

EST 1892

LSBU

Late Submission and Extenuating Circumstances Notification Procedure

Policy last reviewed	September 2023
Approved by	Quality and Standards Committee
Published on	https://www.lsbu.ac.uk/about-us/policies-regulations-procedures

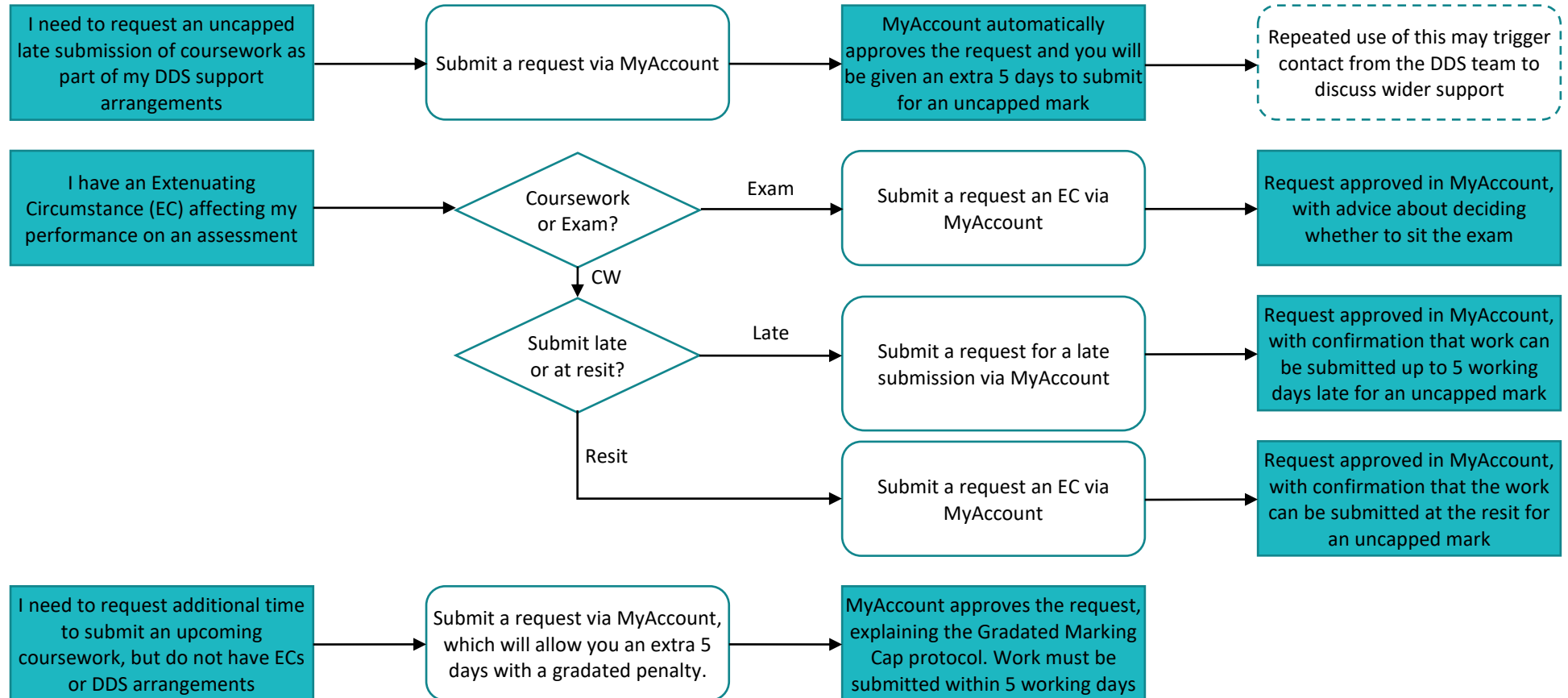
This Procedure is available in accessible formats on request from the Student Engagement team. Please contact: extenuating-circumstances@lsbu.ac.uk

Contents

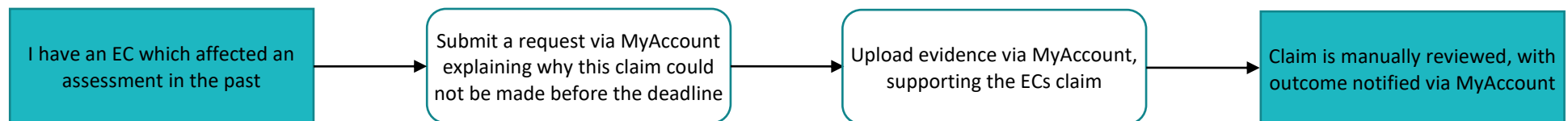
1.	Introduction.....	1
2.	Scope – who is covered by this procedure?.....	1
3.	Who is responsible for this procedure?	1
4.	What is Late Submission?.....	1
5.	Late Submission Penalties	2
6.	Graded Caps for Notification of Late Submission	3
7.	What are Extenuating Circumstances?	3
8.	Support for students	6
9.	Time Limits.....	6
10.	Making an extenuating circumstances claim	9
11.	Extenuating circumstances decisions.....	11
12.	Review	12
13.	Independent external review	14
14.	Records	14
15.	Use of data.....	14

