

COMPENSATORY MEASURES AND EXTENUATING CIRCUMSTANCES

Introduction

This document provides guidance on:

- compensatory measures for students with a long-term impairment;
- extenuating circumstance and coursework;
- extenuating circumstances and examinations and / or presentations.

The first section of the document (pages 2 to 4) provides quick guides for students on:

1. what students with a long-term impairment should do (page 2);
2. what students with extenuating circumstances for coursework should do (page 3);
3. what students with extenuating circumstances for examinations and / or presentations should do (page 4).

The second section of the document (pages 5 to 10) provides fuller guidance for students and staff on:

1. compensatory measures for students with a long-term impairment (page 5);
2. extenuating circumstances for coursework (pages 6 - 8);
3. extenuating circumstances for examinations and / or presentations (pages 8 - 10).

The third and last section of the document (pages 11 to 15) provides a number of fictional case studies which give examples of how the procedures work in practice.

In all cases students must remember that without **verifiable independent documentary evidence** the University will be unable to support claims for extenuating circumstances.

SECTION 1: QUICK GUIDES FOR STUDENTS

LONG-TERM IMPAIRMENTS: A QUICK GUIDE FOR STUDENTS

If you have a long-term impairment which may adversely affect your ability to complete assessments you should ensure that you are able to provide **independent evidence** to support this, and:

If you have been professionally assessed by the University and have received a **Statement of Compensatory Measures** (Appendix GA17):

1. you should contact Learning Support to ensure that the actual compensatory measures to be applied to particular assessment components for individual modules are agreed and recorded on a case by case basis and that your School and the Academic Office are informed of the compensatory measures.

If you have not yet been professionally assessed by the University (and do not have a **Statement of Compensatory Measures**):

1. you should contact Student Services and ask for an initial interview to identify potential requirements and arrange for specialist diagnostic 'assessment of need'. Student Services will require evidence of the impairment. This could take the form of:
 - a) a report from a general practitioner or consultant in the case of a physical or psychological medical condition;
 - b) an Educational Psychologist's or PATOSS accredited Specialist Diagnostic Assessor's report (post-16 and using the correct tests as defined by SASC) in the case of Specific Learning Difficulties.
2. depending on the outcome of the initial interview, you may be given interim compensatory measures for individual modules until a full **Statement of Compensatory Measures** is produced.

If you have a long-term impairment (and have a **Statement of Compensatory Measures**), but develop short-term difficulties not directly related to your long-term impairment:

1. you should complete the Extenuating Circumstances Form (Appendix GA1) and send it along with any independent evidence to the Academic Office **AFTER** you have handed your work in, noting any agreed compensatory measures which are in place and how your Statement of Compensatory Measures does not cover these short-term difficulties.

SECTION 1: QUICK GUIDES FOR STUDENTS

EXTENUATING CIRCUMSTANCES – COURSEWORK: A QUICK GUIDE FOR STUDENTS

If you believe that there are extenuating circumstances which may have adversely affected your ability to complete the coursework:

1. you should ensure that you are able to provide **verifiable independent documentary evidence** to support this, and
2. you should consider the following actions (noting the different outcomes depending on the formal extenuating circumstances decision) :

