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GBS Extenuating Circumstances Policy A Guide for Students

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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 Students¹

1. Principles

- 1.1. If extenuating circumstances have a significant effect on your ability to complete an assessment task, you may be provided with an extension or additional opportunity 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 acts as a declaration that you consider yourself fit to make a valid attempt at the assessment. No claim of extenuating circumstances will subsequently be accepted by Global Banking School (GBS).
- 1.3. If you hand in a piece of coursework (including a project or dissertation) or attempt an examination *after* submitting a claim for deferral, the request for deferral will be disregarded and your work will be marked in the usual way.

2. Definitions

- 2.1 Extenuating circumstances are genuine circumstances beyond your control or ability to foresee, which seriously impair your ability to undertake and complete an assessment task (coursework, presentation, project/dissertation, examination, etc.).
- 2.2 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 unit overall and meet the programme requirements for progression or award. This must be done when extenuating circumstances no longer affect your performance.
- 2.3 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

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.

absence of a lecturer. Such events are managed by the Programme Leader in consultation with the Associate Dean.

2.4 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 Programme Leader for up to one week and by the Associate Dean for no more than four weeks after the published deadline. *(Please see Annex 1- GBS Assessed Work and Deferral Procedure Flow Chart).*

2.5 If your circumstances are such that you feel that despite being granted an extension of up to four weeks your performance will be seriously impaired, you may formally apply for a deferral of the coursework assessment.

2.6 A deferral is defined as permission to delay a particular assessment task for longer than four weeks. This may make it unlikely, if granted for your grades for your assessed work to be considered at the next meeting of the Assessment Board.

2.7 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.

2.8 Requests for deferral are considered by the Dean, who may consult with your Programme Leader and Associate Dean concerning your request.

2.9 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.

3. Extensions and Deferrals

3.1 If, due to extenuating circumstances, you consider yourself unable to meet an assessment deadline or attempt an assessment, you may submit a request for the below:

- An extension to a coursework deadline OR
- A deferred attempt at the assessment (coursework or examination), to take place at an appropriate time after the meeting of the Assessment Board and in the following term/semester.

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

3.3 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 to take the assessment when the unit or units are next offered at GBS. The financial and other consequences, for example, 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, you should contact your Programme Leader 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 2- GBS Extenuating Circumstances Form (ECF)*). An electronic version is available from GBS website and the VLE.

4.3 Supporting 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 Programme Leader for consideration. The Programme Leader may grant an extension of up to one week, as long as your mitigating circumstances has attached third party independent evidence. An extension for up to four weeks can only be granted by the Associate Dean

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.

Note: *Work submitted after the new extension hand in date will not be marked and attract a zero/fail 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 Programme Leader so that extenuating circumstances and consequences of deferral can be fully considered.

5.2 All applications for deferral must be made in writing before the due date of the assessment task. This must be done using the Extenuating Circumstances Form (ECF). In exceptional circumstances, such as on the day the coursework should be submitted, you may call your lecturer/Programme Leader or professional services staff if you are prevented from handing in your work, for example, due 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 always 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. Applications for deferral will not be accepted after the coursework deadline or date of the examination, except where you can show that circumstances beyond your control and independent evidence prevented you from contacting Global Banking School in this period. Where more than one assessment is affected, the application for deferral must be made before the first assessment task.
- 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 your Programme Leader consider your request. In such cases you must place your evidence in a sealed envelope marked 'confidential: from (your name)', addressed to the Programme Leader with the completed form attached.
- 5.6 If your application for deferral is accepted, this will be confirmed to you by email by your Student Success Tutor. 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 must attempt the assessment otherwise an absence will be recorded, and you will forfeit your right to a referral and may jeopardise your 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.

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 false or forged evidence, you will render yourself liable to disciplinary proceedings.

8. Valid and Invalid Circumstances

8.1 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- student or parental (provided facts are independently corroborated).

8.2 The above list is not meant to be exhaustive, however provides the most common types of extenuating circumstances that may be acceptable.

8.3 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
- Time management problems (for example, competing deadlines)
- Appointments (legal, medical, etc.) which could be rearranged
- Sporting or recreational activities
- Social activities such as parties, visits by friends, etc.

8.4 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.

8.5 If there was disruption in an examination, such as excessive noise, poor lighting, noise from other students, such conditions will be reported to the Associate Dean. Consideration will be taken of any such disruptive examination conditions at the appropriate Assessment Board.

9. How are extenuating circumstances judged?

9.1 In considering your case, your Programme Leader will normally determine whether the extenuating circumstances cited by you are genuine circumstances beyond your

control or ability to foresee, and which are likely to seriously impair your assessed work. Your Programme Leader may wish to consult with the Associate Dean or Dean over your request. In considering your request, account will be taken of:

- The severity of the problem
- The length of time the problem lasted
- The closeness in time of the circumstances to the assessed task(s)
- The supporting evidence

10. Actions GBS can take

10.1 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 classification or overall grade for an award.

10.2 If GBS does decide that your application is valid, you will be granted an extension or permitted a deferral so that you can take the assessment at the next opportunity. 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.

10.3 If your request is refused, you must attempt the assessment. If you do not attempt your assignment task, an absence will be recorded. This will mean that the assessment will count as a failed attempt and may result in you failing the module overall. You will not be eligible to resubmit the failed assessment(s).

10.4 If you do not take the deferred attempt at the appropriate time, an absence will be recorded for the assessment(s) concerned and this will count as a failed attempt.

