

# **GBS Extenuating Circumstances Policy and Procedure**

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#### Related GBS policies

- GBS Academic Appeals Policy and Procedure
- GBS Equality and Diversity Policy
- GBS Academic Good Practice and Academic Conduct Policy
- GBS Mental Health and Wellbeing Policy
- GBS Reasonable Adjustments Policy
- GBS Student Code of Conduct
- GBS Student Conduct Policy
- GBS Fitness to Study Policy and Procedure
- GBS General Regulations for Programmes Leading to Pearson Awards

#### External Reference Points

1. Information Commissioner's Office, Accessed online at: <https://ico.org.uk/>

2. Office of the Independent Adjudicator, *Good Practice Framework: Requests for additional consideration*, Accessed online at: [Good Practice Framework: Requests for additional consideration](#)
3. UK Public General Acts, *Data Protection Act 2018*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
4. UK Public General Acts, *Equality Act 2010*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2010/15/contents>

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## 1. Policy Statement

- 1.1. This policy sets out Global Banking School's approach to Extenuating Circumstances, to ensure there is sufficient guidance and support to GBS students, staff and relevant stakeholders, where a student's ability to complete an assessment has been negatively affected by circumstances beyond the student's control.

## 2. Purpose

- 2.1. The purpose of this policy is to outline the procedures to follow for GBS staff and for students enrolled on a programme at GBS, leading to Pearson Awards.
  - 2.1.1. To ensure a consistent response to all extenuating circumstances cases.
  - 2.1.2. To ensure students are supported in a timely manner when impacted by extenuating circumstances.
  - 2.1.3. To ensure a proportionate approach is taken, which treats students fairly.
  - 2.1.4. To ensure that students have a fair opportunity to meet academic standards.
  - 2.1.5. To ensure the responsibilities of GBS students in informing GBS of Extenuating Circumstances are clear, for support to be considered.

## 3. Definitions

- 3.1. GBS defines Extenuating Circumstances as those which may be considered as exceptional and over and above the course of everyday experience. These circumstances that you could not have reasonably avoided or acted to mitigate the impact, which had an adverse effect on your ability to complete an assessment by the published deadline or on an examination date (for exams).
- 3.2. Typically, Extenuating Circumstances would fall under one of the following categories:
  - i. your illness or injury, which, in an employment context, would have led to the granting of sick leave;
  - ii. the death or serious illness of a family member, dependent, or close friend, which in an employment context would lead to the granting of compassionate leave to you;
  - iii. initial weeks of parental leave or unexpected caring responsibilities for a family member or dependent;
  - iv. experiencing or witnessing a traumatic incident or crime which has had a substantial impact upon you;

- v. accommodation crisis, such as eviction, your home becoming uninhabitable or other leading to homelessness;
- vi. a technical problem with assistive technology, used under the reasonable adjustments agreement, that prevents you from accessing online teaching or assessment;
- vii. safeguarding concerns (relating to you or your dependents).
- viii. performing duties of a public nature (e.g., jury service) or competing in a sporting event at a national or international level or another activity of similar significance;
- ix. delay in receiving support for a long-term condition or disability

3.3. Below are circumstances that would not normally be accepted under Extenuating Circumstances. Please note this list is not exhaustive:

- I. Minor illness (e.g., cough, cold);
- II. IT or Technical difficulties whereby assessment work has been lost or was not submitted on time. You are expected to back up your work and allow enough time to submit by the deadline;
- III. Misreading assessment information (e.g., assessment deadline);
- IV. Academic pressure, including working towards multiple deadlines.

3.4. Extenuating circumstances do not excuse you from completing the assessment task. You still must demonstrate that you have achieved the required learning outcomes to pass the assessment and the module/unit overall and meet the programme requirements for progression or award. This must be done when extenuating circumstances no longer affect your performance.

3.5. Throughout this Policy and Procedure, “**days**” means working days, for example if you are granted a 10-day extension and your original deadline was Monday 10<sup>th</sup> November at 11.59pm, your new deadline would be Thursday 20<sup>th</sup> November at 11.59pm.

3.6. An extension is defined as permission to hand in a piece of coursework after the published deadline for submission, without incurring a penalty. An extension for assessment coursework (including a project report or dissertation) may be granted by your Level Leader for up to 10 working days after the published assessment deadline. You must submit evidence to support your claim for it to be considered.