Action	What and Why	Outcome if formal extenuating circumstances decision is:	
		UPHOLD	REJECT
Hand work in on time	Your work may be incomplete or not up to your normal standard, but it will not be otherwise penalised.	You would be given the choice of: i) accepting the mark awarded for your work, or ii) submitting a new piece of work at the next appropriate assessment point without penalty.	The mark awarded stands. (If this is a fail mark, the Examining Board may allow you a further attempt during the re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7)).
Hand work in late First attempts only	You may take extra time (up to 1 week depending on how much time you think has been lost due to your extenuating circumstances) and hand in a complete piece of work which will be marked as normal. Initially a late penalty will be applied – the mark will be capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7).	The late penalty will be lifted and the full mark given to the work before the penalty was applied will be recorded.	The late penalty stands. (If the work is given a fail mark, the Examining Board may allow you a further attempt during the re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7)).
Hand work in late Re-assessments	You may take extra time (up to 1 week depending on how much time you think has been lost due to your extenuating circumstances) and hand in a complete piece of work which will be marked as normal. Initially a late penalty will be applied – the mark will be recorded as 0%	The late penalty will be lifted and the full mark given to the work before the penalty was applied will be recorded.	The late penalty (mark of 0%) stands. The Examining Board may allow you a further attempt during re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7).
Do not hand work in	You feel that your extenuating circumstances mean that you are unable to hand in your work within 1 week – so that even if you could complete the work, it would not be accepted. Initially this will be recorded as a non-submission and you will be given a mark of 0%.	You would be allowed to submit a new piece of work at next appropriate assessment point without penalty.	The non-submission (mark of 0%) stands. The Examining Board may allow you a further attempt during re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7).

3. you should complete the Extenuating Circumstances Form (Appendix GA1) and send it along with any verifiable independent documentary evidence to the Academic Office **AFTER** you have handed your work in or you have decided that you will not be able to hand work in within 1 week, **but** no more than **15 clear working days** after the original submission deadline. You must provide proof of the date of actual submission. Claims submitted outside this timeframe will not be considered unless there is independent evidence to show compelling reasons as to why the claim was not submitted in a timely manner.

COLLECT EVIDENCE – DO THE WORK AND HAND IT IN – APPLY FOR EXTENUATING CIRCUMSTANCES

SECTION 1: QUICK GUIDES FOR STUDENTS

EXTENUATING CIRCUMSTANCES – EXAMINATIONS AND PRESENTATIONS: A QUICK GUIDE FOR STUDENTS

If you believe that there are extenuating circumstances which may have adversely affected your ability to take an examination / give a presentation or your performance in an examination / presentation:

1. you should ensure that you are able to provide verifiable independent documentary evidence to support this, and
2. you should consider the following actions (noting the different outcomes depending on the formal extenuating circumstances decision of the):

Action	What and Why	Outcome if formal extenuating circumstances decision is:	
		UPHOLD	REJECT
Take examination / give presentation	Your performance may not be up to your normal standard, but it will not be otherwise penalised.	You would be given the choice of: i) accepting the mark gained for your examination / presentation, or ii) sitting the examination / giving the presentation at the next appropriate assessment point without penalty.	The mark awarded stands. (If this is a fail mark, the Examining Board may allow you a further attempt during re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7).
Do not take examination / do not give presentation	You feel that your extenuating circumstances mean that you are unable to take the examination / give the presentation. Initially this will be recorded as a non-attempt and you will be given a mark of 0%.	You would be allowed to re-sit the examination / give the presentation at the next appropriate assessment point without penalty.	The non-attempt (mark of 0%) stands. The Examining Board may allow you a further attempt during re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7).
Leave examination / presentation early	Your extenuating circumstances may mean that you have to leave the examination / presentation before it is completed. Your performance may not be up to your normal standard, but it will not be otherwise penalised.	You would be given the choice of: i) accepting the mark gained for your examination / presentation, or ii) sitting the examination / giving the presentation at the next appropriate assessment point without penalty.	The mark awarded stands. (If this is a fail mark, the Examining Board may allow you a further attempt during re-assessment period capped at the minimum pass mark (40% for Levels 4, 5 and 6 or 50% for Level 7).

3. you should complete the Extenuating Circumstances Form (Appendix GA1) and send it along with any verifiable independent documentary evidence to the Academic Office **AFTER** the examination presentation, **but** no more than **15 clear working days** after the date of the examination / presentation. Claims submitted outside this timeframe will not be considered unless there is independent evidence to show compelling reasons as to why the claim was not submitted in a timely manner

NOTE: If you know in advance that you will be unable to take the examination / give the presentation (for example you have a hospital appointment that cannot be changed on the date of the examination / examination), then you should let the Academic Office know as soon as possible and clearly indicate that you are giving advance notice of your intended absence.