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

11. Unauthorised late submission of coursework

- 11.1 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.
- 11.2 For students who have been granted an extension for coursework, if the work is submitted after 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.

12. Advice to Students

- 12.1 Requests for extensions and deferrals of assessment tasks can only be made by submitting a completed Extenuating Circumstances Form (ECF). Only those designated in the above procedure are authorised to grant extensions or deferrals.
- 12.2 The Programme Leader may grant an extension for up to one week and the Associate Dean for up to four weeks for individual students, providing the ECF plus supporting third-party evidence is submitted and the submission is deemed valid.
- 12.3 For extensions for coursework beyond four weeks, a deferral request is required. Deferral of an examination or coursework can only be granted by the Dean in consultation with either your Programme Leader and/or Associate Dean. The Dean must deem the ECF and supporting third-party evidence to be valid in order to grant a deferral.
- 12.4 Blanket extensions for a class or all students on a unit or units may be granted by the Programme Leader for one week and the Associate Dean for up to four weeks.

12.5 Unauthorised late submission of coursework will attract a grade/mark of zero/fail and be counted as a failed attempt. Where the student is deemed eligible for a referral, a maximum pass grade only can be achieved.

13. Monitoring and Review

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

14. Data Protection and Confidentiality

14.1 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).

14.2 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.

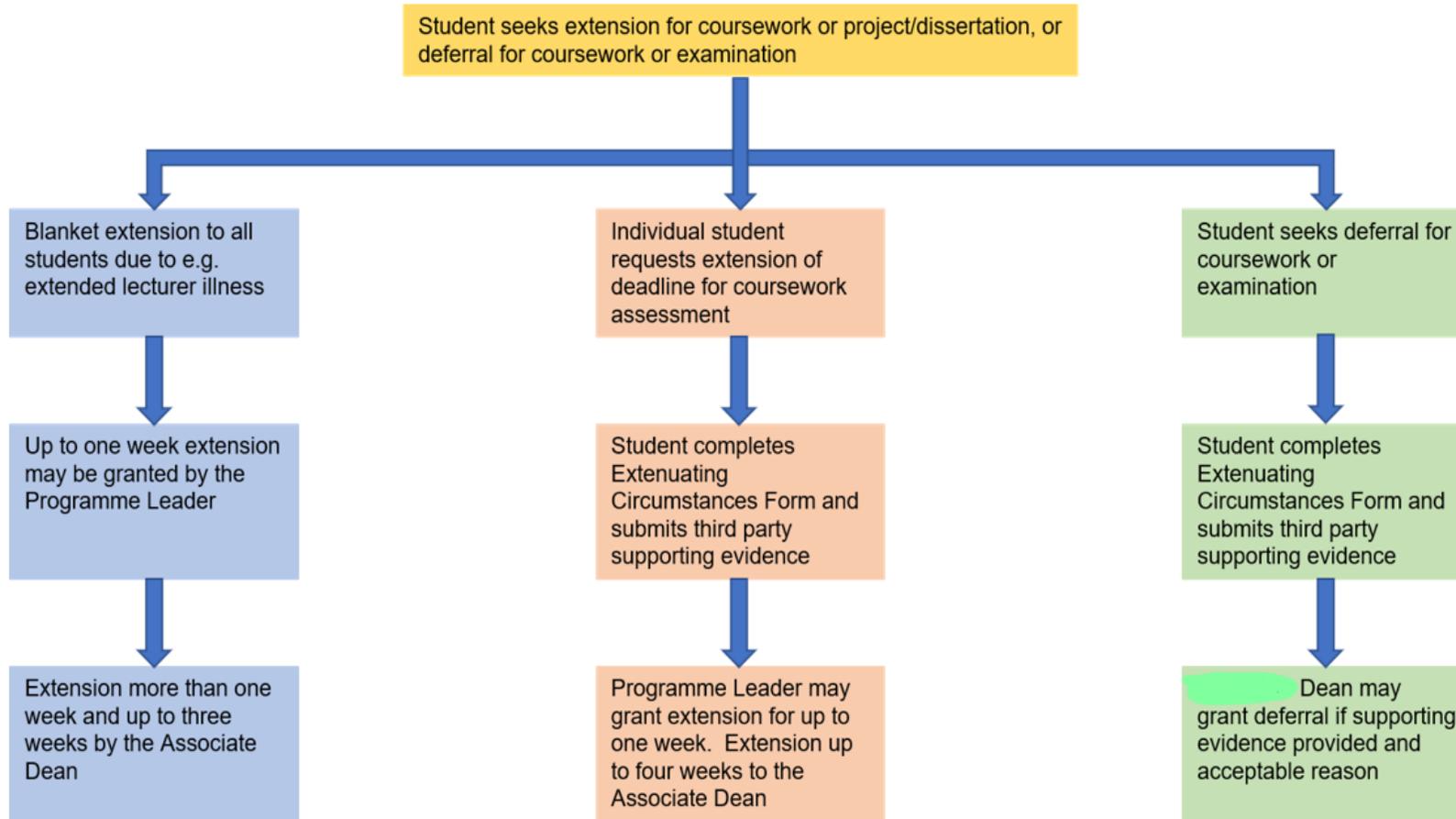
14.3 All documentation relating to extenuating circumstances will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role.

15. Alternative Format

15.1 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 SignatureDate:	
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:**