SRC OU EXTENUATING CIRCUMSTANCES PROCEDURES (EC)

These are guidelines for students who are unable to attend, submit coursework or sit examinations.

(Note: References in this document to Boards of Examiners apply to Progress and Award Boards and Course/Subject Committees which meet to consider student progress.)

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A. What are 'Extenuating Circumstances'?

Extenuating circumstances refer to something unforeseeable or unavoidable e.g. a student couldn't write because they suffered a broken arm just prior to an examination.

They are normally circumstances beyond the student's control which either prevent the student from taking an examination(s) or submitting coursework, or which affect academic performance in coursework or examination(s). Extenuating circumstances will usually be health related or of a personal nature.

B. Absence from the College

A student who has not been in attendance for more than three days through illness or other cause must notify the college immediately by phoning 0300 123 1223 or via email info@src.src.uk.

Where the absence is for a period of more than five working days and is caused by illness which may affect the student's studies, the student should arrange for a medical certificate to be

presented to the Course Coordinator/Director. In circumstances where the Course Coordinator/Director is unavailable the Curriculum Area Manager (CAM) should be contacted using the college contact details above.

Research shows that attendance is a key component in academic success, notification of absence will inform academic staff of your situation so they are aware of any problems you might be having as they occur, so they can offer you advice or help or to refer you to another service in the College as appropriate.

C. Regulations Managing Student Assessment in Coursework and Examination

(a) Acceptable Exceptional circumstances:

(i) Written medical evidence, or evidence of compassionate circumstances, relevant to the performance of a candidate in an examination must be presented to the Course Coordinator/Director no later than five working days following the examination.

(ii) Written medical evidence, or evidence of compassionate circumstances, relevant to the performance of a candidate in coursework must be presented to the Course Coordinator/Director by the date on which the work was due to be submitted.

(b) Evidence of ill-health must be authenticated by the student's medical advisor. Medical certificates should be forwarded directly to the Course Coordinator/Director or Subject Tutor. Self-certification will not be accepted. All details will be disposed of following the college Data Retention and Disposal Schedule.

(c) Circumstances that are NOT considered
It is not possible to list every circumstance that the Board of Examiners would reject. Unless there are extraordinary circumstances, general pressure of academic work is not taken to be circumstances beyond your control, as you are expected to plan your work schedule.

An Extenuating Circumstances claim form **(EC1)** should be completed by the student affected by extenuating circumstances.

D. How do students obtain an EC1 form?

The form is available from your Course co-ordinator/Director or you can download the form from Policies & Procedures | Southern Regional College in the 'Higher Education Policy & Documents' section.

E. When should students submit an EC1 form?

It is the student's responsibility to inform the Course Coordinator/Director or Subject Tutor about extenuating circumstances that have affected academic performance by completing an EC1 form. **Although students may have previously discussed personal difficulties with staff, this does not in itself constitute the submission of extenuating circumstances.** The EC1 form should be returned at the earliest opportunity and, except for extraordinary circumstances, **no**

later than the date of submission of coursework or 5 days after the date of examination. If circumstances are such that a student is going to be unable to submit an assignment on time, then they should complete an EC1 form without delay. Students may be required to submit work done to date. If documentary evidence (see section H) is unavailable, the form should still be submitted by the due deadline with a note to say that this evidence will follow.

If the Board of Examiners have already met, it is too late to submit an EC1 form.

Information about how to appeal against the decision of the Board of Examiners is available in a separate publication. (See Section N below)

F. How do students submit an EC1 form?

The completed form should be submitted to the Course Coordinator/Director. It may be sent by email or post if you are unable to attend the College. The email address for the programme Course Coordinator/Director is available in the Course Handbook. Postal addresses are available for each campus. To find these click here and then again on 'About Us' tab to see the list of SRC Campuses. Evidence that is not immediately available should be forwarded as soon as possible.