SECTION 2: GUIDANCE FOR STUDENTS AND STAFF

Compensatory measures for students with a long-term impairment

Long-term impairments will not normally be considered as grounds for extenuating circumstances. All students with a long-term impairment will be asked to attend an initial interview with one of the Student Services team to identify potential requirements and arrange for specialist diagnostic 'assessment of need'. Learning Support will advise on the guidance given in the student's Needs Assessment and/or diagnostic assessment/medical assessment which may relate to assessments, such as assignments, oral presentations, placements, fieldwork and/or examinations.

Learning Support will, in consultation with the student and the School, devise a pattern of compensatory measures as part of the normal assessment of the student. An individual **Statement of Compensatory Measures (Appendix GA17)** will be drawn up for a student which is practical and meets the student's needs. The statement outlines the generic compensatory measures to be applied to all assessments by type of assessment (for example by using standard differentiated deadlines and avoiding close proximity of deadlines for assessments other than examinations) which the student has to undertake.

Once the generic compensatory measures to be applied to all assessments by type of assessment have been agreed, Learning Support, working in conjunction with the student will advise the School of the actual compensatory measures to be applied to particular assessment components for individual modules on a case by case basis. In many cases it will not be necessary to apply any additional compensatory measures for a particular assessment component beyond the compensatory measures offered across all modules.

If it is claimed that further needs have arisen, application can be made to Student Services for a further assessment which may lead to an amendment of the generic compensatory measures offered to a student and a revised **Statement of Compensatory Measures**.

It is recognised that some students with long-term impairments may also develop short-term difficulties not directly associated to their long-term impairments. In such cases, students should refer to the University's procedures for Extenuating Circumstances for Taught Provision and should make the Extenuating Circumstances Panel aware of any previously agreed compensatory measures.

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Extenuating Circumstances - Coursework

If a student believes that there are extenuating circumstances which may have adversely affected his/her performance in or ability to complete the coursework, he/she should ensure that he/she is able to provide verifiable independent documentary evidence to support this.

The student must decide whether to:

1. Hand the coursework in on time (although he/she feels that the work is incomplete or his/her performance has been adversely affected);
2. Take additional time to complete the coursework to his/her satisfaction and then hand it in late (up to 1 week after the deadline).

If a student hands his/her work in within 1 week of the deadline, it will be marked in the normal way and then be penalised in accordance with the regulations - capped at 40% (or capped at 50% for Level 7) for first attempts or given a mark of 0% if handed in late for re-assessments. Work will not be accepted after 1 week has elapsed after the submission deadline and the student will be given a 0% fail for a non-attempt.

In exceptional cases, the student may feel that he/she would be unable complete the work to his/her satisfaction within 1 week of the deadline and so will not hand the coursework in (to count as a non-attempt).

The student should then complete Appendix GA1 (Extenuating Circumstances Form) and should gather together verifiable independent documentary evidence to support his/her claim for extenuating circumstances as well as proof of the actual date the work was handed in. Care should be taken in identifying the module and the assessments affected and in providing the date of assessment (original deadline) and the date work was handed in (actual submission date).

The Appendix GA1 should be sent to the Academic Office, to be received no more than 15 clear working days after in the original submission deadline.

On receiving Appendix GA1, The Academic Office checks that:

1. The claim was received no more than 15 clear working days after the original date of assessment (unless there is independent evidence to explain the delay);
2. The claim meets criteria (i.e. refers to circumstances outside the control of the student and is not based on minor, non-immobilising health problems, the loss of work due to breakdown of a computer or other electronic equipment, the loss of work due to theft or mislaying work, difficulties in submitting for assessment due to technical problems, difficulty gaining access to available materials, non-serious domestic or personal disruptions, normal financial difficulties experienced by students, long-term impairments which are covered by compensatory measures agreed by Student Services);
3. All sections of Appendix GA1 (1. Student details, 2. Nature of circumstance, 3. Assessments affected, 4. Compensatory Measure tick box, 5. Concise description of extenuating circumstances, 6. Verifiable independent supporting evidence) have been appropriately completed;
4. Verifiable independent documentary evidence has been provided;
5. Proof of actual date of submission has been provided;
6. The Checklist has been completed.

