

GUIDANCE ON EXTENUATING CIRCUMSTANCES

Students should be aware that the Validating Body for their award may have specific regulations and guidance concerning extenuating circumstances.

Students should therefore consult the Validating Body's website and regulations below for detailed guidance:

BA (Hons) Business Management	-Ashridge Business School
BSc (Hons) Business and Enterprise (level 6)	- Royal Holloway
BSc (Hons) Business and Enterprise (Level 4 & Level 5)	- Edexcel
MA Game Art	- University of Kent

ILLNESS AND OTHER EXTENUATING CIRCUMSTANCES

If you experience extenuating circumstances that you believe have adversely affected your performance in relation to any aspect of your course/programme it is your responsibility to inform the College in writing, and provide the appropriate evidence.

What are extenuating circumstances?

Extenuating Circumstances are circumstances which

- impair your performance in assessment or reassessment, or
- prevent you from attending for assessment or reassessment, or
- prevent you from submitting assessed or reassessed work by the scheduled date

Such circumstances **rarely occur** and would normally be unforeseeable, unpreventable and be expected to have a serious impact on your performance

Unforeseeable	In that you could have no prior knowledge of the event concerned.
Unpreventable	In that you could do nothing reasonably in your power to prevent such an event.
Serious impact on performance	Many things may have an impact on performance – a poor night's sleep, a minor illness (such as a cough or cold), a minor injury, financial worries etc. These will often impact on performance but would not be expected to have a serious impact and so would not be acceptable as extenuating circumstances.

What would not constitute extenuating circumstances?

Each case will be decided on its own merits but the following would not normally constitute extenuating circumstances under the above definition.

- minor illnesses - even if covered by medical certificates.
- computer / equipment failure or failure of storage media.
- inadequate planning, organisation or time management.
- transport problems.
- moving house.
- holidays.

- Wedding preparations.
- Sporting commitments.
- misreading of assessment timetables.
- family, work, social, financial or other general problems.
- employment commitments limiting time available for study
- pressure of other academic commitments

It is your responsibility to notify Pearson College in writing, by submitting an Extenuating Circumstances Form, of any and all extenuating circumstances which you feel that it should be aware of.

Do not assume that if you have discussed your circumstances informally with a member of administrative or academic staff or student support staff at College they will pass this information on to the Extenuating Circumstances Panel. They are not permitted to divulge personal information about students in this way.

Procedure for applying for extenuating circumstances

If you wish to apply for consideration under the extenuating circumstances procedure you should:

1. Complete the Extenuating Circumstances Form which can be found [HERE](#). The form should be submitted to the Examinations Officer as soon as possible and no later than 5 days after the assessment date or hand-in date. Late applications will only be accepted if good cause for lateness is demonstrated and supported with acceptable evidence.
2. Submit appropriate supporting evidence either with the form, or as soon as practicable thereafter. The evidence should be valid, reliable and independent. If personal illness or accident is the reason for the application then a medical certificate must be provided. The evidence must cover the relevant period.

Type of Extenuating Circumstance	Evidence in Support
For medical or psychological circumstances **	This will need to be a note* from a suitably qualified medical practitioner (normally a GP or hospital specialist, who is registered with the General Medical Council in the UK or the equivalent in your home country), psychologist or educational psychiatrist as appropriate, who has seen you during the period of the condition and is therefore able to attest to your condition at the time and the impact of your circumstances on your studies. This person should not be a close friend or relative.
For other personal circumstances(e.g. divorce, or a bereavement - close friend or relative, the death of a family member)	You will be required to provide evidence of divorce proceedings or a lawyer's letter and in the case of bereavement you will normally be required to provide a death certificate or similar proof which should be discussed with the Examinations Officer

For all other circumstances	You should provide appropriate evidence to substantiate the claims you are making
-----------------------------	---

***Please note:** Retrospective certification of a condition will not normally be accepted (that is, a note from the doctor/ practitioner indicating that you reported your illness/ condition to them some months after the event but did not see them at the time of the illness/ you experienced the condition). All supporting medical evidence must be written in English, or as an official translation obtained by you.

****Long term illness**

If you have circumstances with long-term implications you should register with the Learning Support Office so that they can assess any needs you might have and arrange for appropriate support to be provided for you. See *Students with Additional Learning Needs*.

Deadline for the Submission of Requests and Supporting Evidence

It is recommended that you submit your request and evidence as soon as possible, even if you are unsure whether your circumstances have affected your performance, or you feel that your circumstances are very private or confidential. The private or confidential nature of circumstances will not later be accepted as grounds for appeal.

Not being able to obtain the necessary supporting evidence will not be accepted later as grounds for appeal. Do not wait until you receive your marks. Requests for special consideration will not be considered retrospectively, that is, after Pass / Fail and classification lists have been released.

Who will consider your Extenuating Circumstances?

Your statement and relevant supporting evidence will be considered by only a small panel of examiners, which depending on your programme may also include Examiners or Staff from the Validating Body. This will be in a closed meeting to protect your privacy and to ensure that if your extenuating circumstances are confidential they are only known to a small group.

What can the Panel do?

The Panel will consider your submission and make a decision about whether the supporting evidence you have provided is pertinent and sufficient to support your claim of extenuating circumstances and the impact this may have had on your studies.

The Panel can only make a decision based on the information you have provided, therefore it is important to ensure you provide as much detail and evidence as possible, as failure to disclose the full nature of the circumstances or full evidence will not later be accepted as grounds for appeal.

Please note that even if the Panel decides to accept your extenuating circumstances and acknowledges that your performance in one or more modules may have been affected it is not possible for them to make accurate and consistent assumptions about the standard of work which you may have achieved had you not experienced extenuating circumstances. Therefore they cannot simply add marks to a final module outcome or to individual assessments.

Typically where the application is approved, the Panel or the Examination Board of the Validating Body will decide the most appropriate course of action. This may include:

- Resit of the assessment (this does not count as an additional attempt in relation to the number of attempts permitted and the mark will not be capped)
- An alternative assessment task being set for the student to assess any learning outcomes for the module not completed (not to count as an additional attempt in relation to the number of attempts permitted).
- An exceptional additional attempt at the assessment (mark not capped).

Students should consult the regulations of the validating body for any further recourse the validating body may have such as compensation.