Policy on and procedures relating to exceptional circumstances for Post-Experience Programmes in Henley Business School (from January 2022)

2. Exceptional circumstances are defined, under the terms of this policy, as circumstances which are outside the control of the student and negatively affect academic performance.

3. The University is concerned to ensure that assessment is fair, and that results and

   Where students have been affected by exceptional circumstances, we may grant extensions to deadlines, further attempts at the assessment without penalty, and other provisions in order to ensure that they have a fair opportunity to demonstrate their achievement.

4. The purpose of this document is to outline the appropriate policy and procedures that staff and students should follow when students experience circumstances which have negatively impacted on their performance. The policy is designed to do four things:

   a. ensure that students are appropriately supported by their Schools when exceptional circumstances are brought to the attention of Schools in a timely manner;

   b. ensure that all students are treated fairly and equitably in the light of exceptional circumstances, and, in particular, that:

      they have a fair opportunity to demonstrate their achievement of relevant learning outcomes, and

      their achievement is fairly recognised;

   c. outline the responsibilities of students in informing the University of circumstances which are affecting their performance; and

   d. protect the academic integrity of programmes for all students.

5. This policy should be read alongside:

   Policy on and procedures for students returning to or repeating study

   Policy and procedures for suspensions

   Policy on and procedures relating to student academic engagement and fitness to study

   Disability information

6. In order to maintain the standards of scholarship, personal integrity and communal life

submitted late, without an agreed extension, will be penalised in accordance with the Policy on late submission of coursework (for Postgraduate Flexible programmes).

8. The University has services in place which can support and advise students who are dealing with difficulties, whether or not they qualify as exceptional circumstances

h. Problems with network facilities, personal computers or printers, except in cases where the student is unable to access campus. Faults associated with the VLE, Turnitin or University maintained network facilities preventing online assessment submission will be managed in line with policy outlined in the Online Submission Protocols;

i. Where students are studying on a full-time basis, issues relating to paid employment except in cases of work placements which contribute to the programme of study;

j. House moves, renovations or other routine accommodation difficulties;

k. Holidays, including attendance at marriages, festivals and like events including religious festivals. For more information, please see the

demotivating. You should discuss issues affecting your progress with your Academic Tutor or Apprenticeship Tutor where relevant.

16. You should submit an *Exceptional Circumstances*

20. Oncean extension request has been reviewed and approved by the Director of Academic Tutoring/designated Programme Administrator further extensions may be sought for the same assignment, with the total extension not exceeding 120 days from the original due date of the assessment.

Deemed Not to Have Sat (DNS)

21.

revoked. You must submit the request to the Henley School Office, providing a clear explanation how your circumstances have changed and why a Deemed Not to have Sat is no longer appropriate. The request will be considered by the University Standing Committee on

- University Study Advisers
- Student Financial Support
- International Student Advisory Service

form and a decision has been made, you will not be able to withdraw the request or decline the Deemed Not to have Sat which has been granted. Exceptionally, however, if your circumstances substantially change and you believe that it is no longer appropriate for you to be Deemed Not to have Sat, you may submit a request for the Deemed Not to have Sat to be revoked. You must submit the request to the Henley School Office, providing a clear explanation how your circumstances have changed and why a Deemed Not to have Sat is no longer appropriate. The request will be considered by the University Standing Committee on Special Cases, as appropriate.

41. The decision will be communicated by the Henley School Office.

42. This process relates and . If you have concerns about the decision on other grounds, you should refer to the section on Appeals (see sections 46-58 below).

Decisions following diagnosis of disability during a programme of study

43. In cases where a student has been diagnosed with a disability during their programme of study, the Director of Academic Tutoring, in consultation with Disability Advisory Services (DAS), is responsible for applying the policy on retrospective consideration of disability, which can be found at www.reading.ac.uk/cqsd/ /media/proj

circumstances procedures, the appeal will be considered under the procedures of the Senate Standing Committee on Examination Results.

48. The permissible grounds for an appeal are against a decision taken under the exceptional circumstances procedures:

    a. The procedures for considering an exceptional circumstances request were not properly followed;

    b. The decision reached, or the outcome, was unreasonable;

    c. The request was not properly considered, for example, relevant information included by the student was overlooked;

    d. The student was not given reasons for the decision of the Director of Academic Tutoring or USCSC;

    e. There is new material evidence which the student, for good reason, was unable to submit earlier in the process. In order to appeal on this ground you must already have followed the procedure indicated in sections 39-42;

    f. There was a reasonable perception of bias during the consideration of, and/or decision on, the request.