Late Submission and Extenuating Circumstances Procedure Flowcharts

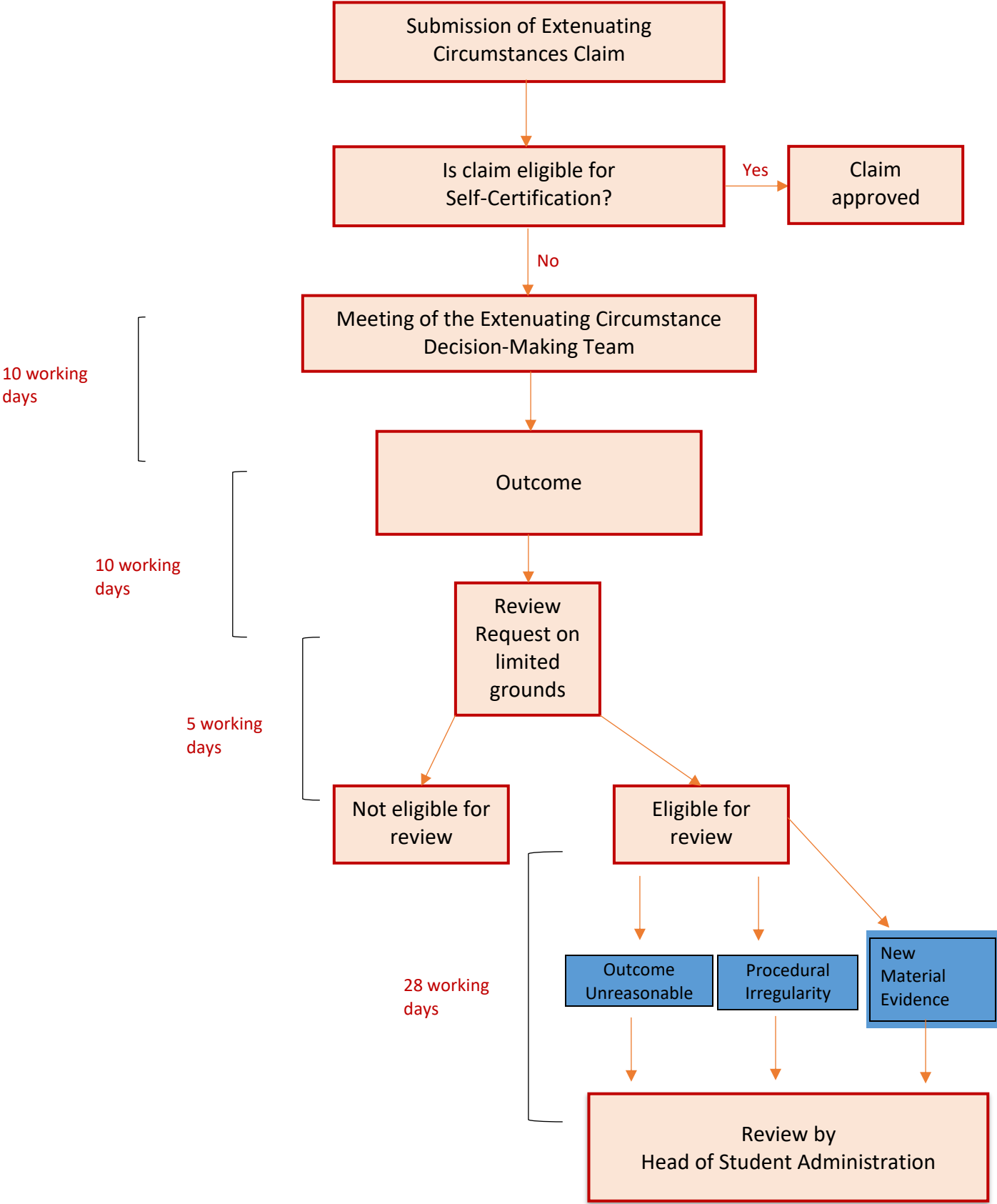
This diagram illustrates how requests made under this procedure are dealt with when submitted before an assessment deadline has passed, subject to restrictions on certain requests which are outlined in this Procedure.



This diagram illustrates how extenuating circumstance requests made under this procedure are dealt with when submitted after an assessment deadline has passed.



Student Extenuating Circumstances Flowchart



Late Submission and Extenuating Circumstances Notification Procedure

1. Introduction

- 1.1 All students are expected to adhere to assessment deadlines throughout their course. This ensures that the university is able to deliver timely feedback to students, as well as ensuring fairness with regards to the time provided to all students for the completion of assessments.
- 1.2 Late submission of coursework, or failure to attend exams, may lead to a penalty being applied to marks.
- 1.3 Under certain circumstances, described in this procedure, students may be able to request the option to submit work late without their mark being capped.

2. Scope – who is covered by this procedure?

- 2.1. The Late Submission and Extenuating Circumstances Notification Procedure applies to every student enrolled and registered with the University, including students on programmes delivered in partnership with other providers, unless otherwise stated in the relevant student handbook or course guide.

3. Who is responsible for this procedure?

- 3.1. The Pro Vice Chancellor Education and Student Experience (the “**PVC Education and Student Experience**”) has overall responsibility for the procedure, but has delegated day-to-day responsibility for overseeing its implementation to the staff identified in this procedure. All relevant members of staff have been made aware of the procedure and have received appropriate training.
- 3.2. This procedure will be reviewed from time to time (and at least every two years) by the Quality and Standards Committee and the University Solicitor to ensure that its provisions continue to meet our legal obligations and reflect best practice.

