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GBS Extenuating Circumstances Policy A Guide for Staff

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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
- 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: A Guide for Staff¹

1. Principles

- 1.1. On occasion students experience events in their lives that may have a significant impact on their ability to complete an assessment task (coursework, project/dissertation, or examination). To ensure that assessment at Global Banking School (GBS) is equitable and fair to all our students it is important to have a sound procedure for granting students coursework extensions or deferrals where circumstances are deemed valid and supported by third party evidence.
- 1.2. If a student hands in a piece of coursework or attends an examination GBS takes this as a declaration by the student that he or she is fit to make an attempt at the assessment. No claim for extenuating circumstances will subsequently be accepted at GBS.
- 1.3. If a student hands in a piece of coursework (including a project report or dissertation) or attempts an examination after submitting a claim for deferral using the Extenuating Circumstances Form (ECF) the claim will be disregarded and the student's work marked in the usual way. (Please see Annex 2- GBS Extenuating Circumstances Form (ECF))
- 1.4. A claim for an extension for coursework or deferral of an examination or coursework made after the date of the deadline or after the date of the examination will not normally be considered. Only in exceptional circumstances would such a claim be considered.
- 1.5. The only staff authorised to grant an extension are appropriate Programme Leader and the Associate Dean. Only the Dean has the power to grant deferrals. The details of the extent of the authority of Programme Leader and the Associate Dean are provided below.

¹ Please note that this guide and associated procedure only applies to the Pearson programmes. For programmes awarded by our partners, please use their policy and procedure. These can be found on their respective websites.

1.6. Note: This short staff guide should be read in conjunction with the guide for students and the summary chart, both of which are available on our website and VLE.

1.7. This staff guide should also be read in conjunction with the assessment regulations provided by Pearson in the relevant Programme Specification.

2. Definitions

2.1 Extenuating circumstances are genuine circumstances beyond the student's control or ability to foresee, which seriously impair the student's ability to undertake and complete an assessment task.

2.2 Extenuating circumstances do not excuse a student from completing an assessment task. The student must demonstrate that he or she has achieved the required and stated learning outcomes/objectives to pass a unit of study and meet the programme requirements for progression or award.

2.3 The student must complete the assessment task or tasks when extenuating circumstances no longer impair or significantly affect the performance of the student.

2.4 Separate procedures apply to cases where an examination or coursework assignment is affected by exceptional circumstances for all students in a class, cohort, etc. Exceptional circumstances may include:

- Disruption in an examination room
- Prolonged absence of a lecturer with insufficient cover

2.5 Such events are to be managed by the Programme Leader and/or the Associate Dean.

2.6 An extension is defined as permission to hand in a piece of coursework after the published deadline and without incurring a penalty. An extension for coursework (including project report or dissertation) may be granted for no more than four weeks after the published deadline.

- 2.7 The appropriate Programme Leader may grant an individual student an extension for up to one week and the Associate Dean for up to four weeks. Extensions may not be granted by Module/Unit Leaders, lecturers, or project/dissertation supervisors.
- 2.8 If the circumstances of a student are such that despite an extension of four weeks being granted the extenuating circumstances still prevail and continue seriously to impair performance, then a deferral may be applied for. Only the Dean can grant a deferral.
- 2.9 A deferral is defined as permission for a student to delay a particular assessment task for longer than four weeks. A deferral involves a new, but equivalent, assessment task in the case of coursework. For a project report and/or dissertation a deferral of the original work may be granted, on the basis that the work is unique to the student and does not rely on other students in any way. If the project report/dissertation is not unique to the student and/or relies on other students, then a new assessment task must be set. A deferred examination involves taking the equivalent examination at the next opportunity when the module is taught; this would normally, be in the next semester (dependent upon the circumstances and reviewed on a case-by-case basis).
- 2.10 Deferral of coursework means that the student may only be considered for confirmation of marks, progression, or award at the next appropriate Assessment Board.

3. Making a request for an extension of a coursework deadline

- 3.1 If a student is unable to submit a piece of coursework by the specified deadline because of extenuating circumstances the student should be advised to contact their Programme Leader before the date of the assessment deadline in order to submit an extension request. The student should also be advised to meet with their Student Success Tutor who will offer advice and pastoral support.
- 3.2 All applications for an extension must be submitted in writing using the Extenuating Circumstances Form (ECF). An electronic version of the ECF may be downloaded from GBS VLE and website. *(Please see Annex 2- GBS Extenuating Circumstances Form (ECF))*

3.3 Supporting third party evidence must be provided at the time of making the request for an extension for coursework. Requests submitted after the coursework deadline cannot be considered.

3.4 The student is asked to indicate on the ECF how long an extension is being sought. GBS is not bound to grant the requested length of extension and will make a judgment over what seems most appropriate given the circumstances and supporting evidence.

