

Extenuating Circumstances Procedures

Academic Quality and Development
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Summary/Description: This document describes the procedures for applying for extensions and deferrals for assessment and requesting temporary periods of absence.	

SUMMARY OF CHANGES

This list summarises the changes since 2020/21. The date confirms when the changes were implemented.

Implementation date	Changes Approved by Senate
n/a	

EXTENUATING CIRCUMSTANCES PROCEDURES

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1. Introduction

- 1.1 All undergraduate, postgraduate and postgraduate research students have a responsibility to manage their learning during their registration at the University and may be required to complete and submit, or sit, a wide range of assessments. This requires students to balance their workload and use time management skills to ensure that assessments are submitted, or sat, to stated deadlines. It is therefore essential that students manage their workload efficiently, so as not to struggle to meet deadlines or miss them. Difficulties and pressures are a part of everyday life and it is expected that students shall manage their work accordingly.
- 1.2 However, the University recognises that there may be times when adverse circumstances, beyond their direct control, prevent students from completing work to a deadline, or to their customary standard of achievement. For this reason, the University encourages students to inform the University whenever they are experiencing difficulties and to request an extension to the deadline for submission of a piece of work, to defer a formal exam, practical assessment or viva.

2. Evidence Required for Extenuating Circumstances

- 2.1 Applications for extenuating circumstances must be accompanied by valid evidence of those circumstances. Such evidence should normally be independent third party evidence (for example a medical professional, counsellors, the police, lawyers and Student Services staff) and the student should either submit the original documentation or a scanned copy.
- 2.2 Supporting evidence from relatives or other students shall not be deemed as valid.
- 2.3 When the University considers Extenuating Circumstances applications, it will look to see that the timing of events match the request. Therefore students must ensure that the evidence they provide to support the application confirms that the circumstances cited are within the relevant assessment or learning period.

3. Examples of Valid Extenuating Circumstances

- 3.1 As defined in the Extenuating Circumstances Policy, extenuating circumstances are 'short term, exceptional circumstances, outside the control of the student, which prevent them from sitting or submitting an assessment on the specified deadline'.
- 3.2 These are normally circumstances relating to the health and/or personal life of a student which are of a sufficiently serious and significant nature to result in them being unable to attend, complete or submit an assessment on time. They are also expected to be either:
 - a) unforeseeable, in that the student could have no prior knowledge of the event concerned; and/or
 - b) unavoidable, in that the student could have done nothing reasonably in their power to prevent or avoid such an event
- 3.3 Listed below are examples that the University would normally regard as extenuating circumstances.
 - a) Bereavement (eg the death of a relative, person of significance or a pet)
 - b) Accident *
 - c) Short term illness *
 - d) Participation in a national/international sporting event or related activity as a competitor, coach, referee or in an equivalent support role

- e) Victim of crime
- f) The worsening or complication/aggravation of a diagnosed physical or mental health condition #;
- g) Complications relating to:
 - A diagnosed disability # *
 - Pregnancy *
- h) Serious adverse personal or family circumstances, such as unexpected caring responsibilities *
- i) Transport difficulties beyond the control of the student
- j) Problems affecting specialised hardware or software supplied via a Disabled Student Allowance (DSA) or equivalent to support the student's learning as documented in the student's Learning Agreement

* *This would also include cases where a student's relative or person of significance is affected*

Students with an underlying disability, condition or chronic illness are encouraged to engage with Student Services to agree a formal Learning Agreement.

- 3.4 Students must be able to evidence the circumstances being cited in order to have their application accepted. If it is not possible to obtain any form of evidence (examples listed in section 7 below), students applying for an extension (of a maximum of 5 working days) must follow the Self Certification for Extenuating Circumstances Policy and Procedures.
- 3.5 In the event that a student has suspected Covid 19 they should follow Government guidance and take a test. If a written assessment is due during the period when they are waiting for the test result, they should follow the procedures laid out in the Self Certification for Extenuating Circumstances Policy.
- 3.6 In the event that a student has significant caring responsibilities for an individual with suspected Covid 19, the individual should follow Government guidance and take a test. If a written assessment is due during the period when the individual is waiting for their test result, the student should follow the procedures laid out in the Self Certification for Extenuating Circumstances Policy.
- 3.7 If the student or individual's health has not improved once the test result has been received, the student should complete an Extenuating Circumstances form, using the test result as their corroborating evidence. The Panel will then consider the application as normal. If the application is approved, the student will receive an additional 10 working days for any written assessments and a deferral for any practical assessments (including online assessments) and exams.
- 3.8 Should the consequences of the illness become longer term, with the student requiring longer extensions and/or a period of absence beyond 10 working days, they should speak to their Programme Leader about following Level 1 action of the Support to Study Procedures, to ensure they receive an appropriate level of support, or consider interrupting their studies.