4. What is Late Submission?

- 4.1. A piece of coursework which is submitted up to 5 working days past the advertised deadline is considered a Late Submission.
- 4.2. Late Submissions may or may not be subject to a Late Submission Penalty, as determined by this Procedure.

- 4.3. Late Submission Penalties will not be applied to a piece of coursework (if it has been submitted within 5 days of the deadline date) where at least one of the following conditions apply:
- a_) A course work is submitted by a student with Disability and Dyslexia Support arrangements which include the option to request an uncapped Late Submission AND the student has submitted a Late Submission Notification prior to the deadline;
 - b) An Extenuating Circumstances Claim has been supported for the coursework.
- 4.4. Where neither of these conditions apply, a Late Submission Penalty will be applied to the assessment.
- 4.5. Coursework cannot be submitted beyond 5 working days of the advertised deadline, through any channel. All work submitted after 5 working days will be deemed to have not been submitted and will not be marked, regardless of whether a Late Submission Request has been submitted.
- 4.6. Late Submission only applies to coursework-type assessments, and not to timetabled Exams.

5. Late Submission Penalties

- 5.1. A Late Submission Penalty is a reduction made to the mark awarded for a piece of coursework which has been submitted past the advertised deadline, where neither of the conditions in Section 4.3 apply.
- 5.2. Academic staff will mark late submitted work and award a mark based solely on the academic merits of the work and these provisional marks may be released via Moodle. Late Submission Penalties are then applied by Student Administrators prior to marks being confirmed by Examination Boards. Final marks will be released after Examinations Boards have been completed and marks have been ratified.
- 5.3. There are two types of Late Submission Penalty:
- Marks are capped at the Pass Mark (40% for undergraduate assessments; 50% for postgraduate assessments), when the work is submitted within five days of the stated deadline, where there is no valid Late Submission Request and where none of the conditions in Section 4.3 apply.
 - Gradated Caps, where 5 percentage points are deducted from the awarded mark for every whole or partial working day past the advertised deadline that the work is submitted and there is a valid Late Submission Request. In this case, deductions will not go below the Pass Mark (40% for undergraduate assessments; 50% for postgraduate assessments).

6. Gradated Caps for Notification of Late Submission

- 6.1. Gradated Caps will only apply where a student has submitted a Late Submission Notification request via MyAccount **before** the advertised deadline and where no more than two requests for Late Submission or Extenuating Circumstances have been made in any 28-day rolling period.

Examples of Gradated Caps

1. An assessment is due on a Monday 20th October at 4pm, and a student submits a Late Submission Notification Request via MyAccount at 9am on the deadline date. This is accepted, and the student then submits their work on Wednesday 22nd October at 1pm. The work is marked and awarded 65% on its academic merits, but due to the late submission, 10% is deducted, so a mark of 55% is confirmed by the Examination Board.

Why? Because the work was submitted more than one but less than two working days past the deadline. A deduction of 5 percentage points is made for all or part of each working day past the deadline, leading to a total deduction of 10% of the original mark awarded.

2. An assessment is due on Friday 12th November at 4pm, and a student submits a Late Submission Notification Request via MyAccount at 9am on the deadline date. This is accepted, and the student then submits their work on Monday 15th November at 9am. The work is marked and awarded 72% on its academic merits, but due to the late submission, 5% is deducted, so a mark of 67% is confirmed by the Examination Board.

Why? Because the work was submitted within one working day of the deadline. Weekends are not counted as working days for the purposes of this Procedure, therefore a deduction of 5 percentage points is made from the mark awarded.

7. What are Extenuating Circumstances?

- 7.1. Extenuating circumstances are circumstances outside your control which may have a negative impact on your performance in an assessment.
- 7.2. Unless otherwise specified, 'assessment' is used in this procedure to refer to exams and coursework.
- 7.3. Extenuating circumstances may include but are not limited to:

- serious personal illness;
- a change/exacerbation in an existing health condition at the time of the assessment;
- death or serious illness of a family member or other person with whom you had a close relationship;
- missing part or all of an examination as a result of serious and unforeseeable disruption to public transport
- Extra-ordinary employment commitments

7.4. You may not claim extenuating circumstances on the grounds you:

- consider marks given to be too low;
- did not understand or were unaware of the course regulations;
- misread or missed the published examination timetable;
- lost work because of a technical or other failure (e.g. computer failure);
- failed to meet the requirements of the UK Visa and Immigration regulations;
- did not check your University email account regularly for new messages.
- Regular employment commitments

7.5. If you have a long-term medical condition or disability, the University provides support through the Disability and Dyslexia Support Team. Extenuating Circumstances are not intended to replace or to be applied for in lieu of the support provided by that team. We will not therefore normally consider a claim for Extenuating Circumstances based on such a condition/disability, unless the effects of the condition/disability have changed/exacerbated (as stated in section 7.3) and there is a good reason why you have not been able to access additional appropriate support ahead of the deadline.

