

Extenuating Circumstances
Requests for Extensions and Deferral of Assessment
A Guide for Staff at Global Banking School¹

©2019 Global Banking School

¹ Please note that this guide and associated procedure **only** applies to the Pearson HND Business programme. For programmes awarded by either Buckinghamshire New University or the University of Bedfordshire please use their policy and procedure. These can be found on their respective websites.

Document Title: Extenuating Circumstances. Requests for Extensions and Deferral of Assessment. A Guide for Staff at Global Banking School	
Version Number: 2.0	Date first published: January 2019
Approved by: Academic Board	Last Reviewed date: 4 December 2018
Date Approved: 4 December 2018	Due for next Review: June 2019

1. Principles

(i) 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 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.

(ii) If a student hands in a piece of coursework or attends an examination Global Banking School 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 Global Banking School.

(iii) 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 work marked in the usual way.

(iv) 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.

(v) The only staff authorised to grant an extension are appropriate Programme Leader and the Associate Dean. Only the Executive 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.

This short Staff Guide should be read in conjunction with the Guide for Students and the summary chart, both of which are available on the Global Banking School's website and the VLE.

This staff guide should also be read in conjunction with the assessment regulations provided by Pearson in the HN Business Programme Specification for First Teaching September 2016 and those operated by Leicester College.

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.

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 module/unit of study and meet the programme requirements for progression or award.

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

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

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

2.2 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.

The appropriate Programme Director 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.**

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 Executive Dean can grant a deferral.**

2.3 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 as long as 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, but not always, be in the next semester.

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 Director or Programme Manager **before** the date of the assessment deadline in order to submit an extension request. The student should also be advised to meet with the Programme Manager 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 the School's VLE and website.

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.**

The student is asked to indicate on the ECF how long an extension is being sought. Global Banking School 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.

The complete ECF together with supporting third party evidence must be submitted to the Programme Director. The Programme Director 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 (see the flow chart).

3.3 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 the coursework by the extension submission date no penalty will be incurred.

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 or not the student is to be allowed a resubmission opportunity (subject to adherence to Pearson's assessment regulations).

4. Making a request for 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 (for example, the Programme Manager) if, for example, an accident or personal injury prevents the student from attending the examination or being able to come in to Global Banking School to submit the coursework. In such cases the Programme Leader or member of professional services staff (Programme Manager) 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 independently evidenced prevented the student from contacting their Programme Director or Programme Manager 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 group. This may be when there has been an absence by a lecturer for a significant period of time 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 people identified below only:

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

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.

5.3 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 Director 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 Head of Programme Management so that a record of these types of extensions is made.

6. Providing information and third party evidence

6.1 In 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 have had and are having on 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 and 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 Director or Programme Manager consider the request. The student would need to disclose the circumstances to the Programme Manager or Programme Director for the extension or deferral request to be considered. The student could do this either through a face-to-face meeting with the Programme Director or Programme Manager, 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

The above list is not meant to be exhaustive but provided the most common types of extenuating circumstances that may be accepted as valid.

7.2 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
- Child care 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 care-giver)
- Unspecified anxiety, mild depression or examination stress
- 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.

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

8. Actions that Global Banking School can take

8.1 If the Programme Director or Associate Dean decides that the student has made a valid application for a coursework extension or 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 and absence and 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 Global Banking School 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.

8.4 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. Data Protection Act/General Data Protection Regulations

9.1 In submitting an application for an extension or deferral on the grounds of extenuating circumstances the student is agreeing to Global Banking School holding this personal data for the purposes of processing and deciding on the request.

10. Unauthorised late submission of coursework

10.1 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 Global Banking School's and Pearson's regulations on reassessment. The maximum grade that can be awarded for a referral is a pass grade.

10.2 Where a student has been granted an extension or deferral but 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 module overall. The student may be eligible for a referral and resubmission subject to Global Banking School's and Pearson's assessment regulations. The maximum mark that can be awarded for a referral or resubmission is a pass grade.

11. Advice to students

11.1 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 School's website and the VLE.

11.2 Advise a student that only the Programme Director 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.

11.3 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 Director or Programme Manager. You should advise the student that their Programme Director or Programme Manager will deal carefully and sensitively with the matter and have the best interests of the student in mind at all times.