FALMOUTH UNIVERSITY

EXTENUATING CIRCUMSTANCES - STUDENT'S USER MANUAL

STEP-BY-STEP GUIDE TO MAKING AN EXTENUATING CIRCUMSTANCES CLAIM AS PER
EXTENUATING CIRCUMSTANCES POLICY

BUSINESS INFORMATION SYSTEMS/ STUDENT PROGRAMMES AND ACHIEVEMENT
E:VISION/MY FALMOUTH
VERSION: FEBRUARY 2018

Contents

What is the extenuating circumstances process?
Extenuating circumstances allow students to request an extension on their assessment
deadline due to unforeseen and short term personal circumstances.

What are the benefits of the extenuating circumstances (EC) process?
Students can quickly and conveniently report their difficulties in meeting their assessment
deadlines via an online system (My Falmouth) and, therefore, get the support they need in a
timely manner.

Who can request an EC?

All students who are experiencing unforeseen and short term difficulties which are negatively impacting on their ability to meet assessment deadlines.

Please note, all EC requests require evidence of the exceptional circumstances the student is facing. Please refer to the Extenuating Circumstances Policy for more information.

When can I request an EC?

ECs relate to individual assessment elements and a student can request it 4 weeks before or 2 weeks after a particular assessment deadline.

Please note, EC requests made outside this period are likely to be declined.

How do I request an EC?

Login to E:Vision/My Falmouth

Login to E:Vision/My Falmouth using your institutional **username** and **password** (https://myfalmouth.falmouth.ac.uk/urd/sits.urd/run/siw_lgn);

At the top of the screen select **Manage my Course**; then select Make a new **Extenuating Circumstances claim**;

Manage My Course

Manage My Course
The Extenuating Circumstances online request system is changing. You can find more information here or contact the EC team at ec@falmouth.ac.uk
Extenuating Circumstances claim history
Make a new Extenuating Circumstances claim

Introduction: Read the guidance on screen 1, then move forward

When you have read the Extenuating Circumstances guidance (below), click **Next**.

Please use the icons on the top right hand side of the screen (screenshot above) for more information on the Extenuating Circumstances process, procedure and policy. The icons refer to the following information:

❶ EC Sample Situations: This document provides examples of personal circumstances a student can request an EC for and the kind of evidence required. Please note, this list is just an example and decisions will be made on a case by case basis.

ⓘ EC Policy: Here is the link to the complete Falmouth University Extenuating Circumstances Policy.

❷ EC Frequently Asked Questions: Common queries are clarified here.

STEP 1: Selecting the Assessments

This screen of the EC system requires you to select the assessment elements which will be/ were affected by your personal circumstances, therefore, the assessment elements you wish to request an EC for.

Step 1 of 4

Select Modules and Assessments Affected

Assessment instructions

To add an assessment to your claim, click the **Select**. The badge number **2** identifies how many claim attempts have been made on an assessment.

When you have made your selections, click **Next** below.

Assessment selection — Selected: 0

Attention - You must select and save at least one assessment before you can continue. To remove an assessment click **'De-Select'**. If a yellow warning icon appears in front of an assessment, it means that the assessment deadline is outside of the 4 week period as stipulated in the EC Policy. This means that your application may be declined.

Module - DGA120 - Motion Studies - 15/16 - S2

Assessment Title	Assessment Type	Weighting	Due Date	
Showreel of animation studies	Studio practice	70	06/May/2016	⚠
Select ①	Hand in location ONLINE	Hand in location - Additional details		

Assessment Title	Assessment Type	Weighting	Due Date	
Portfolio of life drawings	Portfolio	30	06/May/2016	⚠
Select ①	Hand in location ONLINE	Hand in location - Additional details		

Module - DGA130 - Design for Animation - 15/16 - S2

Module - DGA140 - Digital Animation Practice 2 - 15/16 - S2

Module - DGA150 - History and Theory of Animation - 15/16 - S1

Back   Next

Please use the arrow on the right hand side of the module name to expand the menu options and access the individual assessment elements you wish to apply for an EC for.

After you have selected all the assessments you want to be considered for an EC, please go to the bottom of the page and click **Next**.

> **IMPORTANT:** Please note you must select and save at least one assessment before you can continue. To remove an assessment, click 'De-Select'. If a yellow warning icon appears in front of an assessment, it means that the assessment deadline is outside of the 4-week period as stipulated in the EC Policy. This means that your application may be declined unless you are able to provide a valid reason as to why you were unable to apply within the 4-week timeframe.

Please note, greyed out assessments cannot be applied for at that time. This means that you have already requested an EC for that particular assessment element and it is currently being processed. Once that EC claim has been processed the assessment element will become available again.

STEP 2: Statement regarding your circumstances

On this screen, please provide a statement detailing how your personal circumstances have affected your work and/or your studies.

Please also select the 'type of claim' option which directly reflects what your statement refers to.

Step 2 of 4

Statement of Circumstances

Required information

Clearly explain how the circumstances will or have affected your ability to complete your assessments.

