



## Extenuating Circumstances Policy

### Contents

A. Introduction .....	1
B. Scope .....	2
C. Extenuating Circumstances Process .....	3
D. Appeals .....	3
E. Underlying Principles .....	4
i. Duty of Care .....	4
ii. Equality Act and Human Rights Act .....	4
iii. Confidentiality and Data Protection .....	5
iv. Reporting and Monitoring .....	5
F. Support Available for Students .....	5

### A. Introduction

1. City, University of London (City) validates higher education programmes offered at ArtsEd as leading to awards of the University. ArtsEd therefore follows City, University of London's Extenuating Circumstances procedures.
2. Management and consideration of claims for Extenuating Circumstances is in accordance with [City's Assessment Regulations \(Regulation 19\)](#). 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 their academic results. This may include an impact on capacity to study prior to an assessment, on ability to complete an assessment, and/or on performance during an assessment'.
3. Examples of the types of Extenuating Circumstances that might be accepted include ill-health, bereavement, or other personal issues which were unexpected or outside of a student's control and which may have affected preparation for an assessment or performance during the assessment itself. Circumstances that could have been foreseen and/or prevented will not normally be accepted.
4. This Extenuating Circumstances Policy should be used by ArtsEd students studying a programme which will lead to a Higher Education award.

5. Students who wish to use the Extenuating Circumstances process should also refer to City's [Extenuating Circumstances Policy](#) for further information.
6. As well as paragraph 5 above, this policy should be read in conjunction with the following documents:
  - [Regulation 19: City's Assessment Regulations](#)
  - [Academic Appeals Procedure](#)
  - [Interruption of Studies Policy](#)
  - [Equal Opportunities Policy](#)
  - [Fitness to Study Policy](#)
  - [Fit to Sit Policy](#)
  - [Extension and Deferral Policy](#)
  - [Physical Injury and Recovery Procedure](#)
  - [Attendance Policy](#)

## **B. Scope**

7. Please refer to [City's Extenuating Circumstances Procedure](#) for information regarding expectations of evidence to support a claim and expected timeframes in which to make a claim.
8. The Extenuating Circumstances Panel will determine whether the claim meets the criteria for Extenuating Circumstances and whether the supporting evidence is sufficient. Where the Extenuating Circumstances Panel is satisfied that the criteria have been met and the evidence received is sufficient, it will report the outcome of its consideration as a recommendation to the Assessment Board.
9. In line with [City's Assessment Regulations 19](#), the Extenuating Circumstances Panel will consist of three academic members of ArtsEd staff and chaired by the relevant Course Leader or Head of Year from the School of the student submitting the claim. The two senior members of academic staff from the other school will make up the other members of the Panel. Where required, the Registrar has discretion to nominate senior members of academic staff, from the membership pool of either School, as the Chair or member of an Extenuating Circumstances Panel. A Professional Services member of staff from the Registry Office will also be present to provide advice where necessary, in position of Secretary to the Panel.
10. Where an application for Extenuating Circumstances is accepted by the Panel, the most usual recommendation is for the student to be offered an additional opportunity to take the assessment(s). The Panel may, at its discretion, highlight particular factors in its recommendation which it is satisfied are worthy of consideration by the Assessment Board when deciding on the appropriate course of action. A formal record will be kept of the meeting and Panel's recommendations.
11. Extenuating circumstances should not be claimed for an existing disability or ongoing health-related condition that has previously been declared. In this situation, ArtsEd will expect to

support the student throughout the student's programme by application of [reasonable adjustments](#), where necessary.

12. If awaiting formal diagnosis of disability or a health condition, students should submit an application to the Extenuating Circumstances panel with supporting evidence to follow.
13. Extenuating Circumstances will be considered by an Extenuating Circumstances Panel. The Panel will make recommendations to the relevant Assessment Board. The Assessment Boards will take account of recommendations from the Extenuating Circumstances Panel in making decisions about student progression or award.

## **C. Extenuating Circumstances Process**

14. Students who wish to submit a claim for extenuating circumstances should complete the [Extenuating Circumstances Form](#).
15. ArtsEd will normally acknowledge receipt of a student's Extenuating Circumstances Form within seven calendar days of receipt.
16. ArtsEd will normally inform students of any recommendation being made to the Assessment Board within 14 days from the date of the Extenuating Circumstances Panel meeting.
17. Please refer to [City's Extenuating Circumstances Procedure](#) for the timeline for students to submit a claim and for ArtsEd to communicate the outcome of the claim to a student. ArtsEd aims to take no more than the specified time set out by City to conclude the process. Where more time is required, the new timeframe will be communicated to the student.

## **D. Appeals**

18. A student cannot appeal the decision of an Extenuating Circumstances Panel on whether or not to accept a claim of extenuating circumstances. However, students do have the right to appeal the decision of the Assessment Board following its deliberations, including when the determination of an Extenuating Circumstances Panel has been considered (see [ArtsEd Academic Appeals Procedure](#)).
19. Where the relevant Extenuating Circumstances Panel and Assessment Board have already met, previously undisclosed Extenuating Circumstances may only be considered through the [Academic Appeals Procedure](#). However, students will need to provide a valid and over-riding reason outside of their control for failure to report the undisclosed Extenuating Circumstances at the appropriate time. Ignorance of the procedures or failure to recognise the impact at the time will not usually be accepted as reasons for late reporting.

