



Global Banking School
+44 (0) 207 539 3548

info@globalbanking.ac.uk

www.globalbanking.ac.uk

891 Greenford Road, London
UB6 0HE

GBS Extenuating Circumstances Policy and Procedure

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Related GBS policies

- GBS Student Charter
- GBS Student Code of Conduct
- GBS Student Complaints Policy and Procedure
- GBS Good Academic Practice and Academic Misconduct Policy
- GBS Academic Appeals Policy and Procedure
- GBS Student Protection Plan
- GBS Student Disciplinary Policy
- GBS Equality and Diversity Policy

External Reference Points

1. Information Commissioner's Office, Accessed online at: <https://ico.org.uk/>
2. UK Public General Acts, *Data Protection Act 2018*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
3. UK Public General Acts, *Equality Act 2010*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2010/15/contents>

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Global Banking School Extenuating Circumstances Policy & Procedure

1. Principles

- 1.1. If extenuating circumstances have a significant effect on your ability to complete a summative assessment task, you may be provided with an extension or additional opportunity (“deferral”) to complete the task, without penalty, provided that you follow the procedures below.
- 1.2. Handing in a piece of coursework or attending an examination act as a declaration that you consider yourself fit to make a valid attempt at the assessment and thus you cannot use this Policy and Procedure to subsequently apply for an extension or deferral for that assessment. If you consider that extenuating circumstances impacted upon your submitted coursework or an examination you attended, you may wish instead to consult the GBS Academic Appeals Policy and Procedure.
- 1.3. If you submit a piece of coursework (including a project or dissertation) or attempt an examination *after* submitting a request for extension or deferral:
 - i. if a decision on that request has not yet been taken or was refused, the request will be disregarded and your work will be marked in the usual way, with any penalty for late submission where applicable;
 - ii. if that request was already agreed, the date on which you actually submitted/attempted will supersede the agreed date, where it precedes it.
- 1.4. Extensions and Deferrals are authorised by the relevant Progression and Awards Board. In the case of extension requests made on or prior to the original submission deadline, the Board delegates this authority to the relevant Cohort Leader. In the case of deferral requests made on or prior to the original submission deadline, the Board delegates this authority to the Extenuating Circumstances Panel. In the case of deferral requests made once the original submission deadline has passed, the Panel may make recommendations to be decided at the Board.
- 1.5. A Progression and Awards Board will not change or estimate your marks where extenuating circumstances have been accepted. The outcomes of all successful

requests under this Policy will be that you will be offered a new submission deadline or examination date.

1.6. If there was disruption in an examination, such as excessive noise, poor lighting, noise from other students, such conditions should be reported to the relevant Associate Dean (Assessment). Consideration will be taken of any such disruptive examination conditions at the appropriate Progression and Awards Board.

2. Definitions

2.1 This Policy and Procedure applies if you are following a programme at GBS leading to GBS or Pearson Awards. If you are following a programme at GBS which leads to the award of one of our partner universities, you should consult instead the relevant policy and procedure on the website of that university, while noting any variations to these for students at GBS, signposted in Annex 3 to this document.

2.2 Circumstances which may be considered as extenuating (i.e. as exceptional or 'unforeseen' and over and above the course of everyday experience) are defined as those that you could not have otherwise reasonably avoided or acted to mitigate the impact; where the circumstances concerned were genuinely exceptional and the circumstances and timing did impact adversely upon the assessment activity in question.

2.3 Typically, Extenuating Circumstances will fall under one of the following categories, providing para 2.12 below also applies:

- i. your illness or injury which, in an employment context, would have lead to the granting of sick leave;
- ii. the death or serious illness of a family member or dependent, which in an employment context would lead to the granting of compassionate leave to you;
- iii. initial weeks of parental leave or unexpected caring responsibilities for a family member or dependent;
- iv. experiencing or witnessing a traumatic incident or crime which has had a substantial impact upon you;

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

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

2.5 Separate procedures apply to cases where an examination or coursework assignment is affected by exceptional circumstances for all students in your class group, cohort, etc. These may include, for example, disruption in an examination room, prolonged absence of a lecturer. Such events are managed by the Cohort Leader in consultation with the Associate Dean (Assessment).