7.6. If the circumstances which have led you to submit an extenuating circumstances claim persist for more than a few weeks and it is going to be difficult for you to study properly, it may be better for you to take a formal break from your studies and come back when you are able to manage better. Further details can be found in the Interruption and Withdrawal Policy.

7.7. Extenuating Circumstances claims provide support for students who experience unexpected, significantly disruptive circumstances arising from matters beyond their control which affect their ability to study or take assessments. It also intends to provide fairness for all students in relation to the assessments they are required to undertake during their time at the University. The aim of the process is to ensure that students who have established extenuating circumstances are not unfairly disadvantaged but also not advantaged over other students.

7.8. When supported, Extenuating Circumstances claims provide different options to students, dependent upon the type of assessment, and whether

the claim relates to a main or resit assessment period. These options are illustrated in the Late Submission and Extenuating Circumstances' Notification Flowcharts at the start of this document, and are also explained within MyAccount as part of the submission process. For clarity the outcomes of an approved extenuating circumstances claim are:

- 7.8.1. Coursework – allowed to submit late (up to 5 days) for an uncapped mark
 - 7.8.2. Coursework – allowed to submit at the next available opportunity (normally the resit period) for an uncapped mark.
 - 7.8.3. Exam – Sit the exam at the next available opportunity (normally the resit period) for an uncapped mark.
- 7.9. If your claim for extenuating circumstances relates to a resit period (where the main attempt in the same academic year did not have a supported claim for extenuating circumstances), your extenuating circumstances claim will be reviewed and an outcome given, but no changes will be made to your marks, which will remain capped at 40% for undergraduate programmes and 50% for postgraduate programmes.
- 7.10. If your extenuating circumstances claim is for an assessment where you have been found to have committed academic misconduct, any penalty imposed for the academic misconduct (e.g. a capped mark) will also apply to the resit or resubmission, including any attempts at the same assessment in subsequent academic years.
- 7.11. If you are a visa sponsored student there are specific Home Office requirements related to the number of attempts that you are permitted for an assessment. The Extenuating Circumstances Procedure does not override this, and so even if you have a valid claim for extenuating circumstances you may not be permitted a further attempt at the assessment. Further information on this can be found in the [Student Sponsorship and the issuing of Confirmation of Acceptance for Studies \(CAS\) Policy](#).
- 7.12. Claims for extenuating circumstances must be made in good faith. The “**PVC Education and Student Experience**” or their nominee will make spot checks of all claims and you could be asked retrospectively to provide evidence to substantiate your support extenuating circumstances claim.
- 7.13. If we discover that you have misused the self-certification process (detailed below), provided false or misleading evidence or otherwise claimed extenuating circumstances when you were not entitled to, your extenuating circumstances claim may be rejected or cancelled by the University.

7.14. In addition, you may be subject to disciplinary action under the Student Disciplinary Procedure and/or, where appropriate, under the Academic Misconduct Procedure, for example, if the University believes that by submitting false or misleading evidence, you gained improper advantage.

8. Support for students

8.1. You are encouraged to seek advice and support regarding this procedure from the LSBU Student Services and LSBU Students' Union Advisory Service.

8.2. The University will make reasonable adjustments to this procedure where it is reasonable to do so to prevent you from suffering substantial disadvantage as a result of your disability.

8.3. If your request for extenuating circumstances includes information that could indicate a disability, Specific Learning Difficulty or long-term medical or health condition, including mental health, you will be referred to the Disabilities and Dyslexia Service unless you indicate that you do not wish this to happen. Where an extenuating circumstances claim and/or a series of claims raises serious concerns about your ability to continue on your programme this may lead to a referral under the Fitness to Study Procedure or (for students on professionally accredited courses) the Fitness to Practise Procedure. Please be aware that the Fitness to Study Procedure is a supportive process intended to ensure that we are able to put the right support in place for students who are experiencing difficulties.

8.4. Further details of support services offered by the University are set out at Appendix A.

9. Time Limits

9.1. The timescales set out in this procedure require you to engage with the late submission and extenuating circumstances notification procedure and meet all of the University's stipulated deadlines for submission of claims and, where required, provide supporting evidence.

9.2. There may be cases where, for good reason(s), the University will need to extend the timeframe for dealing with your extenuating circumstances claim. When this is the case, we will contact you to explain the delay and set a new deadline for our response.

Early and Late submission of claims

9.3. Claims for extenuating circumstances can only be submitted a maximum of 28 days in advance of stated deadline on the system.