If not all the above checks are satisfied, then the Appendix GA1 will be returned to the student without further consideration of the claim and the student will be informed of the

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reasons why the claim has been returned. Where a student can directly address the reason for the return (by providing independent evidence of a compelling reason for the late submission of a claim or by providing a fully completed application or by providing verifiable independent documentary evidence to support the claim or by providing proof of actual date that work was handed in), the student may request that the claim be considered.

Claims for extenuating circumstances submitted following formal or informal notification of the result of the assessment will only be considered if the student can provide independent evidence to show compelling reasons as to why the request was not submitted prior to the notification of results.

If all checks have been satisfied, then the claim is assessed by the Academic Office.

The Academic Office will UPHOLD the claim (that is approve the extenuating circumstances) where the claim has been received in a timely manner and is appropriately supported by verifiable independent documentary evidence which clearly relates to the assessment(s) in the claim. In such cases the student, the Programme Director and Faculty administrator will be informed that the claim has been upheld.

The Academic Office will REJECT the claim (that is reject the extenuating circumstances) where the evidence provided is not appropriate or relevant either to the claim or to any explanation of why the claim was not submitted in a timely manner. In such cases the student, the Programme Director and Faculty administrator will be informed that the claim has been rejected.

Where the Academic Office is unable to make a decision, the student, the Programme Director and Faculty administrator will be informed that the form will be presented to next meeting of Extenuating Circumstances Panel (ECP).

The ECP will decide if the claim should be UPHELD or REJECTED.

Students will be informed of the decision of the ECP and the outcome/course of action by email within 5 clear working days of the meeting of ECP.

If the claim is REJECTED – the outcome will be one of the following:

1. **For work handed in on time:** the mark obtained will stand (even where the work submitted is incomplete or not to the student's "usual" standards);
2. **For work handed in up to 1 week late:** the late penalty will stand (that is: capped at 40% - capped at 50% for Level 7 - for first attempts or given a mark of 0% if handed in late for re-assessments);
3. **For work which was not handed in (or handed in more than 1 week after the deadline):** the 0% fail for non-attempt will stand.

If the claim is UPHELD – the outcome will be one of the following:

1. **For work handed in on time:** offer the student the opportunity to re-submit the work at the next appropriate assessment point without penalty if the student so wishes (the student may decide that he/she is satisfied with the mark obtained and so does not wish to re-submit) – if work is re-submitted the first mark will be forfeited;
2. **For work handed in up to 1 week after deadline:** lift the late penalty;
3. **For work which was not handed in (or handed in more than 1 week after the deadline):** allow the student to re-submit the work at the next appropriate assessment point without additional penalty.

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Note: In cases where work is handed in late (or not at all), it may be determined that while there were extenuating circumstances, these did not justify the lateness (or non-submission) of work, and so the claim will be REJECTED (e.g. a student has medical evidence showing that a few days of time has been lost, but fails to hand his/her work in within 1 week of the deadline).

Students have the right to appeal the extenuating circumstances decision based on the following grounds:

- a. irregularities in the conduct of the extenuating circumstances procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
- b. that, in the student's opinion, the decision failed to take proper account of circumstances reported in the claim or not all the details relating to particular circumstances were provided in the claim and there is a compelling reason for the omission.

Any appeal against an extenuating circumstances decision shall be sent in full, in writing, to the Academic Office and must be received on the appropriate appeals form (Appendix GA12) normally not later than 15 clear working days after the student has been notified of the decision.

Extenuating Circumstances – Examinations and / or presentations

If a student believes that there are extenuating circumstances which may have adversely affected his/her ability to take an examination /give a presentation or his/her performance in an examination / presentation, he/she should ensure that he/she is able to provide verifiable independent documentary evidence to support this.