2.6 An extension is defined as permission to hand in a piece of coursework after the published deadline for submission, without incurring a penalty. An extension for coursework (including project report or dissertation) may be granted by your Cohort Leader for up to ten days after the published deadline.

2.7 If your circumstances are such that, despite being granted an extension of up to ten days, you consider that your performance will be seriously impaired, you may formally apply for a deferral of the coursework assessment.

2.8 A deferral is defined as permission to delay a particular assessment task (coursework or examination), for longer than ten days. If granted, this may make it unlikely that your grades for your assessed work can be considered at the next meeting of the Progression and Award Board.

- 2.9 A deferral involves a new, but equivalent, assessment task in the case of coursework. A deferred examination involves taking the equivalent examination at the next opportunity when the unit is taught; normally this would be in the following semester. The final project/dissertation may be deferred as long as it is judged that no advantage compared to other students is gained by the student. A deferred assessment, whether coursework or examination, will be marked as a first attempt, in which case the assessment will be awarded a mark reflecting its full academic worth
- 2.10 Requests for deferral are considered by the Extenuating Circumstances Panel.
- 2.11 The deferred coursework or examination will normally take place at the next offering of the unit in a subsequent semester. For a dissertation deferred beyond four weeks, a deadline in the next semester will be set to allow the marked work to be considered at the next Assessment Board.
- 2.12 This Extenuating Circumstances Policy & Procedure only applies where you seek an extension or deferral for a minority of the assessment due for the term concerned and, in the case of deferral, where you are likely to be able to submit work or attend examination at the next opportunity when the unit is taught/assessed. Where you are unable to complete the majority of assessments due in a term and/or are unlikely to be able to submit an assessment(s) or attend examination(s) at the next opportunity, you should consider progressing the matter via the Special Considerations and Reasonable Adjustment Policy and/or the <Interruption to Study Procedure>.
- 2.13 Throughout this Policy and Procedure, “days” means GBS working days.
- 2.14 This Policy and Procedure identifies GBS posts with specific responsibilities. In exceptional circumstances, alternate posts may be substituted at the discretion of the Provost.

3. Extensions and Deferrals

3.1 You should consult your Cohort Leader as soon as extenuating circumstances become apparent. Your Cohort Leader will be able to advise you on the most appropriate course of action. It would also be a good idea to talk to Student Casework staff about matters that are affecting your studies and completion of assessed work so that appropriate advice and support can be provided.

3.2 If you request a deferral of assessment, and that deferral is granted, you will be required to retake the assessment at the next opportunity. You should be aware that you may be required to take a break from your studies until the unit or units are next offered at GBS. The financial and other consequences, including progression to the next year of the programme, should be fully explored by you prior to making a request for a deferral.

4. Making a request for an extension to a coursework deadline

4.1 If you are unable to submit coursework by the specified date because of extenuating circumstances, and noting that an extension may not necessarily be agreed, you should contact your Cohort Leader as soon as possible, and in all cases before the published deadline, to request an extension

4.2 All applications for extension must be submitted in writing using the Extenuating Circumstances Form (*Please see Annex 1- GBS Extenuating Circumstances Form (ECF)*). An electronic version is available from GBS website and the VLE.

4.3 Supporting independent third-party evidence must be provided at the time of making the request for a coursework extension. Requests submitted after the coursework deadline will not be considered.

4.4 On the application form you are asked to indicate how long an extension you think you will need. GBS is not bound to accept your estimate of the extra time you say that you need.

4.5 You must submit the application form to your Cohort Leader for consideration, before the relevant submission deadline. The Cohort Leader may grant an extension of up to ten days, as long as your application has attached third party independent evidence.

4.6 If your request for an extension is approved, you will be given a new submission date. Provided you hand in your coursework on or before the new submission date, you will not incur any academic or other penalty. Requests for an extension to the new agreed submission date will not be considered; however you may subsequently apply for a deferral.