- 9.4. Late Submission Requests and Uncapped Late Submission Requests for students with DDS support arrangements must always be submitted prior to the advertised deadline and will not be accepted once a deadline has passed. Please see Section 4.5 for further information.
- 9.5. The University may accept Extenuating Circumstances claims after an advertised deadline has passed, given that the nature of some extenuating circumstances may prevent you from submitting a claim before a deadline has passed.
- 9.6. If you want to submit an Extenuating Circumstances claim after a deadline or examination date has passed, you are required to explain why you were unable to submit your claim before the deadline. The University will exercise discretion in supporting late Extenuating Circumstances claims where there is good and clear reason for late submission. The University will also act reasonably in exercising its discretion when determining what constitutes “a good and clear reason”.
- 9.7. When submitting late claims for extenuating circumstances, there will be a two-stage process for reviewing and accepting these claims.
 - 9.7.1. You will be required to submit a late extenuating circumstances submission request via “My Account” and you will be required to provide information (and evidence) as to why your claim is being submitted late, for example after the deadline/examination date or after a board of examiner decision.
 - 9.7.2. The University will determine whether the period that has passed since the deadline is commensurate with the reasons offered for the late submission.
 - 9.7.3. If the late submission is approved, you will then be invited to provide information and evidence for your extenuating circumstances for consideration in line with procedures set out in this policy.
 - 9.7.4. Where a late submission request is allowed and new information and evidence is provided, this will be considered as per the normal procedures, **but it is important to note that the approval of a late submitted extenuating circumstances claim may not change the decision of the Examination Board.**
 - 9.7.5. The extenuating circumstances team will liaise with the School to advise of an approved late extenuating circumstance requests and ask for confirmation of any Examination Board decisions relating to this. Both the decision relating to the late submission and the Examination Board will be communicated to the student at the same time.

Examples of claims submitted after the deadline

1. A student submits an extenuating circumstances claim six weeks after a deadline. The reason given for the late submission is that they were unwell at the time of the deadline, and evidence is submitted from their GP stating that they had been unwell for one week at the time of the deadline. **This claim is rejected.**

Why? Although the evidence provided by the GP demonstrates that the student had indeed been unwell at the time of the deadline, the student has not provided any justification as to why they did not submit their claim shortly after recovering from their illness.

2. A student submits an extenuating circumstances claim 3 weeks after a deadline. The reason given for late submission is they were hospitalised for two weeks at the time of the deadline, and evidence is submitted from their GP confirming this. **This claim is supported.**

Why? The student has provided evidence showing that they were unwell at the time of the deadline, and also shows that they may have had difficulty submitting their claim due to being in hospital. The student also submitted their claim shortly after leaving hospital, once they were able to do so.

3. A student submits an extenuating circumstance claim 1 week after the results release following an awards and progression board. The reason given is that they were unwell during part of the previous semester and this resulted in a poor grade within their a number of their final exam and the evidence provided covers the time of the exam. **This claim was accepted but no change in marks was made.**

Why? The student provided evidence and it has been accepted, however the module was failed overall, the examination mark could be amended to uncapped, but this would not result in a passed module. So there was no further action that could be taken.

- 9.8. If you want to make an Extenuating Circumstances claim but cannot provide the supporting evidence immediately, you should submit your claim anyway with an explanation as to why the evidence is not currently available. The Student Engagement Team will specify a deadline for the submission of supporting evidence. The deadline for the submission of supporting evidence can be subsequently extended provided that there are compelling reasons for doing so. You will be notified via email and "my account" that you have been asked for evidence and the deadline date.
- 9.9. If your claim is not accepted for being out of time, we will send you a Completion of Procedures letter that will explain the reason for rejection.

9.10. The University does not accept Late Submission Notification, or requests for uncapped Late Submission for students with DDS support arrangements, once the advertised deadline has passed.

Continuation of/Return to Study

9.11. If an extenuating circumstances claim submitted after the advertised deadline is accepted under this procedure, you need to be aware that there may be implications for your continuation and/or return to study, as all factors, including your academic success and ability, as well as class time missed and the availability of practice placements, will be taken into account. You may be asked to repeat a year and/or interrupt and wait for the next available opportunity to re-enrol.

10. Making an extenuating circumstances claim

10.1. Your extenuating circumstances claim must be submitted as soon as you are aware of the extenuating circumstances (but no more than 28 days in advance as per section 9.3) and, in any event, before the publication of results. Please see Section 8 for general provisions about time limits.

10.2. You should submit your claim for extenuating circumstances by completing the electronic Late Submission and Extenuating Circumstances Notification Form on MyAccount. In the exceptional cases where you are unable to access this form online, a manual version of the form can be completed (see Appendix B) and emailed to extenuating-circumstances@lsbu.ac.uk

10.3. For Extenuating Circumstances claims which are submitted prior to an advertised deadline, students are able to Self Certify claims, up to a maximum of 2 claims in any 28 day rolling calendar period (inclusive of Late Submission Notification claims). Self certification of a claim means that students simply need to explain the nature of their extenuating circumstance, but are not required to provide supporting evidence, and these claims will be instantly approved via MyAccount. Please note section 7.12 relating to the fair use of the policy and procedure.

10.4. Where an Extenuating Circumstances claim is submitted after an advertised deadline has passed, and/or where more than 2 claims in a 28 day rolling calendar period have been submitted, you will be required to submit supporting documentary evidence of your extenuating circumstance, which will then be manually reviewed by the Student Engagement Team. The outcome of such claims will be notified via MyAccount within 10 working days of the claim being submitted.

10.4.1. The claim on MyAccount will be shown on your dashboard and when approved will be recorded as “supported” where not approved will be recorded as “rejected”. Please see Section 11.4 for further reasons.

- 10.5. If an extenuating circumstance persists and continues to affect future assessments, you will be expected to make a new claim for each affected assessment. Where such circumstances persist over a sustained period, you may be referred to other University services for support, as appropriate.
- 10.6. If you have submitted a piece of coursework/completed an exam and this has been passed, then you are not able to use an approved Extenuating Circumstance to resubmit/resit this passed assessment. This is also detailed in the Assessments and Examination procedure.
- 10.7. For an extenuating circumstances claim to be successful it will normally be based on evidence of circumstances that are:
- non-academic;
 - unexpected;
 - significantly disruptive;
 - arising from matters beyond your control;
 - likely to have affected your academic (including clinical) performance (or ability to attend) to an extent that is significant.