## E. Underlying Principles

20. ArtsEd will provide the appropriate support to students who have submitted an ' [Extenuating Circumstances form](#). Each matter will be dealt with based on its individual circumstances. Any decision reached about a student's circumstance will be made wherever possible through an inclusive process involving the student and other individuals such as relevant academic staff, health care professionals and the relevant ArtsEd Registry Team, as appropriate.

### i. Duty of Care

21. ArtsEd takes its duty of care seriously. The Institution owes a duty of care to all members of its community to ensure the health, safety and well-being of its students, pupils, staff and visitors. Therefore, students who do not feel fit enough to sit their assessment(s) should not feel pressured to do so and, depending on their circumstance, are encouraged to either refer to the Extenuating Circumstances process or to utilise this policy.
22. Where a student discloses complex mental or physical health challenges and/or severe and complex life circumstances through the completion of an [Extenuating Circumstances form](#), this information will be shared with the Student Support Team. The team will contact the student to offer follow up and appropriate support.
23. In exceptional cases and in accordance with this policy, ArtsEd may determine that a student presents a risk to themselves or to other members of the community, which may result in pausing the student's assessments. For more information on the available student support at ArtsEd, **please see section F below**.

### ii. Equality Act and Human Rights Act

24. We are mindful of our legal obligations under the Human Rights Act 1998 and the Equality Act 2010 and are committed to promoting equality, diversity and inclusion in all our activities and processes. We will promote equality regardless of any protected characteristic and/or diverse background. We will ensure:
- a. that our practices and functions including this Extenuating Circumstances Policy and process are accessible and barrier free.
  - b. that we make reasonable adjustments for our disabled students who use this Procedure, noting our enhanced duty to make reasonable adjustments when responding to and managing situations where a student's Extenuating Circumstances claim is relating to a student's disability.
  - c. that student carers of disabled people and students with dependants who may need to use this Extenuating Circumstances Policy can do so, and any relevant adjustments will be made for them where necessary.
  - d. that in the coordination and decision-making processes we will fulfil our commitments to the Equality duty.

### iii. Confidentiality and Data Protection

25. All information obtained as part of this Extenuating Circumstances Policy will be held in accordance with General Data Protection Regulations (GDPR), Data Protection legislation and our **Student Privacy Notice**. We will ensure that matters handled by us as part of this process are undertaken with the appropriate level of confidentiality and information will only be made available to those who need it for the purposes of managing and responding to the Extenuating Circumstances Policy.
26. In some instances, aspects of a student's Extenuating Circumstances claim request may need to be disclosed to other relevant staff and external organisations as part of the management of a student's assessment. Where there are elements which are particularly sensitive and the student has concerns about their confidentiality, the student can raise this with the Registrar who will discuss how disclosure can be minimised, if possible and appropriate to do so.
27. Where we need to liaise with and obtain information from a third party as part of the Extenuating Circumstances Policy, we will only give the third party as much detail about the student and their situation as is necessary to obtain the evidence required. Staff will ensure that discussions held about the student's Extenuating Circumstances claim are undertaken with the appropriate level of confidentiality, unless doing so could put others at risk.

### iv. Reporting and Monitoring

28. An annual summary report of the number of Extenuating Circumstances requests and overall actions taken to resolve them will be received by the City Course Board, the Higher Education Committee and the Board of Trustees. There will be no reference to individual cases. The reports will show trends and make recommendations for improvements where necessary. A confidential record will be kept separately of individual cases as determined by the general data protection requirements.

## F. Support Available for Students

29. ArtsEd has a duty of care to ensure that the necessary guidance and support is available for students.
  - i. **Student Support:** Students can contact the Student Support Team by sending an email to [studentsupport@artsed.co.uk](mailto:studentsupport@artsed.co.uk).
  - ii. **Student Counselling:** Personal Tutors can encourage students to seek counselling. Students can also self-refer to ArtsEd's Counselling Service. Students can book a session with the Counselling Team by sending an email to [counselling@artsed.co.uk](mailto:counselling@artsed.co.uk). The Student Counselling Service offers confidential space for students to seek advice about, and discuss matters impacting upon, their psychological wellbeing. Students are offered:
    - a. short term 1-2-1 counselling which can help students work on immediate problems.
    - b. assistance with developing healthy coping techniques.
    - c. support with gaining understanding of underlying issues; and
    - d. assistance with developing a longer-term treatment plan, if necessary.

- iii. **Togetherall:** Togetherall is a clinically managed, online community designed to improve mental health. Students can access the 24/7 online support via our Student Services Online Platform or by visiting [www.togetherall.com](http://www.togetherall.com).

30. Students who have any questions about this Extenuating Circumstances Policy should contact [HECourseOffice@artsed.co.uk](mailto:HECourseOffice@artsed.co.uk).

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