4.7 For students who have been granted an extension for coursework, if the work is not submitted by the expiry of the extension, this will automatically attract a mark of zero or fail grade. This will count as a failed attempt and may result in you failing the unit/module overall. You may be eligible for a referral or resubmission of the failed assessment(s) subject to Global Banking School's and the awarding body's regulations. The maximum mark that can be awarded for resubmission work is a pass grade.

5. Making a request for a Deferral of an assessment

5.1 If you want to request a deferral of coursework assessments or of an examination, you should discuss the matter with your Cohort Leader so that extenuating circumstances and consequences of deferral can be fully considered.

5.2 All applications for deferral must be made in writing at least two days before the published or extended due date of the assessment task. This must be done using the Extenuating Circumstances Form (ECF) emailed to Studentcasework@Globalbanking.ac.uk. In exceptional circumstances, such as within the 48 hours running up to the submission date/time, you may call your Cohort Leader or Student Casework staff if you are prevented from handing in your work, for example, due to ill health, an accident, or personal injury. In such cases a form will be completed on your behalf, however, you will need to provide independent evidence as soon as possible after the incident. If you do not provide independent evidence, you will be judged to have not submitted your work and a zero/fail grade will be recorded.

- 5.3 Requests for deferral should be made as close as possible to the time of your extenuating circumstances and before the date of the examination or due date of the coursework. Where more than one assessment is affected, the application for deferral must be made before the assessment task with the earliest submission date.
- 5.4 Your application for deferral of an assessment task must clearly state when your extenuating circumstances occurred, and which assessments are affected. The application form asks you to describe your extenuating circumstances and how they have or would impair your performance in the assessment task. You must include all relevant facts at the time of application.
- 5.5 Supporting third-party, independent evidence must be attached to the Extenuating Circumstances Form (ECF). If your extenuating circumstances are of an exceptionally sensitive or personal nature, you may request that only the Panel Chair consider the circumstances of your request. In such cases you must place your evidence in a sealed envelope marked 'confidential: from (your name)', addressed to the Panel Chair with the completed form attached.
- 5.6 Upon receipt by Student Casework, your request will be considered by the Extenuating Circumstances Panel (see Annex 2). If your application for deferral is accepted, this will be confirmed to you by email by Student Casework. You will be notified of the assessment tasks that have been deferred and the date(s) by which you must attempt the assessment again. You will be required to take the assessment 'at the next opportunity'.
- 5.7 If your application is refused, you should attempt the assessment otherwise a Zero/Fail will be recorded, which may have implications for your ongoing place on the programme.
- 5.8 If extenuating circumstances affect a further assessment opportunity, you must make another application for deferral for the period concerned. This could simply confirm that your earlier circumstances have continued, however this must be accompanied by new third-party evidence covering the new period.

5.9 If your application for deferral is received by Student Casework after the published or agreed extended submission deadline or date of the examination, the Extenuating Circumstances Panel will not consider this, except where:

- i. your application is received by Student Casework at least 5 days before the date of the relevant Progression and Award Board; and
- ii. you can show that circumstances beyond your control prevented you from contacting Global Banking School in this period or that you had good reason for not disclosing those circumstances, and that in either case this can be supported via independent third-party evidence.

5.10 In the case of applications for deferral at 5.9 above where the Panel determines that Extenuating Circumstances may apply, the Panel in this instance may only make a recommendation to be decided upon on an individual basis at the next Progression and Award Board. Thus, even if successful, the next available opportunity for assessment may be later than if an application had been made on time, increasing the likelihood that you will be required to take a break from your studies until the unit or units are next offered at GBS, with consequent financial and other considerations.

5.11 If you do not undertake a deferred assessment at the agreed time, normally the next available opportunity when the unit/module is taught/assessed, this will count as a failed attempt.

6. How much information do I need to provide?

6.1 You must include all relevant facts. Your application for extension or deferral may be rejected if you fail to complete the details concerning the units(s) and assessed component(s) for which you are requesting extension or deferral.

