



Extenuating Circumstances Policy

Scope

Policy and principles for the management of applications from taught students for the consideration of extenuating circumstances (affecting academic performance). The Policy covers awards made by City and applies to all programmes leading to an award of City, University of London including those delivered by Validated Institutions.

Senate Regulations [Assessment Regulations 19](#) (section 4.8: Extenuating Circumstances)

Date approved/re-approved September 2012 (re-approval October 2016)

Date for review To be reviewed on a periodic basis, with allowance for minor annual updates of roles and responsibilities by Education and Student Committee, as required

To be read in conjunction with the Assessment and Feedback Policy, Appeals Policy and the Guidance for Extenuating Circumstances Panels in Section 6 of the Quality Manual.

Equality and Diversity statement

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

Extenuating Circumstances Policy

Claims for Extenuating Circumstances are managed and considered in accordance with the Assessment Regulations (Regulation 19 Section 4.8). The Regulations define Extenuating Circumstances as:

‘Circumstances which are unforeseen and outside a student’s control, and which can be shown to have had a direct and substantial impact on his/her academic results.’

The following principles underpin City’s approach to Extenuating Circumstances:

1. A focus on providing **support** and enabling **speedy resolution**.
2. Recognition that our students are preparing for business and the professions where **personal responsibility** for seeking support, guidance and resolution is expected.
3. A culture of **enhancement** seeking to learn from extenuating circumstances and improve the student experience including through appropriate training for decision-makers.
4. **Clarity** in language and process.
5. Upholding **fairness, consistency** and **natural justice** in the treatment of the student body as a whole, as well as for particular individuals including by:
 - a. considering application forms anonymously and without reference to, or sight of, individual marks;
 - b. ensuring decisions are taken by those without conflicts of interest;
 - c. ensuring that students are neither disadvantaged nor overly advantaged as a result of the process.
6. Upholding **independence in decisions** and the **integrity of academic judgement** including by the maintenance of a clear distinction between the role of the Extenuating Circumstances panel and the role of the Assessment Board as defined within the Assessment Regulations.
7. Maintaining **awareness** through collaboration with support services (academic and welfare), targeted local campaigns, and visible and accessible central information highlighted to students at relevant key points in the academic year.
8. Ensuring appropriate levels of **confidentiality** including seeking relevant permission to enable information sharing.
9. Effective **record keeping**.

Extenuating Circumstances forms and submission procedures will be clearly signposted in programme handbooks and on City’s website. City sets strict deadlines for the submission of requests for consideration of Extenuating Circumstances relating to assessment, progression or award, as set out in the Assessment Regulations (Extenuating Circumstances Section 4.8).

Extenuating Circumstances will be considered by an Extenuating Circumstances Panel which will make recommendations to the Assessment Board. The Assessment Board takes account of these recommendations in making decisions about student progression or award.

Extenuating Circumstances Panels will be constituted in accordance with our Regulations and managed with reference to the Extenuating Circumstances Panel Guidance Notes.

Late Reporting

A request relating to Extenuating Circumstances made after results have been issued must be given very careful consideration in order to safeguard the fairness of the assessment process and to avoid creating an unfair advantage.

Previously undisclosed Extenuating Circumstances may be considered through the student appeal process, but only if a valid and over-riding reason outside the student’s control can be demonstrated for failure to report them at the appropriate time. Ignorance of the procedures or failure to recognise the impact at the time will not normally be acceptable as reasons for late reporting.