- 3.7. A deferral is defined as permission to delay a particular assessment task (coursework or examination), for longer than 10 working days. If granted, this may make it unlikely that your grades for your assessed work can be considered at the next meeting of the Progression and Award Board.
- 3.8. A deferral involves a new, but equivalent, assessment task in the case of coursework. A deferred examination involves taking the equivalent examination at the next opportunity when the unit is taught; normally this would be in the following term.
- 3.9. The deferred coursework or examination will normally take place at the next offering of the unit in a subsequent Term.

#### **4. Principles**

- 4.1. If you request an extension or a deferral for an assessment, but then decide to submit work for that assessment, your submission will be counted as your attempt, unless an extenuating circumstance claim for that assessment is accepted. For an accepted claim, the assessment should then be submitted within the relevant extension or deferral timeline.
- 4.2. Separate procedures apply to cases where an examination or coursework assignment is affected by exceptional circumstances for all students in your class group, cohort, etc. These may include, for example, disruption in an examination room (e.g., excessive noise, poor lighting) or a prolonged absence of a lecturer. Such events are managed by the Level Leader in consultation with the Associate Dean (Assessment).
- 4.3. If extenuating circumstances have a significant effect on your ability to complete a summative assessment task, you may be provided with an extension or additional opportunity (“deferral”) to complete the task, without penalty, provided that you follow the procedures below.

#### **5. Scope**

- 5.1. This Policy and Procedure applies if you are a student following a programme at GBS leading to a Pearson Award. For programmes at GBS leading to awards from a partner University, the extenuating circumstances policy and procedures or their equivalent, as detailed on that University’s website, shall apply instead of this policy. Such students

should consult their Programme Handbook for details and refer to the relevant academic regulations on the University's website.

5.2. This policy and procedure applies to a summative assessment due for the term concerned where you are:

- a) Seeking an extension to an assessment deadline.
- b) Seeking a deferral of an assessment deadline or an examination. You are likely to be able to submit work or attend examination at the next opportunity when the unit is taught/assessed.

5.3. Where you are unable to complete the majority of assessments due in a Term and/or are unlikely to be able to submit an assessment(s) or attend examination(s) at the next opportunity, you should consider progressing the matter via the Reasonable Adjustment Policy, Mental Health and Wellbeing Policy, Fit To Study Policy and/or the Interruption to Study Procedure as noted in the GBS General Regulations for Programmes Leading to Pearson Awards.

5.4. If you are a student with a disability including mental health difficulties or you have a specific learning need, as defined by the Equality Act 2010, you should contact the GBS Wellbeing Team at [wellbeing@globalbanking.ac.uk](mailto:wellbeing@globalbanking.ac.uk) who can support you further by putting in place reasonable adjustments. However, should a student experience an acute flare-up or deterioration of their condition that renders existing reasonable adjustments inadequate, they may be required to seek a deferral or extension.

5.5. Students must provide information about any situation, difficulty or medical condition that will impact on their welfare or learning and for which they would like support.

5.6. If extenuating circumstances have a significant effect on your ability to complete a summative assessment task, you may be provided with an extension or additional opportunity ("deferral") to complete the task, without penalty, provided that you follow the procedures below.

## **6. Student Responsibilities**

6.0. You should consult your Student Success Tutor (SST) as soon as extenuating circumstances become apparent. Your SST can advise you on the most appropriate course of action. They can also advise more generally about matters that are affecting your studies and completion of assessed work so that appropriate advice and support can be provided.

### **6.1. How to make an extenuating circumstance claim**

- 6.1.1. All applications for extensions and deferrals must be submitted using the Electronic Extenuating Circumstances Form.
- 6.1.2. Where applications are declined you will receive a response by email at the point your application is declined along with the reason.
- 6.1.3. Where evidence isn't provided at the point of submitting the Extenuating Circumstances Form, you are permitted 2 days to submit the relevant evidence for your request to be considered.
- 6.1.4. In exceptional circumstances, such as within the 48 hours running up to the submission date/time, you may call your SST if you are prevented from handing in your work, for example, due to ill health, an accident, or personal injury. In such cases a form will be completed on your behalf, however, you will need to provide independent evidence as soon as possible after the incident. If you do not provide independent evidence, you will be deemed to have not submitted your work, and a zero/fail grade will be recorded.

### **6.2. Guidance on submitting an extension**

- 6.2.1. You should submit an extension no later than the published deadline of the assessment or the date of the examination. You cannot request an extension after the deadline.
- 6.2.2. You must ensure that you provide the specific submission date and/or examination date and clearly identify the assessment or examination.