Supporting evidence

- 10.8. Where required as per section 10.4, evidence provided in support of an extenuating circumstances claim needs to be relevant and objective (for example, provided by an independent and reliable third party), and dating from the time the extenuating circumstance occurred. Acceptable evidence might include (for example):
- letter from a GP or other medical professional
 - hospital appointment letter
 - statement from a counsellor
 - crime reference number
 - eviction notice
 - death certificate, funeral order of service or obituary
 - supporting letter from your personal tutor or course director describing the impact events have had on you
 - letter or statement from Transport for London or other bus or train operator
- 10.9. The above list is not exhaustive and the University will be flexible about the evidence it is willing to accept and in considering how the extenuating circumstances have impacted on your performance.
- 10.10. If you have submitted a claim and provide the supporting evidence later (within the set deadline) a decision will be made in relation to your claim and directed to the relevant Award and Progression Examination Board.

10.11. The university will set a cut off for the submission of extenuating circumstances claims ahead of the Examinations Boards and this will be visible to students.

10.12. if you have submitted evidence of extenuating circumstances within the deadline set by the Student Engagement Team, but not before the cut off and therefore not in time for the meeting of the relevant Award and Progression Examination Board, the Board will postpone consideration of your results until the Student Engagement Team notifies the Board whether your claim has been supported. Every effort will be made to process your claims, but please note that submitting claims close to the Examination Boards may result in a delay in the release of your results.

11. Extenuating circumstances decisions

11.1. The Student Engagement Team meets regularly to consider Extenuating Circumstances claims which were not automatically approved and self-certified via MyAccount. The remit of the Team is to ensure consistency of treatment of claims; provide a forum in which the confidentiality of extenuating circumstances claims can be maintained; and direct Award and Progression Examination Boards as to the validity of claims. Once you have submitted your claim and supporting evidence you can normally expect to receive a decision on your extenuating circumstances claim within 10 working days.

11.2. If your course has additional professional or statutory regulatory body requirements which impact on the operation of this procedure, decisions will be made in consultation with appropriate academic staff.

11.3. Your claim will be considered by the Student Engagement Team based on the information and supporting evidence you provided in your extenuating circumstances claim form and you will not usually have a right to attend the meeting in person.

11.4. The Student Engagement Team's decision will be recorded using the following terminology as appropriate:

- 'claim supported': if the Team has concluded that your claim meets the requirements and is supported by evidence, including self-certificate;
- 'claim acknowledged and pending, evidence to follow': if the Team has accepted the claim and your evidence (including self-certificate) is to be provided by a set deadline;
- 'claim pending' where either the claim is submitted too far in advance, or the claim is being held until the team next meets to make a decision on pending claims;
- 'claim rejected': if the Team has concluded that your claim or the evidence (including your self-certificate) provided does not meet the requirements. The Team must give reasons for rejecting your claim on this basis;

- 'claim rejected, reasons for non-submission of evidence not accepted': the Team will make clear why it is unwilling to provide you with an extended deadline for you to provide your supporting evidence;
- 'claim rejected, deadline for submission not met': this applies either where your claim was not submitted by the specified date and you did not provide acceptable evidence (including a self-certificate) to explain why you were unable to comply with the deadline, or where you were given an extended deadline to submit your supporting evidence, but you did not submit the evidence by the extended deadline and you were not granted a further extension of time.

11.5. The Head of Student Administration or nominee will be responsible for ensuring that the decision on a claim for extenuating circumstances is communicated in writing within 10 working days to you and the administrator of your programme.

11.6. The Award and Progression Examination Board will only consider acting on the basis of extenuating circumstances if they have been presented in accordance with this procedure.

11.7. If your extenuating circumstances for a failed module have been accepted, the Award and Progression Examination Board may condone the affected module(s) or, if appropriate based on the number of attempts you have had, allow you to resit/resubmit your work without having your results capped.

12. Review

12.1. If you are dissatisfied with the decision of the Extenuating Circumstances Decision-Making Team you have 10 working days, from the date of the decision, to request a Review of that decision by submitting a request through MyAccount. If you are unable to submit a request through MyAccount, by exception, please send your request via email to ecsreview@lsbu.ac.uk stating "Extenuating Circumstances Review Request", together with your full name and student number in the subject section of your email. We will normally acknowledge your request within 5 working days of receiving it.

