

**Title: Extenuating Circumstances Policy**

**Scope:**

This procedure outlines the policy and procedure for Extenuating Circumstances

**Regulation:** *N/A*

**Aligned to:**

**Date approved:**

8<sup>th</sup> October 2020

**Date for review:** Every three years.

**Approved by:** Academic Board

**To be read in conjunction with:**

Ravensbourne Assessment Regulations 2020/2021

Ravensbourne Appeals Policy

Changes to Study Policy 2020/2021

Terms of reference for Assessment Boards

# Extenuating Circumstances Policy

## 1. Introduction

1.1 We are committed to helping you achieve your academic, personal and professional potential while studying with us. If a serious event in your life has affected your work, it could be taken into account in your assessments.

1.2 Extenuating circumstances are short-term personal circumstances that you could not have predicted would happen, you have no control over and have seriously affected your ability to do your assessment. This does not apply to ongoing medical conditions, disabilities, learning difficulties or mental health conditions where there is other support available. See para 1.6 below for details.

1.3 If this applies to you, you should submit an Extenuating Circumstances form (Appendix 1) with the relevant evidence. You should submit a claim as soon as possible and within 10 (Ten) working days of the Assessment deadline. Do not wait to submit your claim for any reason including if you are waiting on a piece of evidence.

1.4 Where you cannot submit an application within the specified deadline because the circumstances are preventing you from doing so, the Extenuating Circumstances Panel may consider a late application.

1.5 If you need help, our Student Services team will be able to support you during your extenuating circumstances.

### 1.6 Ongoing medical conditions, disabilities, learning difficulties or mental health conditions

As part of our commitment to supporting you to meet your potential, we will be able to support you if you have an ongoing medical condition, disability, learning difficulty or mental health condition. A member of our Student Services team can discuss, in confidence, any support arrangements for you if this applies to you.

If you are receiving support with an ongoing medical condition, disability, learning difficulty or mental health condition, you are not able to submit an Extenuating Circumstances application in relation to this except where your condition significantly worsens during an assessment period and for which you can provide evidence.

### 1.7 Religious Observance

If you need to miss an assessment for reasons of religious observance, we will make reasonable efforts to allow you to take your assessment at another time. If you are attending a religious festival or event around the time of a deadline, you are responsible for planning your work so that it is completed and submitted

before the deadline. Please note that attendance at religious events or festivals are not valid reasons for extenuation.

## **2. Extenuating Circumstances Panel**

2.1 Once you have submitted an extenuating circumstances claim it will be considered by an Extenuating Circumstances Panel. Extenuating Circumstances panels will meet twice each term to consider claims.

2.2 The following staff will sit on an Extenuating Circumstances Panel, a minimum of three members is required for the panel to meet:

- Head of Registry – Chair or nominee
- A member of Registry – Secretary
- Deputy Dean for Student Experience
- At least one Programme Director
- At least one Course Leader
- A member of Quality
- A member of Student Services who has not previously been involved in supporting the student

2.3 Members of the Panel have the following responsibilities:

- To make objective, impartial decisions about the validity of the Extenuating Circumstances submitted
- To ensure all applications are supported with appropriate validating evidence
- To ensure that Extenuating Circumstances are only applied once to each assessment attempt
- To meet with the student if they feel it necessary
- To ensure that Extenuating Circumstances are processed within a timely manner
- To ensure that Extenuating Circumstances remain confidential to the Panel, and members of Student Services, but only where the student has authorised this
- To ensure that all data relating to Extenuating Circumstances are stored securely, and will be held for one academic year

## **3. Result of an Extenuating Circumstances Application**

3.1 Following an Extenuating Circumstances Panel, you should receive an outcome letter within five (5) working days, which will be sent as a PDF to your student email.

3.2 The outcome letter will inform you if the circumstances have been approved, or not, in relation to each assessment applied for. The recommendation for approval will be sent to the Assessment Board which will make the decision on the outcome relating to your results and/or award.

### 3.3 Outcomes

When we consider claims, we will agree one of the following outcomes:

- Not uphold your claim
- Ask for more information or evidence relating to your claim
- Approve your claim

3.4 When we approve claims, the panel will make one of the following recommendations to the interim or final Assessment Board<sup>1</sup>:

- If you have submitted on time but the submission does not reflect your potential, you will be offered an uncapped resubmission attempt as if for the first time and without penalty. Please note that in accordance with Ravensbourne Assessment Regulations, the latest grade is always the grade that is recorded on your record, even where the latest grade is lower than the original grade.
- If you have failed or failed to meet the deadline, you will be offered an uncapped resubmission attempt as if for the first time and without penalty.

