



Exceptional Circumstances Policy

1. Overview and Purpose

- 1.1. This Policy should be read in conjunction with the Exceptional Circumstances (EC) Procedural Guide. Details regarding the EC policy and procedural guide can be located on the EC [webpages](#).
- 1.2. The purpose of this policy is to outline how the University will take into account circumstances that impact a student's academic performance, that fall within the parameters of exceptional circumstances. For example, a student may suddenly become ill with a serious short-term illness.
- 1.3. The EC framework is in place to ensure that all students are given a fair and equal opportunity to demonstrate academic achievement. It is the objective of the EC process to ensure that academic standards are not compromised but to permit fair opportunity for students to reach standards, whilst they overcome temporary detriment/s.

2. Definition

- 2.1. An Exceptional Circumstance is a circumstance that has negatively impacted a student's ability to study/prepare/complete an assessment or exam which is determined by the University as reasonably:
 - a) short-term;
 - b) arisen unexpectedly; and
 - c) beyond the student's control.
- 2.2. All parts of [2.1] must be met for a claim to be pursued via the EC process. The University's decision ~~Registered undergraduate/postgraduate students~~ are eligible to pursue an EC claim. An EC claim can be pursued for any University assessment/s that is credit bearing/weighted.



3.2.



will be provided when such circumstances take place.

5. Evidence

- 5.1. It is reasonable for the University to request evidence to support EC claims. Required evidence should be proportionate to the situation being described. Any evidence must be dated and correspond with the assessment date/s in question, where appropriate.
- 5.2. The accompanying procedural guide will outline the type of evidence which are likely to be accepted/not accepted.
- 5.3. The University recognises that there are circumstances that are challenging to provide evidence for and also would not be proportionate to do so. This is reflective of practices in the workplace. Consequently, self-certification will be acceptable in certain circumstances. Self-certification is permitted under the following criteria:
 - a) A student may only self-certify for a maximum of two [2] occasions during a single academic year. Alternative evidence will usually be required for further occasions.
 - b) Where self-certification is used/permitted, a single self-certification can only cover a maximum seven [7] day period (calendar days). A further self-certification or evidence will be required for day eight [8] and beyond.
 - c) Self-certification can be used for all requested outcomes permitted under the EC process, where a claim is accepted. See section 7 below.
- 5.4. The University reserves the right to accept a greater level of self-certification and other forms of evidence, in addition to self-certification, where deemed appropriate. The procedural guidance will provide further details on potential circumstances where this will usually occur.

6. Timeframes

- 6.1. All EC claims are required to be submitted (including any requested evidence) in a timely manner and before the applicable deadline/s. This is to ensure that any accepted claims can be considered on time by decision-makers and seeks to minimise any delay to progression or award decisions.
- 6.2. Students are advised to submit an EC claim at the earliest opportunity, close to the assessment deadline/s of concern and by the applicable deadline. This



is because evidence, recollection and support for the matters disclosed are more easily available.

- 6.3. EC deadlines will take place throughout the year. Each term will have an overall deadline for claims for any assessment taking place during the associated term/assessment period. Students are required to comply with deadlines that are set according to their study level, course and the assessment period in question, i.e. A1 / A2 / A3.
- 6.4. The University will publish deadlines on the EC dedicated [webpages](#).
- 6.5. Students are responsible for meeting any requests made to assess an EC claim, including meeting any specified timeframes. An EC claim can be declined if all steps/requests are not completed or met. Alternative mechanisms (subject to their rules) may need to be explored by a student if the deadline has passed, such as the [academic appeals](#) process.

7. Types of EC Claims

- 7.1. The following types of EC claims can be pursued by a student:

- a) Late Submission

This is where a student has missed the assessment deadline due to the circumstances they have experienced and submits their assessment within the late submission period, if provided. A student will ordinarily receive a late-penalty for submitting during this period.

- b) Non-submission/absence

This is when a student is absent from attending an assessment or does not submit their assessment-work due to the circumstances they have experienced. A student will ordinarily receive a zero mark when this occurs.

- c) Impaired

This is when a student attends an assessment or submits their assessment-work, but they believe that their individual circumstances have seriously impaired their academic performance and will result in an unrepresentative mark.

- 7.2. Students submitting a late submission claim are seeking the removal of the late-penalty, where permitted and an EC claim is accepted. For all other accepted claims, students are requesting their examination boards to take into



account their claim (if accepted) in conjunction with their wider academic performance. An examination board may decide to award an academic remedy in response. For example, an uncapped resit opportunity.

8. EC Process

- 8.1. It is the responsibility of all students to notify the University of their circumstances and to submit an EC claim. The accompanying procedural guide provides guidance to students on how to submit an EC claim for e4 (apu-3
8.1.



For accepted EC claims, the examination boards permits the Stage 1 process to remove any late penalties that are applied, where present. All other outcomes/claims must be cascaded to Stage 2 for decision.

An examination board is under no obligation to provide a remedy where an EC claim is present. All outcomes are determined in accordance with the University's progression and award regulations.

c) Stage 3: Appeal Stage

Where a student is dissatisfied with the outcome of either Stage 1 or Stage 2, they should submit an [academic appeal](#). Students are