- 6.2.3. Extension requests submitted after the assessment deadline will be declined. If the assessment coursework deadline has passed, you are only permitted to request a deferral opportunity.
- 6.2.4. You must submit evidence to support your application, this should be independent third-party evidence.
- 6.2.5. Only applications for extensions made via the Electronic Extenuating Circumstances Form will be considered.
- 6.2.6. On the Extenuating Circumstances Form you may request an extension of up to 10 working days, provided you submit evidence to support your application.
- 6.2.7. Requests for further extensions will not be considered. If your circumstances are such that despite being granted an extension, you consider that your performance will be seriously impaired, you may formally apply for a deferral of a coursework assessment. In this case, you may need to provide further evidence to support a deferral application, and you should consult your Student Success Tutor for guidance.
- 6.2.8. Requests for extensions will receive a decision with the reason(s) within 5 working days.
- 6.2.9. If your application for an extension is accepted, this will be confirmed to you by email by Student Casework. You will be notified of the assessment tasks that have been granted an extension and the date(s) by which you must attempt the assessment again.
- 6.2.10. If you have been granted an extension for assessment coursework and the work is not submitted by the expiry of the extension, this will automatically attract a mark of Zero/Fail. This will count as a failed attempt and may result in you failing the unit/module overall. You may be eligible for a referral or resubmission of the failed assessment(s), subject to Global Banking School's regulations. The maximum mark that can be awarded for resubmission work is a pass grade.

### **6.3. Guidance on submitting a deferral**

- 6.3.1. If you want to request a deferral of coursework assessments or of an examination, you should discuss the matter with your SST so that extenuating circumstances and consequences of deferral can be fully considered.
- 6.3.2. Requests for deferral should be made as close as possible to the time of your extenuating circumstances and before the date of the examination or due date of the assessment. If your application for a deferral is submitted after the published submission deadline or date of the examination, the Extenuating Circumstances Panel will not consider this, except where:
- i. your application is received by Student Casework at least 5 working days before the date of the relevant Progression and Award Board; and
  - ii. you can show that circumstances beyond your control prevented you from contacting Global Banking School in this period or that you had good reason for not disclosing those circumstances, and that in either case this can be supported via independent third-party evidence.
- 6.3.3. In the case of applications for deferral where the Panel determines that Extenuating Circumstances may apply, the Panel in this instance may only make a recommendation to be decided upon on a case-by-case basis at the next Progression and Award Board. Thus, even if successful, the next available opportunity for assessment may be later than if an application had been made on time, increasing the likelihood that you will be required to take a break from your studies until the unit or units are next offered at GBS, with consequent financial and other considerations.
- 6.3.4. You should be aware that where a deferral is granted, you may be required to take a break from your studies until the unit or units are next offered at GBS. The financial and other consequences, including progression to the next year of the programme, should be fully explored by you prior to making a request for a deferral.
- 6.3.5. All applications for a deferral, must be submitted using the Electronic Extenuating Circumstances Form. Requests for deferral are considered by the Extenuating Circumstances Panel.

- 6.3.6. Where more than one assessment is affected, the application for deferral must be made before the assessment task with the earliest submission date.
- 6.3.7. Your application for deferral of an assessment task must clearly state when your extenuating circumstances occurred, and which assessments are affected. The application form asks you to describe your extenuating circumstances and how they have or would impair your performance in the assessment task. You must include all relevant facts at the time of application.
- 6.3.8. Your application for extension or deferral may be rejected if you fail to complete the details concerning the units(s) and assessed component(s) for which you are requesting extension or deferral.
- 6.3.9. You must state the date from which the extenuating circumstances affected your studies, and the date that you were able to resume your normal pattern of studies. These dates must correspond with any information provided in your third-party evidence. You must also explain the impact these circumstances have had on your performance.
- 6.3.10. You must ensure that you provide the specific submission date and/or examination date and clearly identify the assessment or examination.
- 6.3.11. Supporting third-party, independent evidence must be submitted with the Electronic Extenuating Circumstances Form. If your extenuating circumstances are of an exceptionally sensitive or personal nature, you may request that only the Panel Chair consider the circumstances of your request. In such cases, you must place your evidence in a sealed envelope marked 'confidential: from (your name)', addressed to the Panel Chair with the completed form attached.
- 6.3.12. Upon receipt of the Form, your request will be considered by the Extenuating Circumstances Panel (see Annex 2). If your application for deferral is accepted, this will be confirmed to you by email by Student Casework. You will be notified of the assessment tasks that have been deferred and the date(s) by which you must attempt the assessment again. You will be required to take the assessment 'at the next opportunity'.

