



Higher Education Course Regulations 2023/24

Section 4: Extenuating Circumstances

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The following regulations apply to all taught Higher Education courses at the University of the Arts London. Further Education regulations and guidance are provided by the University of the Arts London Awarding Body.

Extenuating Circumstances and Time Out from Study

4.1. Extenuating Circumstances Policy

- 4.1.1. There may, on occasion, be exceptional circumstances that might affect a student's ability to meet a summative assessment deadline or affect their performance in summative assessment. Students have an obligation to make known any special circumstances which have a bearing on the production or assessment of their work. Where appropriate these circumstances may be taken into account by the Exam Board in making a decision.
- 4.1.2. Where an Extenuating Circumstance affects more than one student, the Exam Board will consider each student claim on an individual basis.

4.2. Extenuating Circumstances Claim Process

- 4.2.1. Students have an obligation to make any special circumstances known by completing an Extenuating Circumstances Application and submitting either through the online Student Portal or by e-mail to their College EC address. Supporting evidence, such as medical certificates, should accompany the completed form.
- 4.2.2. Where evidence is not available, a student can submit an EC application without evidence for units totalling a maximum of 60 credits per academic level or stage (e.g: Year 2 of a BA course is one level). This is referred to as 'Self-Certification'.
- 4.2.3. Self-Certification is intended to support UAL's students at points of crisis, where something unforeseeable and unavoidable has occurred but there is no opportunity to obtain supporting documentation in advance of an EC submission deadline. A full explanation of the circumstances must be included as part of the application process, to confirm the application is acceptable. Fraudulent claims will be investigated under the Student Disciplinary Code.
- 4.2.4. Where a student elects to use the Self-Certification process, the outcome will be identical to those set out at 4.4.1, below.
- 4.2.5. Self-Certification should only be considered by a student when there are grounds to do so. Courses are designed to ensure the assessment workload is appropriate and manageable for students and therefore extension to deadlines through an EC claim should only be considered in extreme circumstances.
- 4.2.6. Where required to retake units, or an entire year/stage of their course, students will only be entitled to self-certify if they have not previously used all 60 credits for that stage.

Claim Deadlines

4.2.7. Applications should be submitted as close as possible to the time the circumstance took place and ideally within two weeks of it commencing. All claims must be received at least ten working days before the Exam Board meeting. Those received after that point will be rejected.

Late Submissions due to Extenuating Circumstances

4.2.8. Students should be advised to hand in work at a time where they are satisfied with their submission up to a maximum of seven days beyond that original deadline. A successful EC application in these circumstances would mean that a student's work would be considered to have been submitted as if on time. Students are advised to discuss with their tutors when opting to submit late.

4.2.9 Where work is submitted beyond the seven day deadline, and cannot be marked in line with UAL's Fair Assessment policy, students with a validated EC will be offered the opportunity to resubmit without penalty. When considering whether to submit late, students should be aware that this may have an impact on their ability to attend Graduation.

Confidentiality

4.2.10 The Extenuating Circumstance process allows matters which are confidential to be made known directly to the Clerk and Chair of the Extenuating Circumstances Panel and the Exam Board. Students are advised, in these circumstances, to inform their tutor that they are submitting confidential extenuating circumstances.

4.3. Consideration of Claims

4.3.1. The EC process is separate to the assessment process. All work will be marked as presented with no account taken of extenuating circumstances.

4.3.2. Colleges are required to ensure their student's Extenuating Circumstances applications are presented to an Extenuating Circumstances Panel (ECP) to consider claims and make recommendations to Exam Boards. For an ECP to be quorate, the Chair and Clerk's attendance is required.

4.3.3 Where a student has been required to self-certify, as set out in 4.2.2, approval will only be granted where the claim meets UAL EC criteria. Approval can be granted by the EC clerk without a requirement for ECP consideration.

4.3.3. The Exam Board (or Sub-Board where appropriate) will receive the recommendations of the EC Panel, and determine an appropriate decision as laid out in 4.4 below.

4.3.4. In reaching a decision on a grade or classification, the Board will not take account of claims for extenuating circumstances which have not been upheld.

4.4. Exam Board Decisions for ECs

- 4.4.1. If an Exam Board is asked to consider a successful Extenuating Circumstances application, it may choose from the following options:
- a) To offer the student the opportunity to submit the work as if for the first time and without penalty;
 - b) To condone the late submission of work and offer the student the choice of either:
The uncapped unit Letter Grade their submission received OR another opportunity to submit the work as if for the first time and without penalty.
- 4.4.2. Where the student chooses the deferral opportunity, the student should notify the College of their decision within 2 weeks of the publication of results. The student will be set a deferral brief and a new submission deadline. Where the student requests a deferral, the submission will be marked without penalty.
- 4.4.3. Where a student fails or fails to resubmit after requesting a deferral opportunity under 4.4.2 above, the grade from the student's first attempt will be included in the calculation of the student's progression/ classification.