3.5 The completed ECF together with supporting third party evidence must be submitted to the Programme Leader. The Programme Leader may grant an extension for up to one week and the Associate Dean for up to four weeks if the request is deemed valid and the supporting evidence is objective (please see *Annex 1 GBS Assessed Work and Deferral Procedure Flow Chart*).

3.6 When a request for an extension is approved a new submission date will be given to the student, as long as the student hands in their coursework by the extension submission date, no penalty will be incurred.

Note: *A student who submits coursework after the extension date will be awarded a mark of zero/fail for that assessment component. The Assessment Board will decide whether the student is to be allowed a resubmission opportunity (subject to adherence to Pearson's assessment regulations).*

4. Making a request for a deferral of an assessment

4.1 If extenuating circumstances prevent a student from attending an examination the student may request a deferral of the examination.

4.2 If extenuating circumstances indicate that an extension of four weeks would not be sufficient, a deferral of coursework beyond four weeks and normally to the next semester may be requested.

- 4.3 All applications for deferral of coursework and/or examination must be made in writing before the coursework deadline or date of the examination. This must be done using the Extenuating Circumstances Form.
- 4.4 In exceptional circumstances on the day of the hand in deadline for coursework or examination a student may contact their Programme Leader or a member of the professional services staff if, for example, an accident or personal injury prevents the student from attending the examination or being able to come in to GBS to submit the coursework. In such cases the Programme Leader or member of professional services staff will fill in the ECF on behalf of the student and the student will be required to submit independent, supporting evidence as soon as possible after the incident. If a student does not provide independent supporting evidence, he or she will be judged to be absent, and a mark of zero/fail will be recorded for the assessment component.
- 4.5 Students should make a request for deferral as close as possible to the time of the extenuating circumstances and as far in advance of the coursework deadline or date of the examination as possible. Applications for deferral submitted after the coursework deadline or after the date and time of the examination will not be accepted, except where the student can show that circumstances beyond their control and independent evidence prevented the student from contacting their Programme Leader at the time.
- 4.6 Where more than one assessment is affected by extenuating circumstances the request for deferral must be made before the deadline of the first assessment task.
- 4.7 If extenuating circumstances continue beyond the expected period or new extenuating circumstances arise, the student must make another request for coursework extension or deferral using the ECF and supplying additional third-party supporting evidence.

5. Extensions for a class or group of students

- 5.1 Extensions for a group, class or cohort of students may only be granted when there are circumstances that have affected all students in the same class or group. This may be when there has been an absence by a lecturer for a significant period where adequate cover has not been provided, where there has been disruption in an

examination, or other valid reason where students have been adversely affected due to no fault of their own.

5.2 A blanket extension may be granted to all students in the following ways and by the below GBS academic staff members:

- Up to one week by the Programme Leader.
- More than one week and up to three weeks by the Associate Dean.

5.3 A blanket extension longer than three weeks is not permitted. The main reason for this is that any longer would not allow marking to take place in readiness for the Assessment Board.

5.4 Whenever a blanket extension is given to a group of students, or an extension given to students who begin their studies late during the first semester of the course, the Programme Leader or Associate Dean must complete the record of approval for coursework extensions for a group of students form. The completed form should then be copied to the Dean so that a record of these types of extensions is made.

6. Providing Information and Third-party Evidence

6.1 When completing the *Extenuating Circumstances Form* the student must provide all relevant facts and complete the form as fully as possible. The student must ensure that he or she provided the specific submission date and/or examination date, and clearly identify the assessment or examination for which an extension or deferral is being requested.

6.2 The student must state on the ECF the date from which the extenuating circumstances affected their study and, if known, the date that normal studies would be able to be pursued. The dates provided must correspond with the third-party independent evidence provided and accompanying the ECF.

6.3 The student must explain the impact that the extenuating circumstances has had and is having on their performance, ability to study and to complete the assessment task.

6.4 Third party independent evidence includes the following examples:

- Medical certificate or doctor's note which must bear the GP's stamp and/or be on appropriately headed on an official note paper.
- A letter from a family member concerning, for example, bereavement accompanied by a copy of the death certificate.
- A letter from someone who has been providing non-medical support, such as a counselor.

6.5 An Extenuating Circumstances Form submitted without any supporting third party evidence *will not* be considered for a coursework extension or deferral.

6.6 If the student's extenuating circumstances are of an exceptionally sensitive or personal nature, the student may request that only the Programme Leader or Associate Dean consider the request. The student would need to disclose the circumstances to the Programme Leader or Associate Dean for the extension or deferral request to be considered. The student could do this either through a face-to-face meeting with the Programme Leader or Associate Dean, or by placing the evidence in a sealed envelope marked '*confidential*' with the name of the student and student ID number written on the envelope.