6.2 You must ensure that you provide the specific submission date and/or examination date and clearly identify the assessment or examination. You must state the date from which the extenuating circumstances affected your studies, and the date that you were able to resume your normal pattern of studies. These dates must correspond with any information provided in your third-party evidence. You must also make sure that you explain the impact that these circumstances have had on your performance.

7. What evidence do I need to provide?

7.1 Requests for an extension or a deferral can only be made through submission of a fully completed Extenuating Circumstances Form. GBS will not consider any request for coursework extension or deferral by any other means.

7.2 Requests for extensions or deferral must be accompanied by supporting evidence, normally from an independent third party. You are advised to keep a copy of any evidence you submit to GBS. It is appreciated that in some cases it is difficult to produce independent, supporting evidence, however lack of third-party evidence will weaken your application.

7.3 If you miss an assessment deadline or examination due to illness or are affected by illness on the day the assessment is to be handed in, you must seek medical attention on the day, and you must submit documentary evidence. The evidence must relate to the time of the illness and must make it clear that you were medically unfit to take the examination. Retrospective medical certificates and doctor's notes stating that you claim to have been unwell may not be accepted. Medical evidence must bear the GP's stamp, and/or be on appropriate letter-headed paper.

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

7.5 Examples of other third-party evidence that might be acceptable in support of nonmedical circumstances may include:

- A letter from a close family member concerning, for example, bereavement accompanied by a copy of the death certificate, if possible.
- A letter from someone who has been providing non-medical support, such as a counselor.

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

8. Unauthorised late submission of coursework

- 8.1 Work submitted late (where an extension or deferral has not been granted) will automatically attract a mark of zero or fail grade. This will count as a failed attempt and may result in you failing the unit/module overall. You may be eligible for a referral of the failed assessment(s) subject to GBS's and the awarding body's regulations on reassessment. The maximum grade that can be awarded for resubmission or referral work is a pass mark.

9. Monitoring and Review

- 9.1 This guide may be amended by GBS at any time. Any issues related to the monitoring and review of this guide please contact asqo@globalbanking.ac.uk.

10. Data Protection and Confidentiality

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

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

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

11. Alternative Format

11.1 This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact:

- **Name:** Student Welfare Management Team
- **Position:** Student Welfare Officer/Manager
- **Email:** welfare@globalbanking.ac.uk

Annex 1 GBS Extenuating Circumstances Form (ECF)

Confidential Information

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

To request an extension to coursework submission, please submit this form and all supporting documents to your Cohort Leader.

To request a deferral of coursework or examination, please email this form and all supporting documents to StudentCasework@Globalbanking.ac.uk

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

| YOUR DETAILS: | | | |
|---------------------------|--|----------------------|--|
| Full Name: | | Student ID: | |
| Date of birth: | | Date started: | |
| Programme of study | | Email: | |
| Tel: | | | |

| NATURE OF EXTENUATING CIRCUMSTANCES: | |
|--|-----------|
| <i>Please specify the overall period of time when your work has been or will be affected by your extenuating circumstances (date: day, month and year) ...</i> | |
| <i>From</i> | <i>To</i> |
| | |

Please describe your extenuating circumstances – the nature of your problem and how it has or will affect your work...

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

Please complete the table below:

| Unit/Module Code and Name | Assessed work affected | Staff Name | Date of examination or coursework deadline | Requested action: Extension or Deferral |
|----------------------------------|-------------------------------|-------------------|---|--|
| | | | | |
| | | | | |
| | | | | |

It is important that you submit this form to the above before the relevant assessment deadline or date of the examination and at least two days before in the case of deferral requests. Forms submitted late are unlikely to be accepted unless extreme circumstances prevent submission. Your form should be sealed in an envelope clearly marked 'Extenuating Circumstances Form – Confidential' together with your name and programme of study.