The student must decide whether to:

1. Take the examination / give the presentation (although he/she feels that his/her performance may be adversely affected);
2. Not take the examination / give the presentation.

If a student takes the examination / gives the presentation, it will be marked in the normal way. If the student does not take the examination / give the presentation, the student will be given a 0% fail for a non-attempt.

In exceptional cases, a student may start taking an examination / giving a presentation, but may decide to leave the examination / presentation early (before completing the whole examination / presentation) due to his/her extenuating circumstances.

The student should then complete Appendix GA1 (Extenuating Circumstances Form) and should gather together verifiable independent documentary evidence to support his/her claim for extenuating circumstances. Care should be taken in identifying the module and the examinations / presentations affected and in providing the date of the examination / presentation.

The Appendix GA1 should be sent to the Academic Office, to be received no more than 15 clear working days after the date of the examination / presentation.

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On receiving Appendix GA1, The Academic Office checks that:

1. The claim was received no more than 15 clear working days after the original date of assessment (unless there is independent evidence to explain the delay);
2. The claim meets criteria (i.e. refers to circumstances outside the control of the student and is not based on minor, non-immobilising health problems, the loss of work due to breakdown of a computer or other electronic equipment, the loss of work due to theft or mislaying work, difficulties in submitting for assessment due to technical problems, difficulty gaining access to available materials, non-serious domestic or personal disruptions, normal financial difficulties experienced by students, long-term impairments which are covered by compensatory measures agreed by Student Services);
3. All sections of Appendix GA1 (1. Student details, 2. Nature of circumstance, 3. Assessments affected, 4. Compensatory Measure tick box, 5. Concise description of extenuating circumstances, 6. Verifiable independent supporting evidence) have been appropriately completed;
4. Verifiable independent documentary evidence has been provided;
5. The Checklist has been completed.
6. The Checklist has been completed.

If not all the above checks are satisfied, then the Appendix GA1 will be returned to the student without further consideration of the claim and the student will be informed of the reasons why the claim has been returned. Where a student can directly address the reason for the return (by providing independent evidence of a compelling reason for the late submission of a claim or by providing a fully completed application or by providing verifiable independent documentary evidence to support the claim), the student may request that the claim be considered.

Claims for extenuating circumstances submitted following formal or informal notification of the result of the assessment will only be considered if the student can provide independent evidence to show compelling reasons as to why the request was not submitted prior to the notification of results.

If all checks have been satisfied, then the claim is assessed by the Academic Office.

The Academic Office will UPHOLD the claim (that is approve the extenuating circumstances) where the claim has been received in a timely manner and is appropriately supported by verifiable independent documentary evidence which clearly relates to the assessment(s) in the claim. In such cases the student, the Programme Director and Faculty administrator will be informed that the claim has been upheld.

The Academic Office will REJECT the claim (that is reject the extenuating circumstances) where the evidence provided is not appropriate or relevant either to the claim or to any explanation of why the claim was not submitted in a timely manner. In such cases the student, the Programme Director and Faculty administrator will be informed that the claim has been rejected.

Where the Academic Office is unable to make a decision, the student, the Programme Director and Faculty administrator will be informed that the form will be presented to the next meeting of Extenuating Circumstances Panel (ECP).

The ECP will decide if the claim should be UPHELD or REJECTED.

Students will be informed of the decision of the ECP and the outcome/course of action by email within 5 clear working days of the meeting of ECP.

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If the claim is REJECTED – the outcome will be one of the following:

1. ***When examination taken / presentation given***: the mark obtained for the examination / presentation will stand (even where the student left the examination / presentation early or the work is not to the student's "usual" standards);
2. ***When examination not taken / presentation not given***: the 0% fail for non-attempt will stand.