4. Examples of Invalid Extenuating Circumstances

- 4.1 The following is a non-exhaustive list of circumstances unlikely to be regarded as falling within the relevant definition and are unlikely to be accepted as extenuating circumstances:
 - a) Circumstances outside the relevant assessment or learning period;
 - b) Physical or mental health condition supported by medical evidence which is not within a reasonable time frame of the assessment submission date;
 - c) Long term health condition for which the student is already receiving reasonable or appropriate adjustments

- d) Minor illness or ailment, which is unlikely to impact on a student's ability to complete an assessment
- e) Transport problems which could have been avoided by the student (eg missed bus or train)
- f) Personal holidays
- g) Financial issues
- h) Computer/printer problems **-[for exceptions, see section 5 below]
- i) Claims that students were unaware of the published dates, times, format of submission for coursework and venues for exams or practical assessments
- j) Complaints against staff or in relation to delivery of the module/programme. These are managed through the University's *Complaints Policy*

** Students are advised to regularly back up electronic documents

5 Personal Computer-related problems during the Covid 19 pandemic

The University would not usually consider personal computer problems as a valid extenuating circumstance because students can use University computers on campus, and can access support from IT Services if they experience problems. However, it is acknowledged that the present circumstances relating to Covid 19 mean that some students will not be able to come onto campus and use University IT equipment. For students in this position, they may submit an Extenuating Circumstance form to request extension and deferrals for assessments affected, detailing the precise nature of the IT problem and the dates affected. To support their application, students must provide evidence of the reason they are unable to come onto campus to use University IT equipment.

6. Authorised Temporary Leave of Absence

6.1 Programmes with programme-level attendance requirements

6.1.1 Students requiring a temporary leave of absence (up to a maximum of 10 working days, or the maximum allowed by the Programme's Professional, Statutory or Regulatory Body) should complete the relevant section of the Extenuating Circumstances form and submit it along with corroborating evidence to be considered by the Extenuating Circumstances Panel. If the request is accepted by the Panel, the student's absence will not be counted against them for the purpose of programme-specific attendance requirements.

6.1.2 Tier 4 students who wish to apply for leave of absence while continuing their teaching and learning should complete the Authorised Absence Form in accordance with the Home Office guidance available from the Registry Intranet page.

6.1.3 Where the absence shall mean that one or more submission deadlines for coursework, exams, practical assessments or vivas shall be missed, a formal Extension/Deferral Request must also be submitted as part of the Extenuating Circumstances application.

6.1.4 Students who believe their extenuating circumstances require a longer leave of absence (eg more than 10 working days) should discuss their circumstances with their Programme Leader or Director of Studies (as appropriate) and consider interrupting their studies (see Section D1 of the Academic Regulations for Taught Programmes or Section C2 of the Academic Regulations for Postgraduate Research Programmes). Alternatively, if they do not wish to interrupt study, but require a longer

leave of absence than 10 working days, they will be required to follow the Support To Study Procedures.

6.2 Jury Service

- 6.2.1 While the University supports anyone undertaking civic duties, students who receive a summons to attend Jury Service during the academic year are strongly advised to seek a deferral for two related reasons: disrupted study and missed assessment (which may result in repeated study and/or interruption); costs incurred (living, tuition fees, employment). Courts understand the issues and deferrals are generally approved. Please contact Registry for a supporting letter.
- 6.2.2 Students who do not wish to request a deferral from Jury Service or their request for a deferral is turned down, should follow these procedures to apply for a temporary Authorised Leave of Absence for a maximum of 10 working days. If the case takes longer than 10 working days, they must contact their Programme Leader(s)/Director of Studies to either commence the Support To Study Procedures (in order to take a longer period of absence than two weeks) or to discuss whether it would be more appropriate to interrupt their studies.