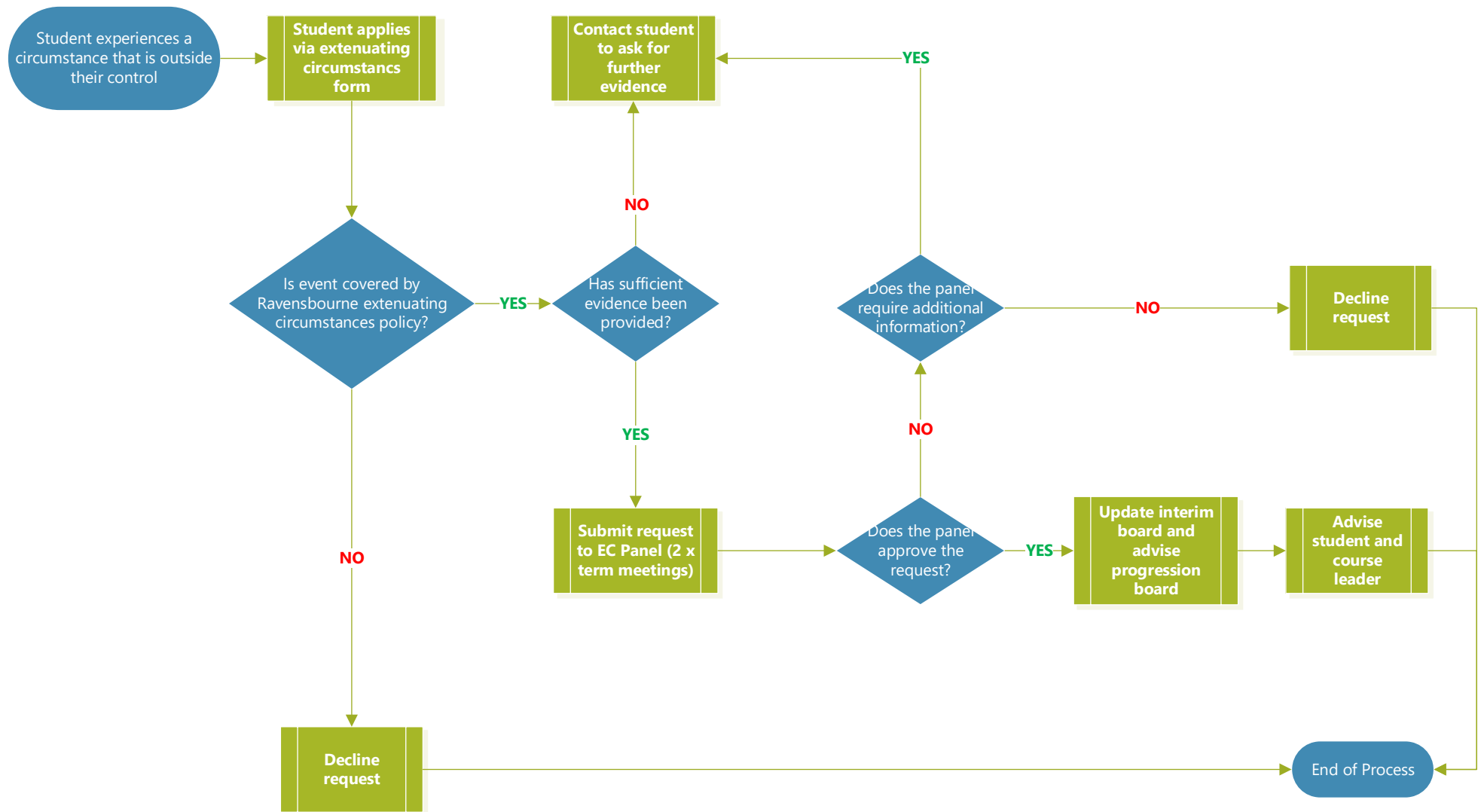
## **4. Appealing an Extenuating Circumstances Assessment Board Decision**

4.1 An appeal against a decision made on the basis of extenuating circumstances is made in exactly the same way as an appeal against any Assessment Board decision using the online appeals form [here](#).