If the claim is UPHELD – the outcome will be one of the following:

1. ***When examination taken / presentation given***: offer the student the opportunity to re-sit the examination / repeat the presentation at the next appropriate assessment point without penalty if the student wishes (the student may decide that he/she is satisfied with the mark obtained and so does not wish to re-sit) – if the examination is re-sat / presentation repeated the first mark will be forfeited;
2. ***When examination not taken / presentation not given***: Allow the student to re-sit the examination at the next appropriate assessment point without additional penalty.

Students have the right to appeal the extenuating circumstances decision based on the following grounds:

- a. irregularities in the conduct of the extenuating circumstances procedure, which are of such a nature as to cause reasonable doubt whether the same decision would have been reached had they not occurred;
- b. that, in the student's opinion, the decision failed to take proper account of circumstances reported in the claim or not all the details relating to particular circumstances were provided in the claim and there is a compelling reason for the omission.

Any appeal against an extenuating circumstances decision shall be sent in full, in writing, to the Academic Office and must be received on the appropriate appeals form (Appendix GA12) normally not later than 15 clear working days after the student has been notified of the decision.

SECTION 3: FICTIONAL CASE STUDIES

Case Studies

A number of case studies are presented below to provide guidance on how students (and staff) should approach the extenuating circumstances procedures. It is recognised that in many actual cases, the situations will not be as clear cut as those presented in the case studies below.

In all cases students should keep in mind that independent evidence to back up the claim will be required. In cases where a student is submitting work late, the independent evidence should clearly indicate how much time the student has “lost” due to the extenuating circumstances.

CASE STUDY 1

Peter had a bit of a cold on the day he was meant to submit his essay. He cannot provide any verifiable independent documentary evidence as he did not visit the doctor’s surgery. He actually handed the essay in one day late, but does not want his essay to be capped.

While Peter may put in a claim for extenuating circumstances using form GA1 within 15 days of the original date of assessment with proof of the date of actual submission, in this case the Academic Office would return the claim as he has provided no verifiable independent documentary evidence and the claim is based on a minor, non-immobilising health problem with a duration of less than one week. Peter’s essay will be marked as normal, but a late penalty will be applied (the mark will be capped as he submitted within 1 week of the deadline and it was a first attempt).

CASE STUDY 2

Sarah is going on holiday to Morocco next week for 2 weeks. She has a deadline for an essay while she will be away and she is worried that she might not have access to the Internet while on holiday. She would like to be allowed to hand her essay in when she returns from holiday (which will mean she hands it in late).

While Sarah may put in a claim for extenuating circumstances using form GA1 within 15 days of the original date of assessment with proof of the date of actual submission, in this case the Academic office would return the claim as going on holiday is considered a non-serious domestic or personal disruption and not “outside the control of the student”. She should either hand the essay in early (before she goes on holiday) or make sure that she can hand it in within the deadline when on holiday. If she does hand in late, she must accept that a late penalty will be applied and the mark capped.

CASE STUDY 3

David has a long-term impairment which Student Services are aware of. He should already have a set of compensatory measures agreed for all assessments. David does not need to refer to the Extenuating Circumstances procedures unless he develops short-term difficulties not directly associated with his long-term impairment.

Note on this case study – if Student Services were not aware of David’s long-term impairment, then David would need to approach Student Services as soon as possible so that an appropriate set of compensatory measures can be put in place. Compensatory measures cannot be applied retrospectively to work already submitted or examinations already taken, so it is the responsibility of the student to contact Student Services as early as possible (and prior to any deadlines) in order to ensure appropriate compensatory measures are in place.

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CASE STUDY 4

Cerys knows that she will have to go into hospital in one month's time for an operation and has an appointment letter from the hospital. She has been told that she will need at least 3 weeks to recuperate after the operation and this is verified in her letter. The date of the operation and the recuperation period coincides with the deadlines for a number of essays.

