision of a Self-Certification Claim.</p> <p>If your claim is rejected you may be able to apply for Extenuating Circumstances with Evidence or Extenuating Circumstances without Evidence</p>

Extenuating Circumstances (EC) Claim Type:	Why might I submit this type of EC claim?	When I can submit my EC claim?	How many times can I submit this type of EC claim?	Do I need to provide evidence for my EC claim?	When will I receive the outcome of my EC claim?	Can I Appeal the outcome of my claim?
<b>Extenuating Circumstances with Evidence</b>	Your assessment(s) has been affected by circumstances which are unforeseen and outside of your control.	You must submit claims for Extenuating Circumstances no later than 7 calendar days after the assessment(s) which have been affected.	When needed as long as you have documentary evidence.	Yes. You are required to provide documentary evidence to support your claim.	Your School will inform you of the outcome of your claim normally within 14 calendar days following the EC Panel's decision.	You do have the right to appeal the decision of the Assessment Board. Appeals will be considered in line with the Student Academic Appeals Policy and Regulations, and by staff who were not involved in the original decision.
<b>Extenuating Circumstances Without Evidence</b>			To be used only in the rare instances when evidence for your claim can not be obtained due to exceptional circumstances.	No. In such instances, you will be required to provide a reasonable explanation as to the reason(s) why you are unable to provide evidence to		

### Appendix 3: Evidence and Extenuating Circumstances

The nature of the documentary evidence you will need to submit, depends on the nature of your Extenuating Circumstances claim. Your documentary evidence should be in English or from a certified translator. The list below is not exhaustive. The acceptance of Extenuating Circumstances is at the discretion of the School's Extenuating Circumstances Panel.

<b>Circumstances</b>	<b>Examples of acceptable evidence.</b>
Court Appearance and Jury Service	<ul style="list-style-type: none"> <li>i. A solicitor's letter including the dates of the legal proceedings and the requirement for you to attend.</li> <li>ii. A letter from the Court or Tribunal including the dates of the legal proceedings, and confirming that you could not be excused.</li> </ul>
Acute Illness or Injury	<ul style="list-style-type: none"> <li>i. An original medical certificate signed by a medical practitioner whilst the illness or incident was affecting you.</li> <li>ii. A hospital discharge letter.</li> <li>iii. A letter from the University's Support Services who have been actively supporting you.</li> <li>iv. A letter from external supporting services, who have been actively supporting you.</li> </ul>
Death and Bereavement	<ul style="list-style-type: none"> <li>i. Evidence of contact with your Department or City's Support Services (such as an email) stating how the impact of the death and bereavement on you prevented you from attending an examination or 'live' assessment.</li> <li>ii. Order of service.</li> </ul>
Unforeseen Major Transport Issues	<ul style="list-style-type: none"> <li>i. Evidence which provide validation from police, transport police or another public authority.</li> <li>ii. An insurance reference number (e.g. if you were involved in a road traffic accident).</li> <li>iii. Transportation tickets and proof of delay and why alternative arrangements could not be made.</li> </ul>
Victim of, or Witness to, Criminal Activity	<ul style="list-style-type: none"> <li>i. Police report, including a crime reference number.</li> <li>ii. An original medical certificate signed by a medical practitioner whilst the illness or incident was affecting you (If the incident has resulted in your needing medical attention).</li> <li>iii. A hospital discharge letter (If the incident has resulted in your needing medical attention).</li> </ul>
Caring and parenting responsibilities (including illness of a family member)	<ul style="list-style-type: none"> <li>i. An original medical certificate signed by a medical practitioner or social services.</li> <li>ii. Letter from your child/minor's (under your control) school.</li> </ul>

Domestic violence	<ul style="list-style-type: none"> <li>i. An original medical certificate signed by a medical practitioner.</li> <li>ii. A letter from an independent authority (e.g. A social worker).</li> <li>iii. A police report, including a crimereference number.</li> <li>iv. A letter from City's Support Services who have been actively supporting you.</li> <li>v. A letter from external support services who have been actively supporting you.</li> </ul>
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Please note: You should only submit sufficient evidence related to your claim and reasons for the claim. You are discouraged from providing evidence that is excessive (i.e. goes beyond the claim) and is unrelated to your claim.

## **Appendix 4: Schools Extension Processes**

Schools Extension Processes can be found here:

- [School of Arts & Social Sciences \(SASS\)](#)
- [School of Mathematics, Computer Science & Engineering \(SMCSE\)](#)
- [School of Health Sciences \(SHS\)](#)
- [City Law School \(UG\)](#)
- [City Law School \(PG\)](#)
- **For the BAYES Business School please contact your course office team.**

## Policy Details Table

<b>Document title:</b>	Extenuating Circumstances Policy
<b>Maintained by:</b>	Quality and Academic Development
<b>Owned by:</b>	Student and Academic Services
<b>Approving Committee or Body:</b>	Senate
<b>Last updated:</b>	October 2020 October 2021
<b>Review date:</b>	July 2021
<b>Current version:</b>	Version 1.1
<b>Location of master document:</b>	Drive Address: S:\QUAD\Quality Manual
<b>Website Link:</b>	<a href="https://www.city.ac.uk/about/governance/student-policies-and-regulations">https://www.city.ac.uk/about/governance/student-policies-and-regulations</a>
<b>If you have queries about this document or if you require this document in an alternative format, please contact:</b>	<a href="mailto:quad@city.ac.uk">quad@city.ac.uk</a>

## Extenuating Circumstances Policy – Data Protection Statement

Your trust is very important to us. This means City is committed to protecting the privacy and security of your personal information.

It is important that you read this notice so that you are aware of how and why we are using such information. This privacy notice describes how we collect and use personal information about you during and after your relationship with us, in accordance with data protection law.

You can find additional information [here](#).

City will collect and process the personal information that you have provided to us about yourself and your extenuating circumstances. This personal information includes your name, contact address, and telephone number.

City will also collect and process certain special categories of more sensitive personal information if it pertains to your Extenuating Circumstances claim. Either within your written statement, or as part of the corresponding evidence you have provided (where relevant). This information might include any of the following where appropriate:

- race or ethnicity
- religious or philosophical beliefs
- health and medical
- sexual orientation

Where you need to provide such information, please carefully consider if it is pertinent to your Extenuating Circumstances claim. You should only share information relating to the claim you are making.

City is the 'data controller' of this information. This means that City decides what your personal information is used for, and the ways in which it is processed.

The personal information and special categories of information that you provide, will be processed securely for the purposes of processing your Extenuating Circumstances claim.

The legal basis on which City processes your personal information is on the basis of public task. City is an educational and research establishment and in particular its educational and research activity is conducted in a public interest (including your interest and the interest of others). Where we process special category data, the lawful basis we rely on is 'substantial public interest'.

City will retain the information you provide under this Extenuating Circumstances process for 6 years from the date last actioned for submitted claims. We will also retain information for 3 months for any claims which were started on E:vision but not submitted. We will not share the information you provide with any third parties.

If you have any questions about how City handles your personal information, or you wish to find out about your rights, please visit [City's Privacy Notice](#). You will also be able to find out more about how City processes your information and how you can contact City's Data Protection Officer via email at [dpo@city.ac.uk](mailto:dpo@city.ac.uk). Where there is inconsistency between those documents and this notice, this notice shall prevail.

If you raise a concern with City about the way it has handled your personal information, you are entitled to lodge a concern with a supervisory authority. In the UK, the supervisory authority is the [Information Commissioner's Office \(ICO\)](#).