The key information to include:

▶ What the circumstances are

▶ How the circumstances have affected your ability to complete the assessment

▶ What support you have sought/received

▶ Include dates where relevant.

Please be as clear and concise as possible and note that there is a 4000 characters limit within the box provided.

```
Enter details of your circumstances
```

4000 characters remaining

Please select type of circumstances

☐ Medical

☐ Serious Personal or emotional circumstances

☐ Victim of crime

☐ Bereavement

☐ Other

Are you in contact with Student Services?   No ▾

[Back] [Next]

Please note, this statement should be direct and concise (up to 4000 characters).

If you are in contact with Student Services due to the circumstances outlined in your claim, please state the team and name of the person that you have been in contact with most recently if you want the EC team to contact Student Services to support your EC request.

STEP 3: Uploading evidence

On this screen you must provide some form of evidence for your EC request.

If you would like some examples of what evidence might be suitable, please click on the icons at the top right hand side of the screen, as follow: **Sample Situations** ❶ and **EC Policy** ❶ .

IMPORTANT: The evidence must match the statement you have provided in the previous step.

Step 3 of 4

Upload Supporting Evidence   ❶ ❶ ❷

Supporting evidence   Uploaded items: 0

Please upload any evidence in support of your claim. All evidence needs to be submitted by 23/02/18.

Warning - If you are not submitting evidence with this claim, clearly explain why. Claims are **not** normally accepted without documentary evidence.

Document upload

Please note - any evidence should be provided on the following formats: Microsoft Word, Adobe PDF or image JPG/GIF/PNG. Any other formats will not be considered. Also the file size should not exceed '4096' kb.

Uploaded documents

Document	Action
Choose File No file chosen Upload	

Back   Next

If you are not uploading evidence at this time you must tell the EC team why so a pop up message will appear and then additional options on the screen (below).

Warning - If you are not uploading evidence at this time you **MUST** provide a reason why

Please Select ...   ▼

Please provide more details

Back   Next

Please make sure that you upload evidence as soon as possible so your EC request can be fully processed.

You can upload evidence at any time by logging into My Falmouth again and selecting the particular EC request which the evidence is pending for.

> **IMPORTANT: You have a maximum of 14 days to upload evidence to support your EC request, otherwise the system will automatically close your request after this deadline has passed.**

STEP 4: Checking your EC request summary

This step is your chance to check your EC request before submitting it to the EC team.

All details you have provided on the previous screens will be shown here (screenshot below). Please read through all the sections once again and make sure that all the required information is adequately recorded:

- o Check if all assessments you want to request an EC for are properly recorded,

- o Make sure that your statement is complete with all information about the personal circumstances that have affected your ability to submit work, such as dates, specific situations, etc.

- o Finally, make sure that supporting evidence has been uploaded accordingly. If you are uploading evidence at a later date, please make sure you state the reason for this.

EVIDENCE UPLOAD AND CONFIRMATION

Step 4 of 4

Summary and Confirmation of Details

Personal and Course details

Student ID	9999904	Name	Tristan Test04
Course Name	BA(Hons) Creative Writing	Department	The School of Writing & Journalism

Step 1 (Assessments)

Module	Name	Assessment	Title	Type	Weighting	Due Date
CW121	Reading as a Writer	1	Critical Reading Journal	Other method	40	23/Mar/2017

Step 2 (Circumstances)

Test claim

Type of claim

Medical

Step 3 (Evidence Upload)

Uploaded evidence

No evidence uploaded

Further evidence to be provided?

00

Review and amend

If any of the information above is incorrect please go back to the appropriate step and amend it.

Step 1 (Assessments)	Step 2 (Circumstances)	Step 3 (Evidence)

Confirmation

▶ Please be aware that supplying false information is taken very seriously and may result in disciplinary procedures.

▶ I confirm that the above information is true and accurate.

▶ Where required I have uploaded evidence to support my Extenuating Circumstances claim.

▶ OR I will submit relevant evidence by 23/02/18.

▶ I understand that only appropriate staff will have access to the information provided in my claim.

☐ **Please tick this box to confirm the above statements. Then click Submit Claim below**

Submit Claim

If you need to amend any of the details, please use the menu options which are displayed before the confirmation statements (screenshot below).

Step 1 (Assessments)	Step 2 (Circumstances)	Step 3 (Evidence)

When you are happy with all the details recorded on this summary screen, please read the confirmation statements at the bottom of the screen, then tick the box to confirm you have read them and click **Submit**.

After submitting your claim, you will receive a confirmation on screen (screenshot below).

Extenuating Circumstances

Request submitted

Final summary

Submission Date	09/02/2018
Awaiting Evidence	YES
Extenuating Circumstance request reference - EC-9999904-001	submitted

> **Warning** - Further Evidence to follow - submit evidence by **23/Feb/2018**

◄   ►

What happens next?

Your claim has been submitted and will be reviewed by the Extenuating Circumstances Team. You will be informed of the outcome of your claim via email to your University account.