- 6.3.13. If your application is refused, you should attempt the assessment otherwise a Zero/Fail will be recorded.
- 6.3.14. If you do not undertake a deferred assessment at the agreed time, normally the next available opportunity when the unit/module is taught/assessed, this will count as a failed attempt. You may be eligible for a referral or resubmission of the failed assessment(s), subject to Global Banking School's regulations. The maximum mark that can be awarded for resubmission work is a pass grade.
- 6.3.15. If extenuating circumstances affect a further assessment opportunity following the approval of a deferral, guidance should be sought from your Level Leader and SST as to whether you should consider interrupting your studies.

#### **6.4. What evidence do I need to provide**

- 6.4.1. Requests for extensions and deferrals must be accompanied by supporting evidence, normally from an independent third party. You are advised to keep a copy of any evidence you submit to GBS. It is appreciated that in some cases it is difficult to produce independent, supporting evidence, however lack of third-party evidence will weaken your application. The evidence must be relevant to the period during which the circumstances occurred and provide sufficient details of how the extenuating circumstances have affected your ability to undertake the assessment. For illnesses, it must relate to the time of the illness and make it clear that you were medically unfit to take the assessment.
- 6.4.2. The supporting evidence should:
- be a professional document or be from a professional source (including GBS Staff, e.g., Student Success Tutors, Student Welfare Officers), giving details of the circumstance, its duration and its impact.
  - include your name
  - include a date which corresponds to the time period during which you were impacted by extenuating circumstances.
- 6.4.3. For medical circumstances evidence considered may include:

- a medical certificate, GP Letter or Healthcare Professional Letter that is signed and dated confirming diagnosis and/or dates of illness or injury and/or medical professional opinion.
- Appointment letters, referral letters, hospital and discharge letters.

6.4.4. Retrospective medical certificates and doctor's notes stating that you claim to have been unwell may not be accepted.

6.4.5. Please note that some doctors may charge a fee for providing you with medical certification. GBS is not liable to pay this fee on your behalf.

6.4.6. Examples of other third-party evidence that might be acceptable in support of non-medical circumstances may include:

- A letter from a close family member concerning, for example, bereavement accompanied by a copy of the death certificate, if possible.
- A letter from someone who has been providing non-medical support, such as a counsellor.
- A supporting statement can be sought from SSTs and Student Welfare Officers where students have notified GBS staff of their circumstances.

6.4.7. If you knowingly submit a false application for extension or deferral or false or forged supporting evidence, this will be considered a Serious Offence under the GBS Academic Good Practice and Academic Conduct Policy and Procedure.

## **7. GBS Staff Responsibilities**

7.1. GBS will monitor the Extenuating Circumstances Policy and Procedure and as such the repeated use by a student may lead to GBS contacting the student with the view to identify any underlying support needs and where appropriate discuss the options where longer term options are needed.

## **8. Policy Amendment and Administration**

8.1. This policy may be amended by GBS at any time. If there are any queries relating to policy administration, please contact the Governance Team at [governance@globalbanking.ac.uk](mailto:governance@globalbanking.ac.uk).

## 9. Data Protection and Confidentiality

9.1. GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the [Information Commissioner's website](#). GBS as a Data Controller implements appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

9.2. By submitting an application for an extension or deferral on the grounds of extenuating circumstances, you are agreeing that GBS can process, use, and share information it contains to enable the extension to be considered. Information may be disclosed to any person who has a need to see it for the extenuating circumstances to be fully investigated. Information may also be shared with relevant people to facilitate actions and recommendations. For Data Protection purposes and compliance matters, please contact [dpa@globalbanking.ac.uk](mailto:dpa@globalbanking.ac.uk).

9.3. All documentation relating to extenuating circumstances will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role.

## 10. Alternative Format

10.1. This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact the Governance Team at [governance@globalbanking.ac.uk](mailto:governance@globalbanking.ac.uk).

## Annex 1 Extenuating Circumstances Form (ECF)

### Confidential

*This form must be completed and submitted with supporting third party evidence before any request for extension and/or deferral of assessments can be considered.*

*To request an extension or deferral of an assessment, please complete this form and all supporting documents to [studentcasework@globalbanking.ac.uk](mailto:studentcasework@globalbanking.ac.uk) .*

*Please read very carefully the GBS Extenuating Circumstances Policy & Procedure before completing and submitting the Extenuating Circumstances Form and supporting evidence. If you have any questions or queries, please contact your Level Leader or Student Success Tutor for further information.*

<b>YOUR DETAILS:</b>			
<b>Full Name:</b>		<b>Student ID:</b>	
<b>Date of birth:</b>		<b>Date started (MM/YY):</b>	
<b>Programme of study</b>		<b>Email:</b>	
<b>Mobile:</b>			