49. If the student chooses to appeal a decision that has been agreed by the Director of Academic Tutoring or by the USCSC, he or she must complete the form (available from the Examinations Officer website), setting out clearly the grounds for appeal, providing reasons and details of supporting evidence. The completed form must be emailed to the Student Appeals and Academic Misconduct Officer (ecfappeals@reading.ac.uk) within five working days of the date on which notification of the decision of the Director of Academic Tutoring or USCSC was issued.

50. The EC Appeal Board will not re-investigate or re-hear the case. Rather it will consider the case as submitted with reference to the grounds for appeal given in section 48.

51. The Board will have the power to:

    Confirm the decision which has been made

    OR

    Alter the decision which has been made, and determine such outcomes as, acting reasonably, it considers appropriate without referring the matter back to the USCSC or the Director of Academic Tutoring.

52. Appeals shall be considered by a panel of the Board.

53. Panels of the Board will comprise: one Teaching and Learning Dean, one Director of Academic Tutoring, one RUSU officer and a Secretary (to be appointed by the Head of Governance). Panels of the Board will have rolling membership (i.e. any post-holder for the designated roles can serve on a panel). The panel shall not include any member who has had any previous involvement in an exceptional circumstances case. An appropriate member of the Support Centres may be invited by the Chair to attend consideration of a case to advise the panel on matters of fact.

54. On receipt of the appeal statement, the Secretary will normally request a written response ctor of Academic Tutoring or the chair of the USCSC meeting at which the case was considered, except where the appeal relates only to an administrative error, the late submission of a case, and/or late submission of evidence, in which case a written response is not required.

55. The panel will receive a copy of the appeal file in advance of the meeting. This will normally contain the following:

    statement;

    any evidence submitted by the student in support of his or her appeal;

    section 54 above;

    a copy of all documents considered by the Director of Academic Tutoring or the USCSC;

    a copy of the procedures that have been applied;

    any other relevant documents pertinent to the appeal

56. The panel will normally meet, either in person or via conference call or equivalent, to consider the case and the written documentation. In special circumstances, it may be deemed necessary to consider the case via email. Where this is proposed the student will be notified in advance, including being provided with the reasons for this, and will have the opportunity to provide written responses and submissions.

57. The outcome of the appeal will normally be issued to the student within five working days of the appeal decision being made. The Secretary will send the outcome letter and any relevant documentation to the student via their university email account.

an External Examiner may, on request and on a confidential basis, have sight of exceptional circumstances forms and/or be provided with a brief synopsis of selected cases, and offer -making in respect of exceptional circumstances cases.

See Code of Practice on the External Examining of Taught Programmes, section 11, for further information.

Annex 1: Further information on evidence required to support exceptional circumstances

Please also refer to the note on the relaxation of evidence requirements in paragraph 14A-D above, which applies until 9 December 2022 (inclusive).

1. With the exception of EC requests made under the self-certification arrangements (see section 17a), EC requests should be accompanied by evidence (with an English translation if the evidence is in another language). Where the original document is in another language, then the student may provide a certified translation into English (at their own expense). Alternatively, the student can submit the original document, with their own translation into English, on the understanding that the University will then get it checked.

2. The nature of the evidence required includes, but is not limited to:

   a) For bereavement, a signed and dated letter from a minister of religion, medical practitioner, solicitor, or a relative or friend, or an announcement in a newspaper, or an order of service, or a death certificate;

   b) For illness, a signed and dated letter from a medical professional practitioner (e.g. GP, clinical specialist, registered professional in psychiatric practice, or nurse practitioner) that states the dates when the illness affected the

e) For significant adverse personal or family circumstances encountered by a student, a signed and dated letter from one or more of the following: a medical practitioner, a social worker (stating their position with respect to the student), a registered psychological therapist, a registered professional in psychiatric practice, an officer of the law, a minister of religion, or a relative or friend. The letter must provide information on the time when the circumstances occurred, whether they are continuing and an opinion on the severity and effect the circumstances are having on the student;

f) For students who are competing in sport, or participate in other activity, at the national or international level, a letter must be provided from the supporting sports/organising body indicating the dates when the student is required for training, competitions and/or attendance;

g) For students who are attending a job interview, a copy of the invitation to interview;

h) For part-time and distance learning students in full-time employment only, who have experienced an increase in their workload due to circumstances beyond their control, or have been required by their employer or a client to work through normal periods available for study and/or assessment:

   i. Where they are in employment, a signed and dated letter from their employer that the student has been required by them to undertake work in the interests of the employer and that this was in time that had previously been agreed would be available to the student to study, prepare for assessment or take an assessment if appropriate;
   ii. Where they are self-employed, evidence from their client or the authorised representative stating that they have required the student to undertake unforeseen work that was necessary in times when the student had been required to attend the client or undertake the previously unforeseen work;

i) [illegible]-up papers (translated where necessary) together with evidence to show that the service cannot be deferred. Please note this does not apply to students on the Army Higher Education Pathway;

j) For students on the Army Higher Education Pathway where their exceptional circumstances are Army related and confidential, a supporting statement from the 1RO

