Extenuating Circumstances and Extensions: LTS Operational Guidance

EC Report Form: [http://www.uea.ac.uk/learningandteaching/students/forms](http://www.uea.ac.uk/learningandteaching/students/forms)
EC Guidelines (Regs; Admin, staff & student guidance): [http://www.uea.ac.uk/learningandteaching/documents/assessment](http://www.uea.ac.uk/learningandteaching/documents/assessment)
Complete ARC Guidance: [http://www.arc.ac.uk/uploadedfiles/documents/ARCAppealsExtCircs.pdf](http://www.arc.ac.uk/uploadedfiles/documents/ARCAppealsExtCircs.pdf)

General:

- Students should submit requests to their ‘home’ school even if their ECs / extension request relates to a module in another School
- If an approval affects a module in another School, the Hub supporting the school who ‘owns’ the student must notify the relevant Hub and module organiser
- The student must be informed of the outcome of their request within 3 working days (for self cert extension requests, update SAL within 3 working days)
- ‘Working days’ refers to staff working days i.e. when the University is open. When calculating the submission deadline for a piece of work that has been granted an extension, any periods of University closure (bank holidays, Easter and Christmas) should be excluded.
- Students who are required to submit hard-copy work during a vacation period but when the University is open, should ensure that their work is received, via post, at their Hub by the deadline date
- Online submission is available for **20 days** (not working days) after an original submission deadline. Extensions granted after day 20 should be submitted in hard-copy at the Hub
- Any work submitted more than 20 working days after the deadline (where an extension has not been approved) will not be marked and will receive an automatic mark of zero / fail. This will apply to work submitted beyond an approved extension date, if the submission date is more than 20 working days after the published deadline
- All requests and outcomes must be logged on team spreadsheet
- Extensions for Formative assessments should be referred to the Module Organiser and not processed by the Hub
- If an extension of more than 5 working days is requested by a student reporting ECs for the first time in an academic year, and if the request is subsequently rejected by the ECP, a 5-working day automatic extension will apply.
Self-Certification Extensions (5 working days):

- A self-cert extension can be applied on one occasion per academic year for an automatic extension to a submission deadline.
- Students may only use self-certification in support of the first extension request in any academic year.
- For Self-cert extensions, add 5 working day date to SAL record even if student requests less days.
- For Self-cert extensions, emailing the student and module organiser to confirm approval is not required. The guidelines state that students can assume the request is approved if it is their first request of the year. A follow-up email is only required:
  - if the circumstances reported are of concern and support can be recommended
  - if the student has already used their self-cert extension request during the year (in which case supporting evidence is required)
  - if the request applies to an assessment in another School (the School that owns the module will need to keep a record of extensions)
  - if the assessment does not have a SAL record (e.g. group work where multiple submission dates may apply)
- If a student wishes to use their self-cert and then asks for a further standard extension they must provide evidence to cover the extension period.

Other Requests:

- All other requests should be passed to the Coordinator or Team Leader depending on details relating to extension.
- The Coordinator / Team Leader will complete the request form with details of the decision so that the relevant SITS email can be sent, by the team, to the student.
- Supporting evidence must be received within 10 working days for provisional approvals. If not received remove the provisional extension date from the SAL record and enter an ‘NS’ flag in the student SAS record if original / last agreed deadline has passed.
PLEASE NOTE INDIVIDUAL ROLE HOLDERS MAY VARY IN TEAMS

Administrative Assistant

Extension Request Received

- Formative Work?
  - YES
    - Extensions for Formative assessments are at the discretion of the MO: Email student copying to MO
  - NO
    - Self-Cert request received on or before the deadline?
      - YES
        - Complete staff section of request form
          - Log details on team EC sp/sheet
          - Update SAL record (5 working days). Email confirming approval not required
          - If brief reason not provided, email student requesting reason
          - If reason given raises concern then email student with guidance or refer to team leader
          - Log extension details on ‘Assessments / Marks’ tracker OR inform relevant team if assessment owned by another School
      - NO
        - Self-Cert request received after the deadline?
          - YES
            - Log extension details on ‘Assessments / Marks’ tracker
          - NO
            - Request received before the deadline? (Note- ECPs / Teams may have agreed time-limits, e.g. 14 days, after which request should be referred to ECP)
              - YES
                - Contact student reminding them that requests received after the deadline need to be supported by evidence and considered in accordance with regs
              - NO
                - Request received after the deadline?
                  - YES
                    - Pass to Coordinator immediately (with supporting evidence / pending evidence)
                  - NO
                    - Request relates to Group work /Group Presentation?
                      - YES
                        - Pass to Team Leader
                      - NO
                        - If not already provided / obvious, ask student to provide explanation for the late request then pass to Team Leader immediately (with supporting evidence / pending evidence)

Once decision made and paperwork is returned to you:

- Log details on team EC sp/sheet
- Update SAL record (if approved, incl.provisional approval)
- Send relevant SITS email (including for provisional approvals) ensuring method of submission is checked against the eVision record (&copying in relevant Hub if assessment owned by another School)
- If a provisional approval pending evidence, file request in separate ‘pending file’. Evidence must be received within 10 working days from receipt of request. If not received, remove provisionally agreed date form SAL record and enter an ‘NS’ flag in the student SAS record if deadline has passed
- Log extension details on ‘Assessments / Marks’ tracker
Coordinator

Extension Request received

- Request meets the ARC criteria and some relevant evidence received at same time of request and/or expected within 10 working days of request
  - LTS Coordinator to consider (and can approve / provisionally approve pending outstanding supporting evidence) including retrospective
  - Complete staff section of Request form, providing clear instructions of decision and pass to Team for processing

- No supporting evidence can be provided
  - Contact ECP with details. Attach copy of decision to request paperwork

- Request cannot be mapped to ARC criteria and/or supporting evidence not clear
  - Contact ECP with details. Attach copy of decision to request paperwork
Template Email for ECP Referral:

Dear panel members,

Please find details of an extension request as follows:

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Student:

Request (module/assessment):

Original submission date:

Requested submission date:

LTS Comments:

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Likely acceptable circumstances, as specified by the ARC, can be found at http://www.uea.ac.uk/learningandteaching/documents/assessment/Extract+from+ARC+Appeals+and+Extenuating+Circumstances+Guidelines.

Full guidelines are at: http://www.arc.ac.uk/uploadedfiles/documents/ARCAppealsExtCircs.pdf

I’d be grateful if you could let me know your decision as soon as possible (an outcome must be communicated to the student within 3 working days). Once I receive a consensus from at least 2 panel members, I shall proceed with the decision.

Regards

Team Leader / Coordinator Name