

The Courtauld

The Courtauld Institute of Art Extenuating Circumstances Policy

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1.1 Introduction

This Policy sets out, for both students and staff, what should be done when a student experiences unforeseeable, unexpected circumstances which could have an impact on their ability to sit an examination(s) or submit an assessment(s). Extenuating Circumstances are defined as events which are unforeseeable, unexpected, significantly disruptive and beyond a student's control. This definition also includes sudden, unexpected changes in family circumstances.

The Courtauld is aware that it may be difficult to disclose personal details in these circumstances, we are committed to supporting students through difficult or sensitive circumstances and ensuring that this information remains confidential. Please see [Privacy Policy](#) where we outline our responsibilities in respect of holding sensitive and personal information. A student can speak to a member of the Students' Union or staff in Student and Academic Services for initial, informal advice.

This Policy only applies to summative assessments (including examinations) that contribute to your final mark. The Courtauld operates an evidence-based policy to ensure that all claims are dealt with fairly and no student is either advantaged or disadvantaged by the Policy.

Extenuating Circumstances may occur at any time and affect any form of summative assessment including coursework, examinations and dissertations. These circumstances fall under the remit of this Policy when they are:

- **Non attempt:** prevents a student from sitting an examination/assessment or submitting a piece of coursework.
- **Late submission:** prevents a student from submitting coursework, assessment or dissertation on time.
- **Affects performance:** seriously affects a student's performance in an assessment/examination or their ability to prepare for an assessment/examination in the period immediately leading up to submission or sitting an examination.

If a student believes they are unlikely to perform to the best of their ability in a summative assessment, we strongly advise a student not to take the assessment and to submit an Extenuating Circumstances claim. Claims cannot be submitted as an insurance against poor performance in assessment/examinations. By submitting an Extenuating Circumstances claim a student is confirming that the circumstances are severe and have impacted their ability to complete the assessment. Submitting false claims or evidence is a serious matter and may be referred to The Courtauld's Student Code of Conduct Policy.

The Extenuating Circumstances policy provides for students who are experiencing sudden, unexpected and short term difficulties. Students who have chronic and long term issues will be supported by our Wellbeing Services and provided with a summary of reasonable adjustments.

It is each student's personal responsibility to report extenuating circumstances promptly and in accordance with this Policy. If you need advice about whether to apply for extenuating circumstances, you can discuss your case with your course tutor, Personal Tutor, or Wellbeing Team. Students will normally be expected to submit the application themselves.

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To submit an Extenuating Circumstances claim a student should complete the relevant Extenuating Circumstances form and provide any relevant and necessary supporting evidence. The electronic form is available on the Student and Academic Services VLE page.

1.2 Scope and Purpose

This policy applies to all students studying at The Courtauld (undergraduate, postgraduate taught and postgraduate research).

1.3 Submission Deadlines for Extenuating Circumstances

It will be the responsibility of the student to submit the application for extenuating circumstances, alongside the necessary supporting evidence, within the below time periods:

Deferral: The student must submit the application no later than 5 working days before the assessment submission deadline date.

Extension: The student should submit the application no later than 2 working days before the submission deadline date.

Mitigation: The student should submit the application no later than 5 working days after the submission deadline date.

An extension means a student is provided with additional time to complete the assessment, extensions are normally only agreed if it is requested before the assessment attempt is due. Extensions are normally for a maximum period of 2 weeks. Please note extensions are not normally permitted for examination or specifically timed assessments.

A deferral means a student's assessment attempt is transferred to the next available date and is normally only agreed before the assessment attempt is due to be submitted.

A claim for mitigation means that the potential negative impact of the exceptional circumstances is taken into account.

A late request made after the above deadline dates, will not normally be considered. However, the Academic Registrar (or appointed nominee) retains the ability to consider the application at their discretion and where there is a credible explanation to explain why the application was not submitted in the required deadline.

1.4 What Constitutes an Extenuating Circumstance

The Courtauld has three different categories of extenuating circumstances claims. These are:

1. Circumstances that will normally be considered - provided that there is strong and appropriate documentary evidence to support these claims.
2. Circumstances that may be considered - provided there is evidence to show the impact of these on the student.
3. Circumstances that would not normally be considered.

Extenuating circumstances may include (this list is not exhaustive):

- Serious short-term illness, medical treatment or accident;

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- Bereavement of a close relative or other significant person;
- Caring responsibilities which could not reasonably have been anticipated, for example because they arise as a result of ill-health in a family member or significant person during the assessment period;
- Serious domestic events which could not have reasonably have been anticipated and which have had a severe impact on the student;
- Evidence of a short-term exacerbation of a long-term health condition.

The following are examples of circumstances commonly refused (the list is not exhaustive):

- Medical circumstances which are outside the relevant assessment period;
- Minor illness or ailment, which in an employment context would be unlikely to lead to an absence from work;
- A long-term health condition for which the student is already receiving reasonable or appropriate adjustments;
- Computer or printer problems;
- Poor time management.

The application for extenuating circumstances should be supported by evidence. Evidence should clearly describe the circumstances and how these impacted a student's ability to complete the assessment(s) in question. The evidence should be independent, relevant and authoritative evidence. The Courtauld reserves the right to make enquiries as it sees fit on the submitted evidence.

1.5 Extenuating Circumstances Panel

Extenuating Circumstances will be considered by the relevant members of Student Academic Services. A report of extenuating circumstances will be presented to the Examination Board.

In consideration of the application the below will be considered:

- Does the application meet the definition of extenuating circumstances?
- Has the application been received in the required deadline period?
- Were the circumstances exceptional, short-term, unforeseen and unpreventable?
- Have the circumstances impacted the students ability to engage with the summative assessment?
- The suitability and validity of the evidence submitted.

Extenuating Circumstances can never result in the changing of marks for individual modules/assessments or examination marks.

The Extenuating Circumstances Panel may accept an application and apply a deferral, even when the student requested an extension, this will normally take place when the Examination Boards are due to meet. The Panel will not grade the claims. Extenuating Circumstances by their nature are significant events which are likely to have impacted a student's assessment. It is not possible to determine how a particular set of circumstances will impact a student, as the same circumstances can affect other students in different ways.

The Extenuating Circumstances Panel can recommend one of the following actions if they consider that the extenuating circumstances have had sufficient impact on your performance. These actions are:

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- A. You will be given additional time to complete your course/module/assessment without penalty (this applies to coursework submissions only, not to examinations)
- B. Late penalties for your assessment are waived
- C. Assessment not sat/ failed: you will be permitted to re-sit your assessment and this will be allowed at the same deemed attempt. (For example if it was the student's first sit it will remain uncapped).
- D. In exceptional circumstances the Extenuating Circumstances Panel can exclude the affected assessment/module from completion, progression, award or classification decisions.
- E. No action - as there has been no evidence of your assessment/examination performance being affected.

The student will normally receive the outcome of the application within 5 working days of submitting the form.

ENDS