This list is not exhaustive and other evidence may be relevant in particular

Annex 2: Possible outcomes of EC requests for specific assessment types

In addition to the outcomes set out in the table below, other possible outcomes are:

(a) You may be required to submit evidence by a specified deadline, which will normally be 10 working days from the request for submission of further evidence;

(b) Your request may be rejected on the grounds of insufficient evidence;

(c) Your request may be rejected on the grounds that the request is made due to an insubstantial event and is section 13 above.

: The Director of Academic Tutoring

extended to the end of that extension period, as long as th extension of registration period does not exceed 90 days (120 da for AHEP students). This may or be done once. In the case of request for an extension beyon registration, where the registratior

declines request or recommends approval to USCSC

(Important refer to the Notes for information in the case where a student would have multiple variant assessments across a module or would have a combinationof exemptions and variant assessments across the module.

				contributing >10% of module: SDAT declines request or recommends approval to USCSC (Important refer to the Notes for information in the case where a student would have multiple exemptions across a module or would have a combination of exemptions and variant assessments across the module.	basis of the remaining assessme and may wish to consult Module Convenors and Programme Directo It is important to note that the Director of Academic Tutoring doe not have the authority to reconsider the mark achieved even i circumstances have affected performance. Where an exemption would take the cumulative total of exemptions amount to more than 10% of the module, the request should be referred to USCSC if the SDA recommends approval. Where a student asks for a exemption for one piece of coursework and an alternative assessment for another assessmen which together represent more than 20% of the module assessment, the request should be referred to USCS if the SDAT recommends approval. In recommending an exemption, th Director of Academic Tutoring may wish to consult an External Examin for the programme before referral to

USCSC.

					When a student is DNSed in a module, the mark for the relevant assessment component is cancelled and the assessment for the module is incomplete. If you request a DNS examinations and/or coursework your original result for that attempt at the examination will be removed and cannot be reinstated. You are strongly advised to obtain evidence in support of your EC at the time of the circumstance to enable a prompt decision on your case following publication of results. Students can only be granted DNS at the overall result for the Part or Stage on two occasions per Part of study. For staff In eval circumstances, the panel will not normally consider marks achieved b

					the student. Students who have requested a DNS as part of the PostResults process have made the request in full knowledge of their results and are not able to decline a DNS once granted.

i	Assessment across Part/Year/Stage	Award of an Aegrotat degree or other Aegrotat award.	SDAT>USCSC> Programme Examiners>Senate Only requested if discussed with Academic Tutor (and some other relevant staff)	For students and staff	An Aegrotat is a degree awarded when a student is unable to complete the assessment for a programme du to illness or other exceptional circumstances, but where there is sufficient evidence, based on assessments completed and their performance, to provide a high level of assurance that they would otherwise have achieved a degree. (It is normally awarded where there is little possibility of their complet Tm 0

Annex 3: Membership and responsibilities of USCSC

1. The University Standing Committee on Special Cases has a rolling membership (i.e. any post holder for the designated roles can serve on a panel). Each meeting shall be attended by:

   A Teaching and Learning Dean (who may vary from meeting to meeting) (Chair)

   Two Directors of Academic Tutoring (which, for the avoidance of doubt, includes the Academic Director of Teaching and Learning at branch campuses)

   A member of Student and Applicant Services nominated by the Director of Student and Applicant Services

   Director of Administration or the Teaching and Learning Officer for HBS (or delegate with the approval of Chair)

   Secretary to be appointed by the Director of Student and Applicant Services

2. The Committee shall, in accordance with its procedures, consider exceptional circumstances requests submitted by students which have been appropriately submitted via an Exceptional Circumstances Form (ECF) and within the relevant timescales.

3. A Director of Academic Tutoring on the panel will not contribute to the discussion or decision in respect of cases from their own School or Department.

4. Advice from a professional from the University Medical Practice, Counselling and Wellbeing Service, and the Disability Advisory Services will be available to the panel at its request.

5. The USCSC will normally meet fortnightly during the Autumn and Spring Terms and weekly during the Summer Term, during the resit period and in the week immediately following examination periods.

6. The USCSC has the authority to grant outcomes in respect of exceptional circumstances as indicated in Annex 2.

7. Where the student has requested that a decision be made without the circumstances being disclosed to the Director of Academic Tutoring, the USCSC will determine such cases.