In this case, the extenuating circumstances and the effect that these may have on Cerys' work are known well in advance of the deadlines. This is in effect a "known fixed-term impairment" and is the one situation where a claim for extenuating circumstances can be considered in advance of the deadline. Cerys should fully consider the options below:

Options:

1. If the extenuating circumstances will start a day or so before any deadlines, then Cerys may wish to consider handing her essays in early (just before she goes into hospital) – she would not be able to claim extenuating circumstances in this case as she has chosen to hand her essays in slightly early before her extenuating circumstances have a direct impact.
2. Cerys may put in a claim for extenuating circumstances using form GA1 (backed up by her verifiable independent documentary evidence) as soon as she is aware of the known fixed-term impairment. In her claim she must indicate whether she intends to hand her essays in within 1 week of the deadline (and so is applying for the late penalty not to be applied – she will need to provide proof of the date of actual submission as soon as she has handed her essays in) or whether she will not be able to hand the essays in within 1 week of the deadline (and so is asking to be allowed to hand in a new piece of work at the next appropriate assessment point without penalty). In this case, the Academic Office would uphold her claim and she will either be allowed to hand her work in late (up to 1 week after the deadline) with no late penalty applied or be allowed to hand in a new piece of work at the next appropriate assessment point without additional penalty.

Note on this case study – if Cerys has examinations / presentations in the period she will be in hospital or recuperating from her operation, she should put in a claim as in option 2 above, but note that she will not be able to attend the examinations / give the presentations. In this case, the Academic Office would uphold her claim and she will be allowed to sit the examination / give the presentation at the next appropriate assessment point without additional penalty.

If the operation and recuperation period occurred before any of Cerys' deadlines (i.e. she was fully fit by the time of the deadlines), then she would follow the guidelines set out in Case Study 5 below.

CASE STUDY 5

John suffered a period of illness three weeks before his submission deadline (he can obtain a medical note which will show that he was unfit to study for 2 weeks). John has been unable to concentrate properly on his essay and as the submission date draws near he is sure that he will not be able to hand in a completed essay on time.

John should not put in a claim for extenuating circumstances using form GA1 until he has fully considered the three options noted below.

SECTION 3: FICTIONAL CASE STUDIES

Options:

1. John can hand in what he has by the deadline and then put in a claim for extenuating circumstances using form GA1 (backed up by his verifiable independent documentary evidence and proof of the date of actual submission) within 15 days of the original date of assessment. His work will be marked as normal. In this case, the Academic Office would uphold his claim (as he has verifiable independent documentary evidence supporting the extenuating circumstances and had provided proof of the date of actual submission) and he would be given the choice of handing in a new piece of work at the next appropriate assessment point without additional penalty if he is not happy with the mark he receives for his work (but, he could decide that the mark he receives is good enough and so not need to be assessed again).
2. John can continue working on his essay so that it is complete and hand it in after the deadline (but no more than 1 week late). He would need to put in a claim for extenuating circumstances using form GA1 (backed up by his verifiable independent documentary evidence and proof of the date of actual submission) within 15 days of the original date of assessment. His work will be marked as normal, but a late penalty will be applied (as it is a first attempt, the mark will be capped). In this case, the Academic Office would uphold his claim if he handed his essay in within 1 week of the deadline (as he has verifiable independent documentary evidence supporting extenuating circumstances covering 2 weeks and had provided proof of the date of actual submission) and the late penalty would be lifted.
3. John may feel that he will be unable to complete the essay satisfactorily within 1 week of the deadline. If he tried to hand it in more than 1 week after the deadline, his essay would not be accepted for marking and he would be recorded as not having attempted the assessment component. He could put in a claim for extenuating circumstances using form GA1 (backed up by his verifiable independent documentary evidence) within 15 days of the original date of assessment. In this case, the Academic Office would uphold his claim (as he has verifiable independent documentary evidence supporting extenuating circumstances covering 2 weeks) and he would be allowed to hand in a new piece of work at the next appropriate assessment point without additional penalty.

CASE STUDY 6

Julie has an examination today. On her way to the University she is involved in a traffic accident. She can still get to the examination room on time, but she feels that she will be unable to concentrate properly in the examination (as she may still be in shock from the accident).