12.2. A request for a Review will be granted on limited grounds, namely:

- (i) there was a procedural irregularity at the formal stage (e.g. there was a material failure by the University to follow the Extenuating Circumstances Procedure, clear reasons were not provided for the decision, or there is evidence of bias);
- (ii) the outcome was not reasonable in all the circumstances (i.e. no reasonable decision-maker, properly directing him/her/itself and

taking into account the relevant facts, could have reached that decision);

- (iii) new material evidence is available which you were unable, for valid reasons, to provide earlier in the process

- 12.3. You should set out your concerns clearly and succinctly and provide evidence in support (where possible). You must explain how your request for a Review falls within one or more of the grounds set out above in section 12.2
- 12.4. The Head of Student Administration or nominee will make a decision as to whether your request for a Review is based on the permitted grounds and hence eligible to be considered, and will normally notify you within 5 working days of receiving the request if it has met the criteria set out in section 12.2
- 12.5. If we believe that the grounds are not satisfied, you will be informed of the decision to reject your request for a Review and a Completion of Procedures letter ("COP") will be issued to you (see paragraph 12.9 below for further information).
- 12.6. If we believe that one or more of the grounds for Review (set out at paragraph 12.2) have been satisfied, then your case will be reviewed by the Head of Administration or nominee. They will review all information collated from the original decision, together with any new evidence presented to make a decision. In some circumstances they may contact you and/or anyone else involved in the matter if they consider it necessary.
- 12.7. There could be several outcomes of the Review, as determined by the Head of Student Administration.
- 12.7.1. Where a claim was submitted in line with section 12.2 (i) and (ii) the head of Student Administration could:
- 12.7.1.1. Either uphold the outcome made by the Extenuating Circumstances Decision-Making Team
 - 12.7.1.2. or make a different finding which overturns the outcome.
- 12.7.2. Where a claim was submitted in line with section 12.2 (iii) the head of Student Administration could either:
- 12.7.2.1. support the claim and ask for an uncapped late submission request or an uncapped resit opportunity at the next available opportunity
 - 12.7.2.2. support the claim, due to academic/regulatory reasons, no change will be made to the original decision/ mark made by the Examination Boards; or

12.7.2.3. reject the claim and no changes be made to yours marks.

12.8 The decision taken at the Review stage is final. The final decision of the Review will be communicated to you in writing, with reasons, usually within 28 days from your Review request being accepted.

12.9 If the outcome of the Review is favourable to you, you can request the University to provide you with a COP within 28 days of the date of the outcome letter. Where such a request is made, a COP will be provided within 14 days of the request.

12.10 If the outcome of the Review is unfavourable to you, a COP will be sent to you automatically within 28 days of the decision letter being issued.

12.11 All CoP letters for unfavourable decisions will be discussed with the PVC Academic Framework during a termly review process.

13 Independent external review

13.1 If you are not satisfied with the outcome of this process, you may make a complaint to the Office of the Independent Adjudicator for Higher Education provided you have been issued with a COP. That letter will explain how you can submit a complaint and the deadline for doing so is 12 months from the date of the letter.

14 Records

14.1 A copy of your extenuating circumstances claim(s) and supporting documents will be retained until after you have completed your programme.

15 Use of data

15.1 The University will collect data on extenuating circumstances claims at each stage of this procedure and any complaint submitted by you to any regulators (including the OIA), and use the data:

- (i) internally for reporting, evaluation, learning and training; and
- (ii) externally for discussion with regulators in the higher education sector

15.2 The data used by the University for the purposes set out in paragraphs 15.1 i) and ii) will be anonymised.

15.3 Your personal data and sensitive personal data ('Personal Data') as defined by the General Data Protection Regulation ("GDPR") (i.e. any

information relating to an identified or identifiable living person) and obtained in the course of dealing with your extenuating circumstances claim may be disclosed to the University's members of staff and regulators for the purpose of dealing with your extenuating circumstances claim, a complaint arising out of it and/or implementing any recommendations. We may use this information to identify support or services relevant to you. Personal Data will not be shared with any other third parties unless the University has your express consent, has a statutory obligation to do so, or is otherwise permitted to do so under the GDPR or the Data Protection Act 2018. The University's Privacy Notice for Applicants and Students can be found at:
https://www.lsbu.ac.uk/__data/assets/pdf_file/0007/127915/applicants-students-privacy-notice.pdf

Appendix A: Support for students

The University provides a number of student support services. These are open to any student who is experiencing difficulties during their studies. Students are encouraged to engage with the services and take up any appropriate support available to them.

The following are University-run services:

a) **Mental Health and Wellbeing team**

Support and advice to any student experiencing personal difficulties, who may be struggling to cope at University or who just needs someone to talk to. Appointments are available on the day by visiting the Student Life Centre helpdesk – you can also call 0207 815 6454 / email studentwellbeing@lsbu.ac.uk

b) **SilverCloud – online support anywhere, any time**

SilverCloud is an online self-help resource and can support you with anxiety, depression, body image or stress. It's free to use, just sign up with your lsbu.ac.uk email address: <https://lsbu.silvercloudhealth.com/signup/>

c) **Disability and Dyslexia Support (DDS)**

[Disability & Dyslexia Support \(DDS\)](#) is a dedicated service for students who have a disability, mental health condition, long-term medical condition or specific learning difficulty (including dyslexia). We also offer screenings for dyslexia throughout the year. Visit the Student Life Centre helpdesk, call 0207 815 6545 or email disability@lsbu.ac.uk.

d) **Student Advice**

Advice and guidance on financial and money management, and help with any personal, emotional or academic issue you may face. Appointments are available on the day by visiting the Student Life Centre helpdesk – you can also call 0207 815 6454.

e) **Skills for Learning team**

The [Skills for Learning](#) team offer academic support in a range of areas (such as essay writing, presentation skills etc.). Appointments are available through the Student Life Centre or by calling 0207 815 6454.

