

EXTENUATING CIRCUMSTANCES POLICY

We regularly review and update our regulations and policies, including this procedure. Accordingly, the following changes have been made from the Extenuating Circumstances Policy in place during the 2020-2021 academic year.

Clause(s)	Description
Various	Extensive re-write of the policy in plain English and student facing language and other minor clarifications
10-12	New clauses relating to submission of work

Key contacts

For enquiries about this policy please email: EC@falmouth.ac.uk

Key facts

You should familiarise yourself with the entirety of the Extenuating Circumstances Policy and we would particularly draw your attention to the following elements:

Clause(s)	Description
1	You can only use valid extenuating circumstances to gain further time for assessments and, if appropriate, the removal of a capped mark. They cannot be used to gain additional marks.
3	Extenuating circumstances are circumstances which: <ul style="list-style-type: none"> a) are exceptional; b) are outside your control; c) should be corroborated by independent evidence; d) are likely to have a negative impact on your ability to undertake or complete assessments. e) are short term, lasting no more than 4 weeks.
5	It is your responsibility to use this process where you believe you may have extenuating circumstances which have affected your ability to meet an assessment deadline.
10	If you submit an assessment you are declaring that you are well enough to do so. If you feel that your ability to complete and/or submit your assessment has been affected by extenuating circumstances you should not submit your assessment and you should make a claim for extenuating circumstances instead.

Key facts continued

Clause(s)	Description
11	If you choose to submit your assessment on time despite having made a claim for extenuating circumstances, you are confirming that you do not wish to use the additional time. In such cases you will not normally be permitted to use those circumstances as valid grounds for appeal.
12	If you have already submitted work for assessment it is not normally permissible to make a subsequent claim for extenuating circumstances.

This policy should be read in conjunction with the Submission and Retention of Student Work Policy.

- 1 You can only use valid extenuating circumstances to gain further time for assessments and, if appropriate, the removal of a capped mark. They cannot be used to gain additional marks.
- 2 The University may consider certain extenuating circumstances in mitigation of:
 - a) failure to submit work by the assessment submission deadline;
 - b) failure to attend for assessments or examinations.
- 3 Extenuating circumstances are circumstances which:
 - a) are exceptional;
 - b) are outside your control;
 - c) should be corroborated by independent evidence;
 - d) are likely to have a negative impact on your ability to undertake or complete assessments.
 - e) are short term, lasting no more than 4 weeks.

Examples include:

- a) illness at the time of the date for the submission of work or the examination;
 - b) bereavement;
 - c) an acute episode of a chronic condition which has an impact on you that is not mitigated by any reasonable adjustments (such as adjusted deadlines) already in place;
 - d) unusually severe mental or emotional stress at or immediately before the date for submission of work or the time of the examination.
- 4 Examples of the kind of circumstances which will not normally be deemed valid are:
 - a) a short term problem such as a cold since you are expected to plan your work schedule sufficiently well so that minor illnesses or problems do not affect your ability to meet submission deadlines;
 - b) mild unspecified depression or a level of anxiety and stress which normally occurs at assessment time;
 - c) technical problems, such as a corrupted disk, lack of a printer, loss of work on a computer with no back up. You are advised to keep copies, photographs and a record of work submitted for assessment;
 - d) if you are a full-time student you may not normally make a claim for extenuating circumstances relating to pressure of work, since you have, by

implication, made a commitment to make available the time necessary for study;

- e) a member of a group being unable/unwilling to submit work for a wider group assessment (this should be discussed with your course team in the first instance);
- f) a long term health condition or disability for which reasonable adjustments have already been made;
- g) complaints against staff or in relation to course delivery, which are managed through the University's complaints procedure;
- h) personal disruptions or events which you could have anticipated; such as holidays, weddings, changing address or employment, religious holidays or festivals which are usually known in advance.

These examples are not definitive and are intended only as a guide, and the University considers all applications for extenuating circumstances on an individual basis, taking into account the full circumstances of a particular case.

- 5 It is your responsibility to use this process where you believe you may have extenuating circumstances which have affected your ability to meet an assessment deadline. Applications for consideration of extenuating circumstances should normally be accompanied by independent corroborating evidence, for example, medical evidence dated within the extenuating circumstances timeframe, a support statement from the University's Student Services or an external counselling service . If you choose not to make a claim for extenuating circumstances at the time of an assessment you will not normally be permitted to use those circumstances as grounds for a subsequent appeal, as by submitting your work you are declaring that you are well enough to do so.
- 6 If you wish extenuating circumstances to be considered you should complete an online Extenuating Circumstances application on the 'My Falmouth' student portal. It is your responsibility to ensure all information is complete and accurate.
- 7 You should submit your extenuating circumstances claim as soon as possible to the event(s) noted within the claim. Your claims, including supporting evidence, must be submitted within two weeks of the assessment deadline. Claims submitted after this timeframe will not normally be considered. Claims made more than four weeks in advance of a submission deadline will not normally be considered unless they relate to in-patient hospital treatment.
- 8 Your claim will be initially considered by an Officer; where an application is clearly supported with appropriate evidence a decision will then be made to uphold the application. You will be informed of the outcome via email to your University email address. Where an Officer is unable to decide whether a claim should be approved, it will be referred for consideration to a senior member of staff for a decision. The senior

member of staff may defer a decision pending further investigation or the need for further supporting evidence.

- 9 Where extenuating circumstances are deemed valid, a new assessment submission deadline will be set. This will be the standard institutional deadline. Please be aware that an Assessment Board may choose to grant a retake in place of an extended deadline where appropriate.
- 10 If you submit an assessment you are declaring that you are well enough to do so. If you feel that your ability to complete and/or submit your assessment has been affected by extenuating circumstances you should not submit your assessment and you should make a claim for extenuating circumstances instead.
- 11 If you choose to submit your assessment on time despite having made a claim for extenuating circumstances, you are confirming that you do not wish to use the additional time. In such cases you will not normally be permitted to use those circumstances as valid grounds for appeal.
- 12 If you have already submitted work for assessment it is not normally permissible to make a subsequent claim for extenuating circumstances.
- 13 All claims of extenuating circumstances are treated as confidential and any information you submit will be used to determine the validity of your claim and, where appropriate, by specialist staff (eg Student Advisors) to ensure you have the necessary/ongoing support in place. The assessment board and/or course tutors considering the student in question will be notified only that a named student has valid extenuating circumstances.
- 14 All approvals of applications for consideration of extenuating circumstances will be formally ratified at an Assessment Board, which may choose to grant a retake in place of an extended deadline where appropriate

Appeals

- 15 If you wish to appeal a decision made on the basis of this policy you should follow the University's appeals procedure.
- 16 If you did not submit a claim for extenuating circumstances under these regulations you will not normally be able to use extenuating circumstances as the basis for a later appeal, unless there is a valid reason why you could not tell us about your circumstances within the specified timeframe.

VERSION CONTROL

PURPOSE/CHANGE	AUTHOR	DATE
Updates to the below clauses following approval by AQSC: 6, 7, 8, 9, 10, and removal of clauses 12 and 13.	QAE	20 May 2015
Removal of clause 9 following approval by AQSC (circulation).	QAE	September 2016
Updates to the below clauses following approval at AQSC: 3, 5, 6, 7	QAE	29 June 2017
Rewrite to use plain English and student-facing language, new clauses 10, 11 and 12, other minor amendments throughout, following approval at AQSC	QAE	21 July 2021