7. Commitment to Religious Observances

- 7.1 The University does not consider commitment to religious observances to fall within the definition of 'extenuating circumstances' as they would not usually be 'unforeseeable' or 'unavoidable'. Rather, there are processes in place to support students whose studies are affected by such observances. For an example of this, please refer to section 15.8 of the Exam Regulations.
- 7.2 If a student experiences an unexpected or unplanned effect of a religious observance, for example an illness exacerbated by fasting, then this would fall under the definition of an 'extenuating circumstance', and the student should follow these procedures.

8. Supporting Evidence

- 8.1 Listed below are examples of the types of evidence that the University would normally accept as valid but this list is not exhaustive. Where students require advice about the appropriateness of their corroborating evidence, they are advised to contact the Student Union.
- 8.2 Where students feel their extenuating circumstances are too sensitive to share, they are strongly advised to seek support with their application from the Student Life Advice Team, based in Student Services, who are able to provide support for all of the categories below.
- 8.3 Where students have suffered a short term illness for which they did not or could not seek medical advice, or where they have experienced other extenuating circumstances where they are unable to provide any other evidence, they should follow the procedures within the Self Certification for Extenuating Circumstances Policy and Procedures.

Examples of valid extenuating circumstances	Examples of acceptable evidence
Bereavement (eg the death of a relative or person of significance)	<ul style="list-style-type: none"> • Order of service • Death certificate (where available) • Obituary/Notification of death (website / newspaper)

Examples of valid extenuating circumstances	Examples of acceptable evidence
Accident	<ul style="list-style-type: none"> • Police report • Insurance claim documents • Doctor's note/Medical certificate • Hospital admission notice • A & E record
Short term illness * * This would also include cases where a student's relative or person of significance is affected	<ul style="list-style-type: none"> • Doctor's note/Medical certificate • Letter or email from medical professional or other relevant independent professional (eg therapist or counsellor) • Hospital admission notice • A & E record • Photo of a prescription or medication prescribed
Participation in a national/international sporting event or related activity as a competitor, coach, referee or in an equivalent support role	<ul style="list-style-type: none"> • Official letter of registration for event or equivalent
Victim of crime	<ul style="list-style-type: none"> • Crime reference number • Insurance claim documents
a) The worsening or complication/aggravation of: <ul style="list-style-type: none"> ▪ A diagnosed physical or mental health condition* ▪ A diagnosed disability* ▪ Pregnancy* * All of the above would also include cases where a student's relative or person of significance is affected	<ul style="list-style-type: none"> • Doctor's note/Medical certificate • Hospital admission notice • A & E record • Letter (or similar) from medical professional or other relevant independent professional (eg therapist or counsellor) • For more information about support for pregnancy related circumstances, please refer to the Pregnancy, Adoption and Becoming a Parent While Studying - Guidelines

Examples of valid extenuating circumstances	Examples of acceptable evidence
<p>Serious adverse personal or family circumstances, such as unexpected caring responsibilities *</p> <p>* This would also include cases where a student's relative or person of significance is affected</p>	<ul style="list-style-type: none"> • Letter (or similar) from an independent professional or organisation (eg solicitor, faith leader, Social Worker, Citizens Advice Bureau); • Doctor's note/Medical certificate • Hospital admission notice • A & E record • Letter (or similar) from medical professional or other relevant independent professional (eg therapist or counsellor) • Insurance claim documents • Letter from registered childcare or other caring provider confirming why care cannot be provided • In case of sexual assault or similar, Student Services support would be an acceptable alternative
<p>Transport difficulties beyond the control of the student</p>	<ul style="list-style-type: none"> • Traffic report (website or newspaper) • Official report of traffic accident
<p>Problems affecting specialised hardware or software supplied via a Disabled Student Allowance (DSA) or equivalent to support the student's learning as documented in the student's Learning Agreement</p>	<ul style="list-style-type: none"> • Confirmation from a University Department, such as Student Services or IT Services

9. Supporting Evidence Provided by Student Services

- 9.1 Students shall only seek support from Student Services in cases where the extenuating circumstances meet the criteria listed in section 2 of the Extenuating Circumstances Policy and either:
- a) the extenuating circumstances relate to issues that the students does not wish to disclose to the Faculty/RKE Centre; or
 - b) where Student Services have provided support in regards to issues highlighted and where they are the only reasonable source of evidence available
- 9.2 Student Services staff are not medically trained and are unable to provide evidence of medical conditions or illnesses.
- 9.3 Staff in Student Services will be selected to manage the procedure in the form of a panel comprising of staff from Student Life Advice, Mental Wellbeing and Disability and Learning Diversity. The panel will include a minimum of three staff members. The panel may meet in person or electronically,
- 9.4 The remit of the panel is to consider requests and to confirm whether they meet the conditions of the Policy and whether Student Services can act as corroborating evidence on a student's behalf to verify the circumstances are true and valid.
- 9.5 Panel decisions do not have to be unanimous, but the majority of members must be in agreement for a decision to be reached.