4.2 For more information please read the Appeals Policy, which you can find [here](#).

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<sup>1</sup> Interim Assessment Boards meet to consider the assessments of Terms 1 and 2, and the final Assessment Board considers Term 3 assessments, retrievals and the awarding of degrees.



## Examples of grounds for Extenuating Circumstances

Please note: the categories and evidence below are to provide for guidance about suitable grounds for extenuating circumstances but are not exhaustive

Reason for application	Category A: Circumstances which would normally be considered	Category B: Circumstances that may be considered where there is supporting evidence of the impact on the student	Category C: Circumstances which would not normally be considered	Evidence Required
<b>Bereavement</b>	Bereavement of a child, sibling, parent (including step-parents and legal guardian), spouse or partner	Bereavement of a grandparent, aunt, uncle or other relative not stated in category A  Bereavement of a close friend		Death certificate, or written evidence from a professional such as Coroner, Undertaker or Registrar  Written evidence of the impact on the student from a registered medical practitioner or Student Services
<b>Short-term medical conditions</b>	Serious personal injury, medical or mental health condition preventing attendance and/or submission of a summative assessment	Moderate personal injury, medical or mental health condition preventing attendance and/or submission of a summative assessment	Minor illnesses or injuries (such as coughs, colds, headaches, hay fever etc.).  Circumstances supported by evidence from an unregistered medical practitioner, such as alternative therapies.  Conditions which were not properly diagnosed at the time by an appropriate authority, e.g. “the patient informs me that...”	Written evidence from a registered medical practitioner or registered counsellor
<b>Long-term medical conditions</b>	Serious worsening or acute episode of an ongoing disability, medical or mental health condition  Mental health crises	Circumstances where there was not sufficient time to put reasonable adjustments in place or where the reasonable adjustments were not sufficient.  New diagnosis of a disability, medical or mental health condition	Established, stable disabilities, medical and mental health conditions  Conditions which have remained unchanged for more than a year Conditions for which the student is already receiving reasonable adjustments from Student Services	Written evidence from a registered medical practitioner or registered counsellor

<b>Family, personal and financial circumstances</b>		<p>Family breakdown (such as divorce) Financial problems or work commitments particularly as a result of the pandemic.</p> <p>Housing issues such as eviction or unforeseen sudden requirements to move.</p>	<p>Financial problems or work commitments. Housing problems or moves. Participation in extra-curricular activities including internship/ job/ applications/ interviews. Booked holidays or trips to see family abroad. Religious festivals and events.</p>	Letter from a registered solicitor/lawyer
<b>Court appearance</b>	<p>Jury Service</p> <p>Attendance at court or tribunal as a witness, defendant or plaintiff</p>		Supporting a friend or relative at court or tribunal.	Official correspondence from Court or Tribunal authority
<b>Caring responsibilities</b>	<p>Serious injury or illness in a child, sibling, parent (including step-parents and legal guardian), spouse or partner</p>	<p>Serious illness of a grandparent, aunt, uncle, or relative not identified in category A.</p> <p>Serious illness of a friend or housemate</p> <p>Unexpected caring responsibilities caused by worsening of ongoing medical or mental health condition in a child, sibling, parent (including step-parents and legal guardian), spouse, partner or other close relative</p>	<p>Ongoing caring responsibilities.</p> <p>Caring responsibilities for minor illnesses, accidents or injuries (such as coughs, colds, headaches, hay fever etc.)</p> <p>General child care responsibilities and school holidays</p>	<p>Written evidence from patient's registered medical practitioner with evidence of the relationship to the student</p> <p>AND/OR</p> <p>Written evidence of impact on claimant from a registered medical practitioner</p>
<b>Trauma</b>	<p>Victim of a violent crime, e.g. assault, rape, domestic violence</p> <p>Victim of theft or burglary of work or materials required for assessment</p> <p>Direct experience of war, terrorist incident or natural disaster</p> <p>Major fire in residence</p>	<p>Serious disruption caused by terrorist incident or natural disaster</p>	<p>Failure of student's IT equipment or software</p>	<p>Written evidence from the investigating authority</p> <p>Written evidence of impact on claimant from a registered medical practitioner.</p> <p>Evidence of serious disruption to travel or other plans preventing attendance or completion of summative assessment</p>