7. Valid and Invalid Circumstances

7.1 Examples of circumstances that might be considered valid:

- Hospital, including operations
- Long-standing health problems
- Personal or psychological problems for which the student is undergoing treatment or has been referred to a qualified practitioner
- Chronic illness
- Childbirth (including a partner in labour)
- Bereavement of a close family member, friend or acquaintance causing significant impact/effect on the student
- Major accident or injury, acute ailments or conditions which coincide with an assessment deadline, examination date, or are sufficiently long-lasting to impact on a significant part of the semester
- Recent burglary, theft or serious car accident

- Separation or divorce concerning the student or parents.

7.2 The above list is not meant to be exhaustive, however provides the most common types of extenuating circumstances that may be accepted as valid.

7.3 Examples of circumstances that would not be considered valid:

- Alarm clock did not go off
- Car broke down, train/bus delayed or other public transport problems
- Childcare problems that could have been anticipated
- Pregnancy (unless specific complications)
- Accidents or illness affecting relatives or friends (unless very serious or the student is the caregiver)
- Unspecified anxiety, mild depression, or examination stress (unless supporting evidence provided)
- Cough, cold, sore throat, minor viral infection, unless the illness was at its peak at the time of the examination or deadline and can be supported with official medical evidence
- Financial problems
- Holidays, house moves, family celebrations or other events the student either has control of or may choose not to participate in
- Computer problems, corrupt data, printer failure, etc.
- Problems with postal delivery
- Appointments (legal, medical, etc.) which could be rearranged
- Sporting or recreational activities
- Social activities such as parties, visits by friends, etc.

7.4 The above list is not meant to be exhaustive and should be taken as an indication of the types of circumstances that would not be acceptable as extenuating circumstances.

8. Actions GBS can take

8.1 If the Programme Leader or Associate Dean decides that the student has made a valid application for a coursework extension or a deferral, the assessment will be marked

as a first attempt, in which case the assessment will be awarded a grade reflecting its full value.

8.2 If the student's request for an extension or deferral is refused, the student must attempt the assessment. If the student does not attempt the assessment, the student will be marked absent, and a mark of fail/zero will be recorded. This will mean that the assessment will count as a failed attempt and may result in the student failing the unit, not being able to progress or not being able to receive an award.

8.3 GBS has the right to reject applications for extension or deferral of assessment tasks that do not relate in time to the assessment concerned or are not supported by adequate third-party evidence.

Note: *Extenuating circumstances cannot be used as a reason to raise grades, waive pass requirements of individual units, reduce the requirements for progression, or raise the overall grades or classification for an award.*

9. Unauthorised late submission of coursework

9.1 If a student submits a piece of coursework late (where an extension or deferral has not been granted) a mark of zero/fail will automatically be recorded. This will count as a failed attempt and may result in the student failing the unit. The student may be eligible for a referral of the failed assessment subject to GBS', Pearson's regulations on reassessment. The maximum grade that can be awarded for a referral is a pass grade.

9.2 Where a student has been granted an extension or deferral, although work is submitted *after* the expiry of the extension date or after the expiry of the deferral date, a grade/mark of fail/zero will automatically be recorded. This will count as a failed attempt of the assessment and may result in the student failing the unit overall. The student may be eligible for a referral of the failed assessment subject to GBS', Pearson's assessment regulations. The maximum mark that can be awarded for a referral or resubmission is a pass grade.

10. Advice to Students

- 10.1 If a student approaches a member of staff concerning making a request for a coursework extension or an assessment (coursework, project/dissertation or examination) deferral you should refer the student to the document 'Extenuating Circumstances – Requests for Extensions and Deferral of Assessment: A Guide for Students'. This is available on the GBS' website and VLE.
- 10.2 The member of staff must advise the student that only the Programme Leader may grant an extension of up to one week and the Associate Dean for up to four weeks provided the Extenuating Circumstances Form is completed and submitted with third-party supporting evidence.
- 10.3 If a student indicates that the circumstances are of a highly personal and sensitive nature that he or she does not wish to put in writing or disclose to you or another member of staff, you should advise the student to arrange to meet with their Programme Leader. You should advise the student that their Programme Leader will deal carefully and sensitively with the matter and will always have the best interests of the student in mind.

11. Monitoring and Review

- 11.1 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.

12. Data Protection and Confidentiality

- 12.1 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 personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA)
- 12.2 By submitting an application for an extension or deferral on the grounds of extenuating circumstances, the student is 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.