G. Information Required

It is the student's responsibility to supply the appropriate evidence to support the claim. The circumstances should be described clearly. The EC1 form should contain the essential information to enable an informed decision to be made. Students should only include on the form details of the specific coursework or examinations that have been affected by illness, personal difficulties and ensure that any impact on performance is explained, e.g. how long the absence was. Examples of appropriate evidence include: a doctor's note, a discharge letter from a hospital or a letter from a professional counsellor. There are exceptional cases where such evidence is inappropriate or unavailable, for example because a doctor does not provide certificates for minor illness. However, in all other cases, students will be expected to provide documentary evidence. Where it is reasonable to expect such evidence and that evidence is missing, it is unlikely that the application will be successful.

A letter from a GP stating that a student was seen on a particular date and that the student told them that they had been ill, will not normally be accepted by the Board of Examiners. If a student is claiming a minor illness has affected work or caused them to miss a deadline, documentary evidence should have been submitted at the time of absence (Section A). If a student has been receiving treatment for a serious or long-term medical condition which they believe has seriously affected their work over a prolonged period, they must submit appropriate evidence.

Students are also required, on the form, to specify what outcome they would, within reason, consider desirable. This will normally be either a first sit in examination or class test, or an extension of time to submit coursework. Note: marks cannot be adjusted due to extenuating circumstances.

Students may find it helpful to discuss their application with their Course Coordinator/ Director/Subject Tutor, in addition to submitting a claim form. Students will not have to disclose sensitive personal details if they prefer not to. Should a student be reluctant to specify such details on the EC1 form, they should seek advice from Student Services. Great care is taken over the confidentiality of information provided by students. Students should seek guidance from their Course Coordinator/Director/Subject Tutor if they are in doubt about what would be appropriate evidence.

H. What happens when IT equipment fails?

In most circumstances failure of I.T. equipment will not be considered. Students are expected to make a backup copy of all their work. This should be stored separately from the computer.

I. How are extenuating circumstances judged?

All extenuating circumstances will be judged by the Extenuating Circumstance Panel and recommendations presented to the Board of Examiners who makes the final decision. The Panel consists of the Head of Faculty, Curriculum Area Manager, Course Coordinator/Director and Personal Tutor. The College seeks to determine whether, and to what extent, extenuating circumstances have affected academic performance, and what action, if any, can be taken. In assessing the significance of extenuating circumstances, the College will normally consider: the severity of the problem and the length of time involved; any supporting documentary evidence, whether it is possible to gauge the effect of the extenuating circumstances upon academic performance.

J. False Claims

Students should note that submitting a false claim could be regarded as an attempt to gain unfair advantage and could constitute a breach of discipline under the College's disciplinary procedures.

