



Extenuating circumstances form and guidance notes

Extenuating Circumstances (EC) are defined in City's regulations as circumstances which are unforeseen and outside your control and which can be shown to have had a direct and substantial impact on your 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.

Extenuating circumstances are managed in accordance with the Assessment Regulations and Extenuating Circumstances Policy. You can find the full Regulation and Policy on the Student & Academic Services website.

This procedure applies to all **taught programmes** leading to an award of City, University of London including those delivered by Validated Institutions. If you are a **research student** you should consult with your Supervisor if you are experiencing circumstances affecting your academic study and refer to the Appeals Regulations if you believe your performance in an examination has been adversely affected. If you are a student registered on the **BPTC or LPC** (City Law School) you should refer to separate Guidance specifically for students registered on the BPTC or LPC programmes. If you are a **Study Abroad student**, you should contact your School Office for details regarding the EC process you should follow.

See your **Programme/Course Handbook**, the **Student Centre intranet** and **Union Advice** (www.culsu.co.uk/advice/) for the full range of advice and services available to you.

Quick guide to preparing your EC form

- Read through the form carefully and make sure you follow each instruction.
- Think carefully about whether your circumstances are likely to be accepted as 'extenuating'.
- Check how much time you have to prepare your form straight away so you are not rushed.
- Keep all of your supporting statements clear and to the point. A longer statement does not increase your chances of your case being accepted and may make it difficult for the reviewers to identify the key elements in your case. Ask the Union Support Service for help if you are struggling to prepare your supporting statement.
- Make sure all your supporting evidence is directly relevant to your case and is objective, independent, third party evidence.
- Make sure that you have completed every section that applies to you. If in doubt ask someone else to read your EC form for you so they can give you feedback on whether they think the form is complete, correct and clearly states the grounds for your claim.

Completing and submitting your form

You must submit your claim for extenuating circumstances within 7 calendar days of the assessment affected. If more than one assessment has been affected submit your form within 7 calendar days of the last assessment affected.

What do I do if did not submit an EC application in time?

If you have missed the deadline then you would need to wait until the Assessment Board has met and check whether you have a case for acceptance of a late submission via City's Appeals Regulations. Appeals are judged according to strict criteria and you would need to demonstrate a good reason why you did not make an EC application in time. It is important to submit your application on time to maximise the possible options available to you and to allow the time that is needed for the formal scrutiny process which every application must go through. See your Programme Handbook for more details.

What happens next?

The following represents a summary of more detailed information given within the Assessment Regulations and Extenuating Circumstances Policy which you should refer to when preparing your form.

Your form will be sent to an Extenuating Circumstances Panel convened by the Assessment Board. The Panel will consider your application on behalf of the Assessment Board and will make a recommendation to the Board as to whether it should be accepted. The Assessment Board will make the final decision about any action to be taken. You will be notified of the Panel's recommendation and of the Assessment Board's decision.

If your case is accepted

Most students will be offered an additional attempt at the affected assessment if the case is accepted. If you decide to take up this offer, the mark you receive will override any previous mark for the same assessment. If you are offered a resit after the usual resit period you may have to wait until the following year to take the assessment again.

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 (e.g. because of permanent injury). You will have an opportunity to make a statement concerning this. In no cases will individual marks be changed.

If your EC application is not accepted

If the Assessment Board's decision results in no change being made to your award or progression, an option exists under City's Appeal Regulations to seek a review of the decision. In this case, the relevant grounds for appeal must be met. You cannot appeal against the recommendation of the Extenuating Circumstances Panel and must wait for the final decision of the Assessment Board before submitting an appeal.

Useful information

You are encouraged to read through the Regulation and Policy related to Extenuating Circumstances as these govern the way that your request will be processed and considered.

- **Regulation 19 - Assessment Regulations** - govern the work of Assessment Boards including the consideration of Extenuating Circumstances
- **Extenuating Circumstances Policy**
- **Extenuating Circumstances flow chart**

See City's website for further details: city.ac.uk/about/education/academic-services/academic-policies-and-regulation/assessment/assessment-and-feedback

Further advice and support

Please check your Programme or Course Handbook for more information on the sources of advice, guidance and support in your School or Validated Institution.

Union Advice provides advice to students experiencing difficulties. It offers a free and confidential service for students. Visit www.culsu.co.uk/advice/.

A range of student support services are available at City, including Academic Learning Support, Disability Support (incorporating Neurodiversity Support). See <http://www.city.ac.uk/current-students/a-z-of-services> for a list of the Student Support Services at City.

My extenuating circumstances

All students have the right to expect fairness of treatment and any decision to provide extra opportunities or special provisions unavailable to your peers must be considered carefully.

Criteria

The Extenuating Circumstances Panel needs to judge whether your circumstances were:

- unforeseen
- outside your control
- were likely, on balance, to have had a direct and substantial impact on your 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.)

The following list gives some examples of the kinds of situations which have been accepted or not in the past as part of an extenuating circumstances application. The list is not exhaustive and does not guarantee acceptance as every case is considered on its individual merits and the impact of the circumstances must also be clearly demonstrated.

May be accepted...

