

## HE Special Consideration Policy

This document details the policy for all Higher Education programmes.

Before submitting a claim for consideration we recommend that you contact us. Please see Appendix 1 for contact details.

### 1.0 Definitions

We define extenuating circumstances as circumstances, normally exceptional and outside the control of the student, which happen unexpectedly on or before an assessment and have prevented the student from performing in assessment at the level expected or required of them.

Special consideration is the term used when we consider cases of extenuating circumstances.

### 2.0 Policy

- 2.1 Claims relating to examinations must be notified within five working days of the assessment. Claims relating to written assignments must be notified on or before the date of submission.
- 2.2 If you are aware of an extenuating circumstance which affects your studies prior to the timeframe set out under paragraph 2.1, you must inform us immediately.
- 2.3 If you do not present your claim within the timeframes set out under paragraphs 2.1 and 2.2 you will be considered as declaring yourself 'fit to sit' the assessment concerned.
- 2.4 Where there are reasonable grounds we may, exceptionally, consider accepting late submissions of special consideration claims.
- 2.5 We will not consider requests for special consideration if the issues / circumstances concerned have previously been addressed through the implementation of special arrangements under our [Reasonable Adjustments policy](#).
- 2.6 **Likely acceptable extenuating circumstances**

The following is a non-exhaustive list of examples which we accept as an extenuating circumstance:

- i. Bereavement - death of a close relative / significant other (of a nature which, in an employment context, would have led to an absence in accordance with Compassionate Leave).
- ii. Serious short term illness or accident (of a nature which, in an employment situation, would have led to absence or sick leave) that could not have been addressed in advance through a reasonable adjustment request.
- iii. Long-term health condition deteriorating.

- iv. Long-term health condition which has reoccurred.
- v. Significant adverse personal / family circumstances.
- vi. Significant disruption at the assessment venue.
- vii. Incorrect information provided to the student.
- viii. Scripts are not presented for marking, where this is not your responsibility.
- ix. Other significant exceptional factors outside your control, for which there is evidence of something that caused you not to perform to your best ability.

## 2.7 Unlikely acceptable extenuating circumstances

The following is a non-exhaustive list of circumstances unlikely to be regarded as falling within the relevant definition:

- i. Alleged statement of an extenuating circumstance without evidence (medical or otherwise) to support it.
- ii. Alleged medical circumstances for which appropriate reasonable adjustments have already been made.
- iii. Retrospective evidence - that is evidence that is not in existence at the same time as the extenuating circumstance eg a doctor's note which states that you were seen (after the illness occurred) and declares you were ill previously.
- iv. A circumstance that was foreseeable or preventable.
- v. A circumstance which, in a work situation, would be unlikely to lead to absence from work.
- vi. Holidays, regardless of the date of booking.
- vii. Financial issues.
- viii. Issues with personal / workplace electronic devices affecting assessment and studies (eg faulty laptop).
- ix. Poor practice eg no back up of electronic documents.
- x. Late disclosure of circumstances.
- xi. Poor time management, including increased workload.
- xii. Jury service.
- xiii. Transport issues unless satisfactory evidence can be provided.

- 2.8 If your examination or assessment performance (including assessed coursework) has been affected due to you breaking the law or consuming alcohol or any other non-prescribed drugs, we will reserve the right not to consider your application for special consideration.
- 2.9 If there are issues at the examination, it is your personal responsibility if you intend to make a claim under paragraph 2.6 to report in detail and ask the assessment invigilator to record the difficulty encountered. This should be done at the end of the examination and before leaving the venue.
- 2.10 A claim submitted under paragraph 2.6 must be provided on a [Special Consideration form](#) and supported by independent evidence. For example:
- Death certificate
  - Medical / health certificate (with relevant date to the assessment)
  - Letter of support / explanation from a Line Manager / HR at place of employment.
- 2.11 All completed claim forms and supporting evidence must be submitted within five working days of notification of the claim.
- 2.12 All supporting documentation must be in English, legible, dated, include the student's full name and be on headed paper as appropriate.
- 2.13 All evidence must be valid and include specific dates for the period stated within your application and support the circumstances detailed within the claim form.
- 2.14 When providing copies of evidence to support a claim the document(s) must be certified and include contact details of the certifier.
- 2.15 We are not responsible for obtaining evidence and will not pay any costs in obtaining evidence to support a claim, but will provide advice on its requirements.
- 2.16 Any information supplied by you in respect of an application for special consideration will, as far as possible, be treated as confidential.
- 2.17 All outcomes for special consideration will be decided by the Concessionary Board and, where appropriate, reported to the relevant Assessment Board.
- 2.18 When deciding upon the outcome of an application for special consideration, the Concessionary Board will, in addition to making a judgement upon the individual merits of the case under review with reference to the supporting evidence / documentation provided, take into account the outcome of previous claims of a similar nature. This action maintains the consistency and fairness of our assessment procedures.
- 2.19 If the Concessionary Board decides there is a case to answer, one of the following outcomes will be actioned to ensure you are not disadvantaged. Please note that this list is not exhaustive and applications are considered on a case by case basis
- Discount assessment attempt and sit / submit at the next available opportunity. This will normally only occur if the assessment has not been sat / submitted by the student.
  - Extend deadline for submission of coursework. This will normally be up to a maximum of two weeks from the date of submission.
  - Refer to Associate Dean for extension to programme registration.

- 2.20 The actions listed in 2.19 are usually free of charge to the student, though the Concessionary Board reserves the right to apply a charge where appropriate.
- 2.21 You will be notified whether your claim has been accepted or rejected within five working days of the Concessionary Board considering your case.
- 2.22 We will not make a special consideration that affects the integrity of the qualification or disadvantages other students.
- 2.23 If, at any time, we find that an application for special circumstances was fraudulent, we will consider this to be malpractice and will investigate according to the Code of Practice for Quality Assurance (Chapter 9: [Malpractice](#)).
- 2.24 We reserve the right to withdraw any grade awarded made as a result of the special consideration applied in such circumstances, subject to the outcome of a malpractice investigation. The outcome of the investigations we undertake may be shared with any interested parties.

### **3.0 Appealing a decision**

- 3.1 You have a right to appeal against a special consideration decision we make if you believe that the process has not been followed properly. For more detail, see Chapter 10: [Student Complaints and Academic Appeals](#) of the Code of Practice for Quality Assurance.

### **4.0 Quality assurance, monitoring and review**

- 4.1 The policy and procedures are formally approved by our Academic Standards and Quality Committee.
- 4.2 The policy and procedures are subject to regular review and approval.
- 4.3 All records of special consideration applications and their outcomes are maintained by us for a period of at least five years.
- 4.4 The policy and procedures have been developed to comply with all relevant legislation.

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## **Appendix 1 – Contact Details**

### **Undergraduate Level**

- a) Part-time students: - Part-time Programme Team, Tel: +44 (0)1227 818660, Email: [ptp@libf.ac.uk](mailto:ptp@libf.ac.uk).
- b) Full-time students - Full-time Programmes team, Tel: +44 (0) 20 7337 6293/4, Email [ftp@libf.ac.uk](mailto:ftp@libf.ac.uk).

### **Postgraduate Level**

Postgraduate Programmes, Tel: +44 (0) 207 444 7120, Email: [masters@libf.ac.uk](mailto:masters@libf.ac.uk).

### **Apprenticeships**

Apprenticeships Team, Tel: +44 (0) 203 372 2221, Email: [apprenticeships@libf.ac.uk](mailto:apprenticeships@libf.ac.uk).