Close

Extenuating Circumstances Frequently Asked Questions

01 - What are extenuating circumstances (ECs)?
Extenuating circumstances are exceptional events or issues that meet the following criteria: They are outside your control; They last no more than 4 weeks; They might stop you from finishing your work on time.

02 - Can a successful claim for extenuating circumstances improve my marks?
No, a successful claim for extenuating circumstances can make no difference to the mark given to work submitted on time. However, valid ECs can be used to remove a late cap of 40% or 50% from a piece of work submitted within the grace period.

03 - What can a successful claim for extenuating circumstances be used for?
To get extra time to complete an assessment; To remove a 40% late 'cap' on an assessment, or a 50% cap if you are a postgraduate student.

04 - When can I make a claim?
Claims can be made up to four (4) weeks before an assessment deadline and up to 2 (two) weeks after. Claims made outside of this timeframe will not usually be considered.

05 - When will I find out if my claim has been successful?
Claims are usually processed within 3 working days. Please note that at times of highest demand it may take a little longer, but you will be notified if this is likely to be the case.

06 - How will I find out if my claim has been successful?
You will receive an email to your University email address asking you to log back in to your claim and check the outcome. Click on the magnifying glass icon to view the details of the decision.

07 - What will my new deadline be?
You will be set the next institutional deadline. There are three institutional deadlines in each academic year: March, July and November . Your deadline will be confirmed on the results release at the end of the study block. Please check your university email at the end of the study block for the link to your results which will also confirm your new deadline.

08 - How do I submit my work?
This will also will be confirmed as part of the results release at the end of the study block.

09 - Can I submit my work before the new deadline?
You can submit your work anytime between the results release and the institutional deadline.

10 - Can I still submit my work even if I've had an EC claim approved?
Just because you've made a successful claim, you don't have to use the extra time. You can still submit your work for the original deadline (including the 7 day grace period). Please be aware that the mark for this work can not then be improved.

11 - When will I get my marks?
You will get provisional feedback within 3 weeks of the deadline. Your confirmed marks will be released online at the end of the study block during which you submitted the work. Please check your university email address at the end of the study block for the link to the results.

12 - What kind evidence do I need?
The evidence must be from an independent source. The evidence needs to match the circumstances. The evidence must match the date(s) of the circumstances.

13 - What kind of evidence would be accepted?
For some examples of suitable evidence, please check the link to the sample situations at the top of the page (! symbol).

14 - How do I provide my evidence and in what format?
You will be required to upload scanned or photographic evidence. This could be a Word document or PDF, or a photo of a document.

15 - How long do you keep the evidence?
We will only keep your evidence for a maximum of 1 year.

16 - What if I do not have the supporting evidence yet?
If you make a claim without evidence, you have up to 2 weeks after the date your claim is submitted to provide the evidence.

17 - Who will know what about my claim?
The full details of your claim and the evidence you provide to support it will only be seen by the EC team. If you indicate in your claim that you are in contact with Student Services they may also be contacted, but the full details of your claim will not be disclosed. Your course team will only be notified that you have made a successful claim for extenuating circumstances. No further details will be shared with them unless you choose to do so.

18 - Who should I talk to if I need more support?
If you need more support with your EC claim, please contact EC@falmouth.ac.uk If you need more support with your circumstances, please contact studentservices@fxplus.ac.uk

19 - What if I do not agree with the decision made about my EC claim?
If you do not agree with the decision made, you may be able to appeal. You can only make an appeal after the marks for the assessment in question have been confirmed as part of the results release at the end of the study block. Please check the Regulations, Policies & Procedures for Students on the Falmouth University website for further information on appeals.

Checking your Extenuating Circumstances requests history

Login to E:Vision/My Falmouth using your institutional **username** and **password** (https://myfalmouth.falmouth.ac.uk/urd/sits.urd/run/siw_lgn);

On the left hand side of the screen under **Menu**, select **Manage my Course;**
then select **Extenuating Circumstances claim history;**

All the Extenuating Circumstances claims made by you will be shown here (screenshot below).

Your Extenuating Circumstance requests

Personal and course details

Student ID	150		Name	
Course Name	BA(Hons) Animation & Visual Effects		Department	The School of Film & Television

Extenuating Circumstance (EC) requests

Extenuating Circumstance Ref.		Academic Year	Created Date	Status	Action	
EC-15	-003	15/16	26/Jul/2016	Not submitted	📁 🗑	
EC-15	-005	15/16	14/Oct/2016	Submitted with evidence outstanding	Upload by **14/Nov/2016** ⊕	
EC-15	-004	15/16	13/Oct/2016	Your EC claim has been submitted	🔍	
EC-15	-006	15/16	17/Oct/2016	Your EC claim has been submitted	🔍	
EC-15	-001	15/16	21/Jul/2016	Decision made	21/Jul/2016	🔍
EC-15	-002	15/16	26/Jul/2016	Decision made	26/Jul/2016	🔍

Click on the icons to perform the following actions:

to open a file to complete an EC request

to remove a file

to view previously submitted claims which are either waiting for a decision or have already been processed and completed

to upload evidence for EC requests which have been previously submitted without supporting evidence.