Julie should fully consider the two options noted below.

Options:

1. Julie may decide to take the examination, even though she is worried that her performance may be affected by the accident. She can put in a claim for extenuating circumstances using form GA1 (she would need to obtain verifiable independent documentary evidence to show that she was involved in an accident) within 15 days of the examination date. Her examination will be marked as normal. In this case, the Academic Office would uphold her claim (assuming that she has provided verifiable independent documentary evidence supporting her extenuating circumstances) and she will be given the choice of sitting the examination again at the next appropriate

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assessment point without penalty if she is not happy with the mark she receives for this examination (but, she could decide that the mark she receives is good enough and so not need to be assessed again).

2. Julie may decide not to take the examination. She would need to put in a claim for extenuating circumstances using form GA1 (she would need to obtain verifiable independent documentary evidence to show that she was involved in an accident) within 15 days of the examination date. In this case, the Academic Office would uphold her claim (assuming that she has provided verifiable independent documentary evidence supporting her extenuating circumstances) and she will be allowed to sit the examination at the next appropriate assessment point without penalty.

Note on this case study – if Julie is unable to provide the verifiable independent documentary evidence required to show that she was involved in an accident, then the Academic Office would return the claim. If this were the case, the mark given would stand (option 1) or Julie would be recorded as not having attempted the assessment component (option 2). If necessary, Julie may then be permitted to re-sit the examination for a capped mark in the normal way by the relevant Examining Board.

CASE STUDY 7

Aled's grandfather passed away three weeks ago and the funeral was held last week. Aled was very close to his grandfather and has been feeling very upset since his death; the funeral has just heightened his sense of loss. Aled has a copy of his grandfather's death certificate and a copy of the order of service for the funeral.

Aled has a couple of deadlines for coursework later this week and an examination next week. He has been unable to concentrate properly since the news of his grandfather's death and feels that he will not be able to hand in completed essays on time and worries that he will not be able to concentrate properly in his examination.

Options:

1. Aled can hand in what he has by the deadlines for the coursework and take the examination. He should put in a claim for extenuating circumstances using form GA1 (backed up by his verifiable independent documentary evidence and proof of the date of actual submission) within 15 days of the original date for assessment. His work and examination will be marked as normal. In this case, the Academic Office would uphold his claim (as he has verifiable independent documentary evidence supporting the extenuating circumstances and had provided proof of the date of actual submission) and he would be given the choice of submitting a new piece of work at the next appropriate assessment point without additional penalty for the coursework and sitting the examination again at the next appropriate assessment point without additional penalty if he is not happy with the marks he receives in any of the assessments (but, he could decide that the marks he receives are good enough and so not need to be assessed again).
2. Aled can continue working on his essays so that they are complete and hand them in after the deadline (but no more than 1 week late). He would need to submit a claim for extenuating circumstances using form GA1 (backed up by his verifiable independent documentary evidence and proof of the date of actual submission) within 15 days of the original date of assessment. His work will be marked as normal, but a late penalty will be applied (as this is a first attempt, the mark will be capped). In this case, the Academic Office would uphold his claim (as he has verifiable

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independent documentary evidence supporting extenuating circumstances covering a sufficient period of time and had provided proof of the date of actual submission) and the late penalty would be lifted. He would either take the examination (see option 1 above) or decide not to take the examination (see option 3 below).

3. Aled may feel that he will be unable to complete the essays satisfactorily within 1 week of the deadline and may decide not to take the examination. If he tried to hand his essays in more than 1 week after the deadline, his essays would not be accepted for marking and he would be recorded as not having attempted the assessment component. He could put in a claim for extenuating circumstances using form GA1 (backed up by his verifiable independent documentary evidence) within 15 days of the original date of assessment. In this case, the Academic Office would uphold his claim (as he has verifiable independent documentary evidence supporting extenuating circumstances covering a sufficient period of time) and he would be allowed to hand in new pieces of work and sit the examination at the next appropriate assessment point without additional penalty.