- 9.6 Students requesting evidence from Student Services will be required to clarify why they are requesting evidence. Requests will be considered by nominated staff formulating a panel who will determine if the request for evidence can be provided by Student Services.
- 9.7 At the start of each academic year Student Services will agree the weeks in which panel meetings will take place. They will agree the number of panel dates based on need and staffing. Some alternative arrangements for approval of evidence may be agreed out-of-term time where staffing is reduced; any changes to the process will be agreed by the Director of Student Services and with approval of Academic Quality.
- 9.8 Panel outcomes will be communicated to students. Where evidence can be provided this will be sent directly to nominated staff in the Faculty or RKE centre.
- 9.9 Whilst evidence provided by Student Services in support of a student's application shall always be deemed valid it remains the discretion of the Faculty or RKE Centre staff whether to accept the application. Student Services staff may decline to support a request for evidence if they believe that the extenuating circumstances described by the student do not meet the criteria listed in section 2 of the Extenuating Circumstances Policy. Where Student Services decline to support a request for evidence, this will not be communicated to the Faculty or RKE Centre. Instead, if the student still wishes to submit an application, they may do so but they shall need to provide alternative evidence.

10. Submitting Extension/Deferral Requests

- 10.1 It is a student's responsibility to inform their programme/subject of any circumstance which may affect their ability to meet their programme commitments by completing an *Extenuating Circumstances Form* together with valid corroborating evidence and submitting this to their Faculty or the RKE Centre (for Postgraduate Research students only). The Extenuating Circumstances form must be submitted by email to the Faculty (or RKE) email inbox or in hard copy to the Faculty Office. Students must complete the form in full, listing all modules and assessments that are to be considered.
- 10.2 Where requesting an extension to any assessment, the Extenuating Circumstances application must be submitted within five working days either side of the assessment deadline. This includes exams, written assessments, practical assessments and vivas.
- 10.3 Extenuating Circumstances requests cannot be considered by the Panel without corroborating evidence. Students who submit an application without corroborating evidence will be advised that the application will be logged by the Faculty but will not be sent to the panel until corroborating evidence is received.
- 10.4 If evidence is not received within 15 working days then the application will no longer be processed and any work submitted will be regarded as late. The Extenuating Circumstances form related to the application will then be deleted.
- 10.5 Due to the frequency of Extenuating Circumstances Panels within the Faculty/RKE Centre, students are unlikely to hear the outcome of their application before their assessment deadline. (NB this does not apply to research degrees upgrades/progression or final viva examinations.) Therefore students should continue to work on their assignment(s) while they await the outcome of the Panel. If the application is rejected by the Extenuating Circumstances Panel then the Late Submission Rule shall normally apply (see Section B8 of the Assessment Regulations).
- 10.6 Students without corroborating evidence should refer to the Self Certification for Extenuating Circumstances Policy and Procedures.

10.7 Limits of Use for Extenuating Circumstances Applications

10.7.1 Students may only request **one** extension per assessment, and if the application is approved, the extension(s)/deferral(s) received will be of a fixed amount of time. These are as follows:

- **Written coursework** – 10 additional working days (from the date the decision is communicated to the student, rather than the original assessment deadline)
- **Exams** – deferred to the next exam period for January or May exams. For July exams that need to be deferred, an alternative assessment may be sought where permitted, or arrangements will be made between Registry and the Programme to facilitate individual exam sessions outside of the usual assessment periods. Alternatively, the student may be advised to interrupt study until the next formal assessment period.
- **Group Assessments** – where one person in a group makes an Extenuating Circumstances application, either the rest of the group should complete the assessment by the deadline and the student with the extension should complete an alternative assignment, or if this is not workable due to the type of assessment, an alternative solution should be agreed between the module tutor and the students in the group.
- **Practical assessment/viva** – to be arranged with the module tutor/supervisor within 10 working days (from the date the decision is communicated to the student, rather than the original assessment deadline).
- For **Postgraduate Independent Study** modules, where an extension request would result in missing the deadline for marks to be considered at the Exam Board, the extension shall normally be extended to the next scheduled submission date for Independent Study modules, i.e. either the first working day of February or the last working day of September.