<b>NATURE OF EXTENUATING CIRCUMSTANCES:</b>	
<i>Please specify the overall period of time when your assessment submission has been or will be affected by your extenuating circumstances (date: day, month and year) ...</i>	
<b>From</b>	<b>To</b>
<i>Please describe your extenuating circumstances – the nature of your problem and how it has or will affect your assessment submission...</i>	

*Type of supporting evidence – please describe and attach supporting evidence to this form...*

*Please complete the table below*

<b>Unit/Module Code and Name</b>	<b>Assessed work affected</b>	<b>Staff Name</b>	<b>Date of examination or assessment deadline</b>	<b>Requested action: Extension or Deferral</b>

*Requests should be made as close as possible to the time of your extenuating circumstances and before the date of the examination or assessment.*

*Forms submitted late are unlikely to be accepted unless extreme circumstances prevent submission.*

<b>FOR GBS OFFICE USE ONLY</b>	
<b>Date ECF received:</b>	<b>Supporting Evidence: YES/NO</b>
<b>Actions taken/comments:</b>	
<b>Decision about request for extension or deferral:</b>	
<b>Student Notified: YES/NO</b>	<b>Relevant staff notified: YES/NO</b>
<b>Level Leader Signature.....Date: .....</b>	
<b>Chair of the Extenuating Circumstances Panel .....Date: .....</b>	
<i>Please ensure that you complete each section of this form. When completed please sign and date, then submit as detailed above.</i>	
<b>STUDENT DECLARATION</b>	
<p><i>Data Protection Act 2018- By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you and your personal data for the purposes of reviewing your extenuating circumstances request. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.</i></p> <p><i>I confirm that the information given on this form and in supporting evidence is true to the best of my knowledge and belief. I give consent for this information to be disclosed to the relevant examiners and administrative officers at Global Banking School who are responsible for considering extenuating circumstances. I also understand that this claim for extenuating circumstances will be kept on my student record at Global Banking School and may be referred to in subsequent Progression and Award Board meetings.</i></p> <p><i>I authorise the reviewer(s) of this extenuating circumstances request to consider this form and any relevant information held by GBS to the extent necessary for the consideration of the extenuating circumstances request.</i></p> <p><i>Please note that fraudulent claims for extenuating circumstances are considered as a Serious Offence under the Global Banking School Academic Good Practice and Academic Conduct: Policy and Procedure and will result in a consequent penalty.</i></p>	
<b>Student Signature .....Date: .....</b>	

## **Annex 2 GBS Extenuating Circumstances Panel**

### **Terms of Reference**

1. The Extenuating Circumstances Panel have delegated authority from GBS Progression and Award Boards to determine whether student requests for additional time due to extenuating circumstances meet the criteria set out in the Extenuating Circumstances Policy & Procedure and therefore whether or not the request is successful and the responsibility for determining the appropriate action to be taken, in accordance with the relevant assessment regulations.
2. The Extenuating Circumstances Panel have authority to oversee the process of approval of:
  - i. referrals to submission deadlines where work will be complete in time for marking, moderation and consideration by Progression and Awards Board; and
  - ii. deferrals of assessment where students' applications have been received the published submission/examination date. Or where the application was submitted late with a valid reason.
3. To report to the Progression and Awards Board all extensions and deferrals of assessment where approved.
4. To ensure that the decisions and recommendations of the Extenuating Circumstances Panel are notified to students, relevant staff and the Board to the timescales set out in the Extenuating Circumstances Policy & Procedure.
5. To note that consideration of requests for additional time due to extenuating circumstances need not involve a physical meeting of members of the Panel if alternative methods of discussion and mutual deliberation are available.

6. To review regularly the membership and operation of the Panel to ensure its fitness for purpose.
7. To ensure that Panel members receive appropriate guidance on the operation of the Extenuating Circumstances Policy & Procedure.
8. To note that the Policy is subject to regular review in accordance with the schedule approved by the Academic Board.

### **Membership**

- a) Provost or Nominee (Chair)
- b) Associate Dean (Assessment) or nominee for programmes leading to awards of the relevant awarding body (Pearson) that Associate Deans are present only for student casework matters relating to the awarding body of their programme.
- c) Senior Academic Services Administrator
- d) Senior Welfare Officer
- e) Secretary
- f) Member of the Student Casework team

Quoracy for the Panel to go ahead, is 50%.

<https://www.brookes.ac.uk/regulations/assessment-and-progression/exceptional-circumstances>