Support is also available through the [Students' Union](#). The Union provides free, [confidential and impartial advice](#) and a place to talk during difficult times you may face as a student. You can book an appointment by calling 0207 815 6060 or by visiting the SU reception in the Student Centre (by the Venue bar).

Appendix B:

Late Submission Notification Form

(only for use by students who cannot access MyAccount)

Part A: Personal Details

Student ID*	
First Name(s)	
Surname	
LSBU Email	
Telephone Number	
Course Name	
School and Division	
DATE CLAIM SUBMITTED	

*Please note that we are unable to process claims which do not include a valid LSBU student ID number

Part B: Assessment Details

Please list the assignments for which you wish to make a claim under this procedure (you must specify the precise modules and assessments to which your claim relates). If you are claiming for more than three assessments, please duplicate the table, below, or submit another form.

Module Title	
Assessment Name (e.g. Lab Report 1)	
Assessment Type	Coursework / Exam
Assessment Deadline	

Module Title	
Assessment Name (e.g. Lab Report 1)	
Assessment Type	Coursework / Exam
Assessment Deadline	

Module Title	
Assessment Name (e.g. Lab Report 1)	
Assessment Type	Coursework / Exam
Assessment Deadline	

If you are requesting an uncapped late submission as part of your DDS support arrangements, **please skip Part C in this form**, then **complete the Declaration in Part D and submit the form**.

If you are notifying the University that you will be submitting a piece of work late, but do not have extenuating circumstances or DDS support arrangements, then **complete Part C and the Declaration in Part E and submit the form**.

Part C Late Submission Notification (Coursework Only)

Please note that you are only able to notify the University of a late submission before a deadline has passed, and you may only submit notifications for a maximum of two assessments in any 28-day rolling period (inclusive of any Extenuating Circumstances made in the same period). If you submit a claim after a deadline has passed, or have exceeded the maximum number of permitted claims, then any late submitted work will be capped at a pass mark. If your claim is supported, your assessment mark will be reduced by 5% for every whole or partial working day that you submit past the deadline, up to a maximum of 5 working days.

Please explain in the space provided below the reason you are unable to submit your work by the advertised deadline:

Part D: Declaration

I declare that:

- The information I have given on this form and in the attached documents is true**
- By ticking here you are confirming that all the above details are correct and you wish to submit the claim outlined in this document for consideration by the University**

For correspondence regarding this form, please email: extenuating-circumstances@lsbu.ac.uk

Data Protection Statement

Personal data collected on this form will only be used for the purpose of administering the Extenuating Circumstances Procedure or to identify support or services relevant to you. For further information see the Extenuating Circumstances Procedure and the Applicants and Students Privacy Notice:

https://www.lsbu.ac.uk/_data/assets/pdf_file/0007/127915/applicants-students-privacy-notice.pdf

Appendix C:

Extenuating Circumstances Notification Form

(only for use by students who cannot access MyAccount)

Part A: Personal Details

Student ID*	
First Name(s)	
Surname	
LSBU Email	
Telephone Number	
Course Name	
School and Division	
DATE CLAIM SUBMITTED	

*Please note that we are unable to process claims which do not include a valid LSBU student ID number

Part B: Assessment Details

Please list the examinations/assignments for which you wish to make a claim under this procedure (you must specify the precise modules and assessments to which your claim relates). If you are claiming for more than three assessments, please duplicate the table, below, or submit another form.

Module Title	
Assessment Name (e.g. Lab Report 1)	
Assessment Type	Coursework / Exam
Assessment Deadline	

Module Title	
Assessment Name (e.g. Lab Report 1)	
Assessment Type	Coursework / Exam
Assessment Deadline	

Module Title	
Assessment Name (e.g. Lab Report 1)	
Assessment Type	Coursework / Exam
Assessment Deadline	

If you are making an extenuating circumstances claim, please complete Part C and complete the Declaration in Part D and submit the form.

Part C: Extenuating Circumstances

Do your extenuating circumstances relate to:

- Serious personal illness**
- Death or serious illness of a member of your immediate family or another person with whom you had a close relationship**
- Serious disruption to public transport preventing your attendance at an examination**
- Other (please describe in the space, below)**

Please describe the specific circumstances and how they affected your performance in the examination(s) or assessment(s):

Please ensure that you attach the relevant supporting information (see section 9.7 of the Late Submission and Extenuating Circumstances Notification Procedure). If you are unable to provide supporting evidence, please explain why, below. If you need additional time to obtain evidence, please submit this form now, and tell us in the space below when you will be able to obtain this evidence.

Part D: Declaration

I declare that:

- The information I have given on this form and in the attached documents is true**
- By ticking here you are confirming that all the above details are correct and you wish to submit the claim outlined in this document for consideration by the University**

For correspondence regarding this form, please email: extenuating-circumstances@lsbu.ac.uk

Data Protection Statement

Personal data collected on this form will only be used for the purpose of administering the Extenuating Circumstances Procedure or to identify support or services relevant to you. For further information see the Extenuating Circumstances Procedure and the Applicants and Students Privacy Notice:

<https://www.lsbu.ac.uk/data/assets/pdf/file/0007/127915/applicants-students-privacy-notice.pdf>