Please read carefully the document titled 'Extenuating Circumstances Policy & Procedure'. This is available on GBS website and the VLE.

| FOR GBS OFFICE USE ONLY | |
|--|---------------------------------|
| Date ECF received: | Supporting Evidence: YES/NO |
| Actions taken/comments: | |
| Decision about request for extension or deferral: | |
| Student Notified: YES/NO | Relevant staff notified: YES/NO |
| Cohort Leader Signature.....Date: | |
| Chair Extenuating Circumstances PanelDate: | |
| STUDENT DECLARATION | |
| <p><i>Data Protection Act 2018- By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you and your personal data for the purposes of reviewing your extenuating circumstances request. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.</i></p> <p><i>Please ensure that you complete each section of this form. When completed please sign and date, then submit as detailed above.</i></p> <p><i>I confirm that the information given on this form and in supporting evidence is true to the best of my knowledge and belief. I give consent for this information to be disclosed to the relevant examiners and administrative officers at Global Banking School who are responsible for considering extenuating circumstances. I also understand that this claim for extenuating circumstances will be kept on my</i></p> | |

student record at Global Banking School and may be referred to in subsequent Progression and Award Board meetings.

I authorise the reviewer(s) of this extenuating circumstances request to consider this form and any relevant information held by GBS to the extent necessary for the consideration of the extenuating circumstances request.

Please note that fraudulent claims for extenuating circumstances are considered as a Serious Offence under the Global Banking School Academic Misconduct Policy & Procedure and will result in a consequent penalty.

Student Signature**Date:**

Annex 2 GBS Extenuating Circumstances Panel

Terms of Reference

1. To have delegated authority from GBS Progression and Award Boards to determine whether student requests for additional time due to extenuating circumstances meet the criteria set out in the Extenuating Circumstances Policy & Procedure and therefore whether or not the request is successful, noting that Boards retain the responsibility for determining the appropriate action to be taken based on the decision of the Extenuating Circumstances Panel, in accordance with the relevant assessment regulations.
2. To have delegated authority from Progression and Award Boards to oversee the process of approval of: i. extensions to submission deadlines where work will be complete in time for marking, moderation and consideration by Progression and Award Boards; and ii. deferrals of assessment where students' applications have been received in advance of the published submission/examination date. Noting that approval of i. is delegated by the Panel in turn to Cohort Leaders.
3. To make recommendations to Progression and Award Boards as to deferrals of assessment where students have applied for this after the published submission/examination date.
4. To ensure that the decisions and recommendations of the Extenuating Circumstances Panel are notified to students, relevant staff and Boards to the timescales set out in the Extenuating Circumstances Policy & Procedure.
5. To note that consideration of requests for additional time due to extenuating circumstances need not involve a physical meeting of members of the Panel if alternative methods of discussion and mutual deliberation are available.
6. To review regularly the membership and operation of the Panel to ensure its fitness for purpose.
7. To ensure that Panel members receive appropriate guidance on the operation of the Extenuating Circumstances Policy & Procedure.
8. To note that the Policy is subject to regular review in accordance with the schedule approved by the Academic Board.

Membership

- Provost or nominee (Chair)
- The Associate Deans (Assessment) for all programme leading to awards of the relevant awarding body (GBS or Pearson)
- Assistant Registrar (Assessment)

Noting that Associate Deans are present only for student casework matters relating to the awarding body of their programme.

Total membership: [tbc]

Secretary

- Member of the Student Casework team

Annex 3 Variations to Partner Universities' Extenuating Circumstances Procedures for Students Studying at GBS

For programmes at GBS leading to awards of a partner University, the extenuating circumstances policy and procedure or equivalent as detailed on that University's website shall apply instead of the above. Operating notes which detail how each University's policy and procedure will be operationalised in respect of students at GBS may be found as detailed below:

- i. Programmes leading to awards of the University of Suffolk
- ii. Programmes leading to awards of Canterbury Christchurch University
- iii. Programmes leading to awards of Leeds Trinity University
- iv. Programmes leading to awards of Bath Spa University ("BSU")
- v. Programmes leading to awards of Buckinghamshire New University
- vi. Programmes leading to awards of Oxford Brookes University