K. Data Protection

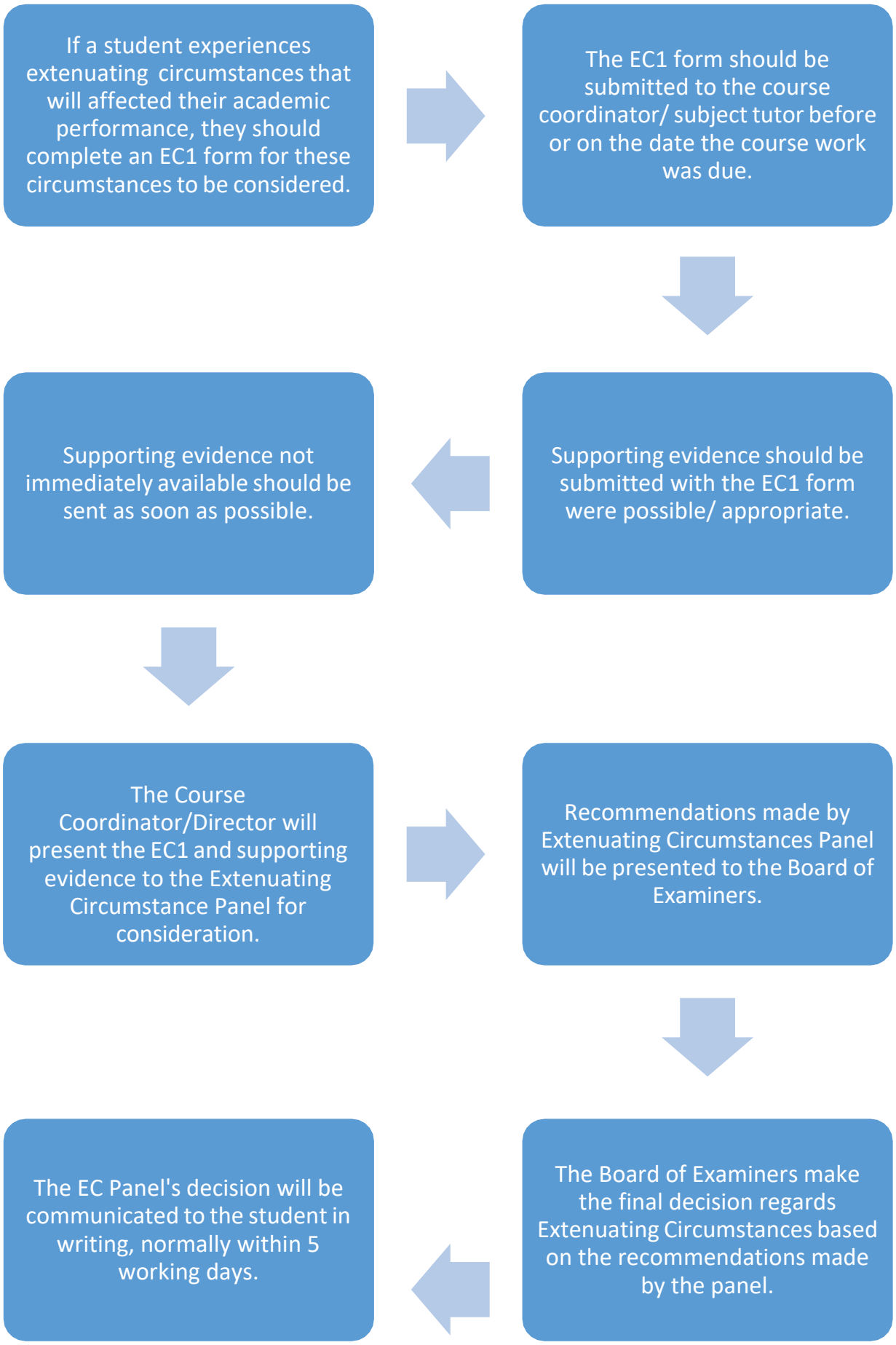
By submitting an extenuating circumstances form students are agreeing to the College holding this personal data for the purposes of processing the claim. The College will hold this data in accordance with its notification under general data protection regulations.

L. Where can students get more guidance?

If after having read these notes, the student has a need for more help in putting forward for extenuating circumstances, they should contact the Course Coordinator/Director or the Subject Tutor.

M. Appeals based on Extenuating Circumstances (HE and Validated course)

Appeals on the basis of extenuating circumstances are clearly outlined in the College Assessment Appeals Policy which can be accessed here.


If a student experiences extenuating circumstances that will affected their academic performance, they should complete an EC1 form for these circumstances to be considered.
The EC1 form should be submitted to the course coordinator/ subject tutor before or on the date the course work was due.
Supporting evidence should be submitted with the EC1 form were possible/ appropriate.
Supporting evidence not immediately available should be sent as soon as possible.
The Course Coordinator/Director will present the EC1 and supporting evidence to the Extenuating Circumstance Panel for consideration.
Recommendations made by Extenuating Circumstances Panel will be presented to the Board of Examiners.
The Board of Examiners make the final decision regards Extenuating Circumstances based on the recommendations made by the panel.
The EC Panel's decision will be communicated to the student in writing, normally within 5 working days.