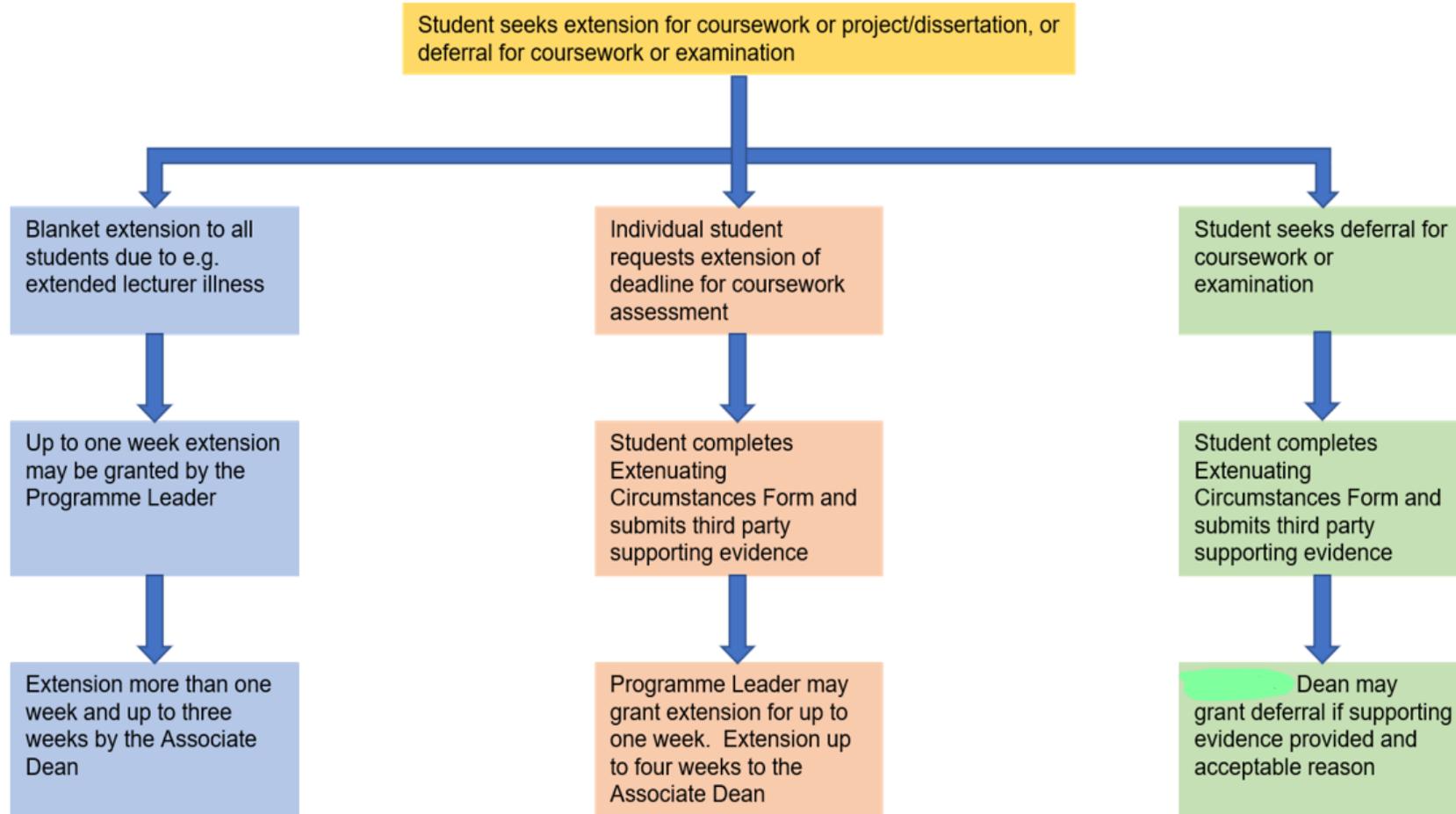
12.3 All documentation relating to extenuating circumstances will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role.

13. Alternative Format

13.1 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 Assessed Work and Deferral Procedure Flow Chart



Annex 2 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. You should hand all paperwork to your Programme Leader or Associate Dean as appropriate.

Please read very carefully the GBS Extenuating Circumstances Policy: A Guide for Students before completing and submitting the Extenuating Circumstances Form and supporting evidence. If you have any questions or queries, please contact your Programme Leader or Student Success Tutors for further information if necessary.

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 your Programme Leader or the Associate Dean no later than the relevant assessment deadline or date of the examination. 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: A Guide for Students'. 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
GBS Staff Signature Date:	
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>	

Please ensure that you complete each section of this form. When completed please sign and date, then submit to your Programme Leader or Associate Dean at Global Banking School.

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 student record at Global Banking School and may be referred to in subsequent Assessment 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 taken extremely seriously by Global Banking School and could result in disciplinary proceedings.

Student Signature **Date:**