10.7.2 Students **may not** request additional extensions or longer deferrals based on the same evidenced circumstance. If the circumstance becomes longer term, then the student will be required to follow the Support To Study Procedures.

10.7.3 It may be possible that following an initial extenuating circumstance request, a secondary issue may arise (for example bereavement of a close family member may lead to depression), or an entirely new and unrelated extenuating circumstance may occur, which leads to non-submission of the assessment. On these occasions, new evidence will be required to corroborate the new circumstance and will lead to Support To Study.

10.8 Late Submission of Extenuating Circumstances Form

10.8.1 The University recognises that there may be certain exceptional reasons why a student may not be able to submit a claim within five working days of the published deadline/date. Examples of such exceptional reasons might include:

- a) A serious accident, incident, assault or critical onset of a mental or physical condition or illness where the student required acute medical care, hospitalisation or other professional intervention
- b) Detention or incarceration by police or other statutory services

10.8.2 In such cases, if the deadline for submitting an Extenuating Circumstances Form has been missed, a student is advised to submit an Extenuating Circumstances Form at the earliest opportunity, stating

the reasons for the late submission of their claim and providing corroborating evidence for both the Extenuating Circumstance and the reason for the late application. Any submission would be processed by the Faculty under the usual process, but would only be reviewed for consideration by the end of term or end of academic year panel as a late submission.

11. Consideration of Applications for Extenuating Circumstances

The following principles will be followed in the consideration of Extenuating Circumstance requests:

- 11.1 Staff in each Faculty/RKE Centre will be selected to manage the procedure for their students.
- 11.2 Each Faculty will formulate panels of staff comprising three Faculty staff members to include a minimum of one academic member of staff. Panels may meet in person or electronically, depending on the needs of the Faculty/RKE Centre.
- 11.3 The RKE Centre will follow the same procedure of formulating a 3-person panel, but the membership will always be as follows:
 - i) for applications from students on the Postgraduate Certificate in Research Skills, the Panel will consist of the Programme Leader, the Faculty Postgraduate Research Student Lead and the Postgraduate Research Student Administrator
 - ii) for applications from students on Research Degrees, the Panel will consist of the Director of Postgraduate Research Students, the Faculty Postgraduate Research Student Lead and the Postgraduate Research Student Administrator
- 11.4 A small number of postgraduate awards 1 (primarily taken by University staff) sit outside of the Faculty structure for administrative processes, and as with the RKE Centre, will operate their own 3-person panel to consider Extenuating Circumstances requests. This panel will follow the same processes as the Faculties, as detailed below, and will liaise with the Faculty Manager of Humanities and Social Sciences to ensure their Extenuating Circumstances statistics are included in the annual report submitted to the HSS Faculty Academic Development Committee.
- 11.5 At the start of each semester the Faculty/RKE Centre will agree the weeks in which panel meetings will take place and advertise them to students. They will agree the number of panel dates based on their individual needs. Additionally, each Faculty will hold a final panel before the Semester 1 and Semester 2 mark deadline and a further panel in the summer. This panel will have the same membership plus a member of designated staff from Student Services and Academic Quality and Development. The purpose of these panels is to consider late submissions which have been evidenced 2.
- 11.6 The remit of the panel is to consider requests and confirm whether they meet the conditions of the Policy in terms of timeliness of submission, whether they meet the definition of 'Extenuating Circumstances' and whether the corroborating evidence is valid.
- 11.7 Panel decisions do not have to be unanimous, but the majority of members must be in agreement.
- 11.8 The panel will ensure that applications, which are accompanied by corroborating evidence, shall normally be resolved and the decision communicated to the student by University email address within three working days after the convening of the panel.

1 This covers students on PgCert/MA Learning and Teaching in Higher Education and PgCert/MA Student Engagement in Higher Education

2 The timings of the RKE Centre panels will be arranged to best suit the requirements of students studying for PhD/MPhils.

- 11.9 If the corroborating evidence received is from Student Services, then the panel do not need to examine the evidence but will consider the application for approval only.
- 11.10 Where appropriate the panel may make recommendations for students to be considered for receiving additional support under the Support To Study Procedures, especially where multiple requests and/or complex applications are received.
- 11.11 The Panel shall confirm the outcome of the decision to all relevant members of staff eg Personal Tutor, Faculty Wellbeing and Employability Tutor, Module Tutor(s), Programme Leader(s), Programme Administrator(s), Director of Studies, as appropriate;
- 11.12 The Panel shall maintain accurate records on SITS and, if appropriate, on hard copy student files.