- Serious short term illness at the time of the assessment
- Bereavement
- Adverse personal or family circumstances
- Worsening of a long term health condition
- Serious personal injury
- Being the victim of a serious crime
- Unforeseen and unavoidable imposed work pressure
- Unavoidable transport difficulties (e.g. through natural disaster)
- Incorrect information provided by City about date/time/location of exams
- Significant change in circumstances

Unlikely to be accepted...

- Any claim submitted without supporting evidence
- Conflicting assessment deadlines
- Confusion over time/date/location of exams
- Lack of awareness of deadlines
- Poor time management
- Personal computer or printer problems
- Routine work commitments
- Availability of books
- Holidays
- Transport difficulties
- Oversleeping

- Long term adverse circumstances
- Minor ailment
- Illness outside the relevant assessment or learning period
- 'Retrospective' medical evidence (e.g. doctor states you claimed to be ill)
- Long term health condition for which reasonable adjustments have already been provided (but an acute phase of an ongoing or fluctuating condition that has been previously notified to City which occurs at the same time as an assessment or prior to an assignment deadline may be considered)
- Examination stress
- Childcare difficulties
- Religious holidays (there are separate arrangements for religious observance – see Exams webpages for further details)

Some of the circumstances given above which would not normally be accepted as extenuating may be addressed through the support and special provisions available through Student Services and, in particular, the Learning Success team. Students are encouraged to make full use of the support available to them at the earliest opportunity.

Students should discuss long term circumstances such as illness or domestic problems with their Personal Tutor or Programme Director at the earliest opportunity to identify the best way forward (e.g. a temporary suspension of studies).

Circumstances impacting on your ability to undertake reassessment

Normally, in cases of a successful application you will be offered an opportunity for re-assessment. We recognise that there are some circumstances when an opportunity for re-assessment in the affected component, assessment or module may not be a practical option for you (e.g. through permanent injury). You have the opportunity to ask for an alternative option to be considered. You may find it helpful to discuss your concerns with your Programme Director or Personal Tutor before you complete the statement.

You will need to submit evidence in support of your statement just as you are doing for your extenuating circumstances.

Your statement will be considered by the Extenuating Circumstances Panel and, if your case is accepted, they may highlight some or all of your statement for note by the Assessment Board for consideration under the Assessment Regulations.

Supporting evidence

You must provide evidence in support of your extenuating circumstances. List the supporting evidence you are submitting and upload it.

If your supporting evidence is in a language other than English then you will need to submit a certified translation.

Where you cannot get the evidence in time for the deadline mark it as 'To follow'. You must still submit your form by the 7 day deadline and you must notify your School or Validated Institution in advance if you cannot submit documentation marked 'To follow' by the indicated submission date.

What constitutes 'evidence'

Evidence should be both relevant and significant. Evidence normally takes the form of written confirmation from an objective, independent, third party. Evidence should relate to facts, not personal opinions. Evidence will often come from an expert or person in authority and will be provided in the form of an official document (e.g. a police report or doctor's note). When you are providing a piece of evidence check its relevance and significance and try to ensure it includes some, if not all, of the following:

- Date that the document was written
- Signature or evidence that it comes from the person making the statement (e.g. from an official email address)
- Evidence that it is independent and verifiable (e.g. the name and contact details of their company or organisation)
- Evidence that the person has the experience or expertise to make the statement (e.g. their job title or qualifications)

'Relevance' indicates that the evidence speaks directly to the case you are making. For example, a relevant doctor's note would confirm that you were seriously ill at the time of the assessment. An irrelevant note might cover a different period of time or testify that you had told the doctor you were sick but did not attend the surgery at the time of the illness.

'Significance' means that the evidence is likely to impact on the decision of the Panel. For example, a note from a friend or relative indicating that you said you were experiencing problems at the time of the assessment would not be significant

Data Protection Privacy Notice

City, University of London is the data controller for the personal data processed to investigate your complaint/appeal/extenuating circumstances. City considers that the lawful basis for processing your personal data falls under Article 6(1)(b) (performance of a contract) of GDPR because it is necessary as part of the contract between City, University of London and its students. In addition, City considers the processing of any special category personal data – (race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes, health, sex life or sexual orientation) provided as part of the complaints/appeals/extenuating circumstances process will fall under Article 9(2)(a) (explicit consent) of the GDPR as the personal data is provided on a voluntary basis by the student to support their complaint/appeal/extenuating circumstances.

City will share your data with those conducting and assisting the investigation and resolution of your complaint/appeal/case/extenuating circumstances. This will always been done under a duty of confidence and expectation that confidentiality will remain in place once the complaint, appeal, case and/or extenuating circumstances has been resolved. Your personal data will be retained for 6 years after the last action on the case.

The rights you have under the data protection legislation are listed below, but not all of the rights may apply in all circumstances.

- right to be informed
- right of access
- right to rectification
- right to erasure
- right to restrict processing
- right to object to data processing
- right to data portability
- right to object
- rights in relation to automated decision making and profiling

For more information, please visit www.city.ac.uk/about/city-information/legal

If you have any concerns about how your personal data is processed, you can raise them with the ACE team or, you may contact the Information Compliance Team at dataprotection@city.ac.uk or phone 0207 040 4000, who will liaise with City's Data Protection Officer to answer your query. If you are dissatisfied with City's response you may also complain to the Information Commissioner's Office at www.ico.org.uk