12. Outcomes

- 12.1 Where the Panel approves the Extenuating Circumstance request, the student will be informed of one of the following decisions:
 - a) Extension approved for coursework, for a maximum of 10 working days from the date of notification;
 - b) Deferral approved for a formal exam or practical assessment/viva, with confirmation of the new date;
 - c) Temporary leave of absence approved, up to a maximum of 10 working days
- 12.2 If the Panel agrees that the application does not meet the Extenuating Circumstances criteria (for example due to a lack of corroborating evidence), the student will be advised that their application is unsuccessful and their assessment submission will fall under the Late Submission Rule, as outlined in section B8 of the Assessment Regulations.
- 12.3 If the Panel agrees that the application does not meet the Extenuating Circumstances criteria, due to being a second request for an issue previously reported, or a longer term circumstance that will require a longer extension or additional support, the student will be advised that their request has not been approved and that they will need to follow the Support To Study Procedures.

13. Appeal Against the Outcome

- 13.1 Students have the right to appeal a rejected claim for an extension or deferral on the following grounds:
 - a) procedural irregularity: the Faculty/RKE Centre failed to follow the requirements of the Extenuating Circumstances Policy and Procedures in such a way that the legitimacy of the decision reached is called into question;
 - b) perversity of judgement: the Faculty/RKE Centre decision does not, in the student's opinion, appropriately reflect the weight of evidence presented.
- 13.2 Students may not appeal:
 - a) on the grounds that they did not understand, or were not aware of, the Extenuating Circumstances Policy or Procedures.

- b) in relation to the same assessment more than once by means of this process.
- 13.3 The appeal must be submitted, in writing, to the Academic Registrar within ten working days of the date of the email notifying the student of the outcome of their original application.
- 13.4 The format of the Appeal is a letter or email, fully detailing the grounds for appeal, a copy of the application and outcome correspondence. Where the grounds of the appeal relate to a) above, the appellant must specify precisely what aspect of the procedure was not followed and how this affected the outcome. Where the grounds for the appeal relate to b) above, the appellant must specify how and why the decision was unreasonable or disproportionate in the light of the available evidence.
- 13.5 Appeals shall be considered by the Academic Registrar (or nominee) and a Chair of a Faculty Academic Development Committee or Dean from a Faculty not associated with the appellant's programme.
- 13.6 They shall review the statement and any supporting evidence supplied by the appellant and may request further evidence or information from those involved in the process before reaching a decision. Those from whom responses are sought shall be provided with the letter of appeal and accompanying documents where appropriate. In accordance with the principles of openness and best practice the University shall disclose to appellants any relevant case documentation at an early and appropriate stage and, in particular, in advance of any determination of the outcome.
- 13.7 If they do not uphold the appeal, the student shall be informed in writing and a Completion of Procedures Letter shall be issued.
- 13.8 If the appeal is upheld, then they shall confirm what action shall be taken to rectify the matter. As internal processes shall be at an end, the appellant shall be notified of the option to request a Completion of Procedures letter if they are dissatisfied with the resolution.
- 13.9 There is no further appeal within the University. You may seek an external review by the Office of the Independent adjudicator (OIA). You must normally complain to the OIA within 12 months of the date of the outcome of the appeal. Guidance on submitting a complaint to the OIA can be found on its website at <http://www.oiahe.org.uk/making-a-complaint-to-the-oia.aspx>. The OIA's leaflet *An introduction to the OIA for students* can be downloaded from http://oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf. You may also wish to seek advice from the Student Union about making a complaint to the OIA.

14. Quality Assurance and Monitoring of Extenuating Circumstances Procedures

Faculty Academic Development Committees and the Research Degree Quality Committee shall be responsible, on behalf of the Senate Academic Development Committee, for the assurance of quality and standards in the management of applications for Extenuating Circumstances.

In particular, Faculty Academic Development Committees and the Research Degree Quality Committee are responsible for:

- a) ensuring that sufficient staff involved have been through central or local level training so that consistency and fairness is maintained;
- b) ensuring that accurate records of all applications and the outcomes are maintained and all paperwork should be available for internal or external scrutiny, as required;
- c) reviewing the Faculty's annual record of Extenuating Circumstances, monitoring trends over time and identifying areas of concern.