

Late Submission and Extenuating Circumstances Procedure

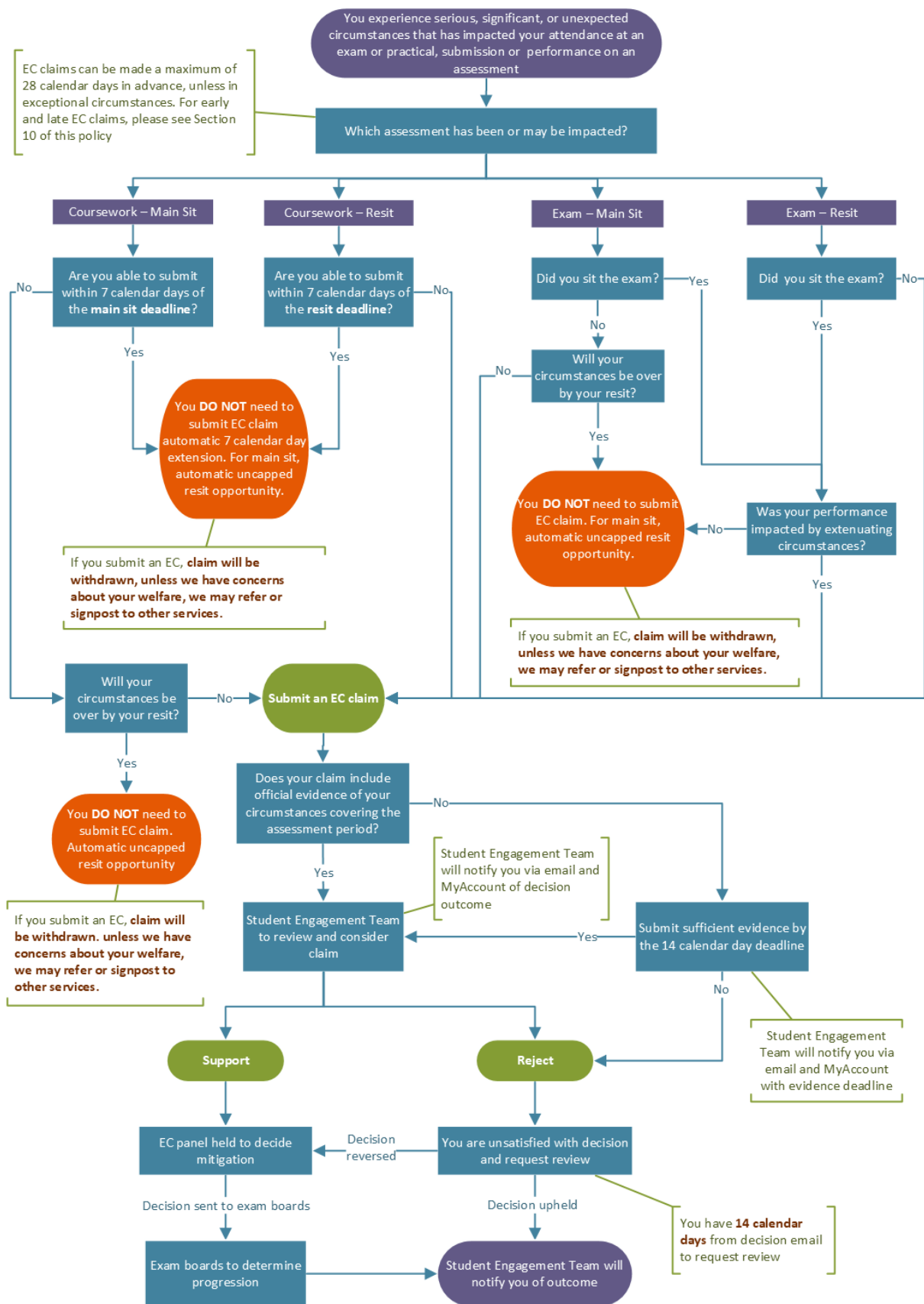
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This Procedure is available in accessible formats on request from the Student Engagement Team. Please contact: extenuating-circumstances@lsbu.ac.uk

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Extenuating Circumstances Flowchart



Late Submission and Extenuating Circumstances Procedure

1. Introduction

- 1.1. At LSBU, we recognise that life can present unexpected challenges. Our aim is to foster a supportive academic environment that acknowledges the realities students may face, while upholding the high standards and integrity of our education.
- 1.2. Whilst all students are expected to adhere to assessment deadlines throughout their course, the Late Submission and Extenuating Circumstances process is designed to support students who encounter unexpected, significantly disruptive events beyond their control which affect their ability to study or take assessments. It also intends to provide fairness for all students by applying a consistent, transparent process. The goal is to ensure that the students who have faced genuine extenuating circumstances are not unfairly disadvantaged – while also ensuring that no undue advantage is gained.
- 1.3. This document details the procedures, associated definitions, possible mitigations and outcomes around the late submissions and extenuating circumstances processes.

2. Scope – who is covered by this procedure?

- 2.1. The Late Submission and Extenuating Circumstances 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.
- 2.2. This procedure does not apply for students studying with our collaborative partners supported via LSBU Global. Please liaise directly with LSBU Global and your partner institution for further information.

3. Who is responsible for this procedure?

- 3.1. The Pro Vice Chancellor Education and Student Experience (the “PVC ESE”) has overall responsibility for the procedure but has delegated day-to-day responsibility for overseeing its implementation to the Head of Student Administration and the Student Engagement Team as detailed in this procedure document.
- 3.2. All relevant members of staff have been made aware of the procedure and have received appropriate training.
- 3.3. 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 late submission is any assessment submitted after the deadline published as recorded in the Student Record System (SRS).
 - 4.1.1. Deadlines in the Virtual Learning Environment should mirror those found on the Student Record System.
- 4.2. Students are encouraged to submit all coursework by the original published deadline date(s). Academic staff within Colleges design their assessments in line with the undergraduate or postgraduate curriculum framework. They are designed to ensure that course learning outcomes can be demonstrated and that students can learn from and improve their assessment performance as they progress through the course. Deadlines are set with this in mind but also enable the University to deliver timely feedback for assessments and ensures fairness to all students. To support student success deadlines are set, where possible, to avoid bunching, and missing the original deadlines can sometimes lead to students having multiple deadlines colliding in the same period.
- 4.3. The aim of the late submission is to support students who may be experiencing unexpected challenges, difficult circumstances or unforeseeable issues.
- 4.4. To support students who find themselves in these difficult situations or students who have registered with the Disability and Dyslexia Support Team (DDS Team) we are offering the exceptional opportunity to submit some coursework assignments up to 7 calendar days after the published deadline date and time with no penalty applied.
 - 4.4.1. Any submission after the original deadline but within 7 calendar days will be recorded as a late submission on the Virtual Learning Environment and on the Student Record System, but no penalty will be applied.
- 4.5. To further support students there is no need for a request to be made for a late submission. Where a late submission is allowable the submission link on the Virtual Learning Environment will remain open for those extra days.
- 4.6. Students should not be able to submit their work past the additional 7 calendar days (original deadline date plus 7 calendar days) and anything that is submitted will be considered as a non-submission ("N/S") and receive a mark of zero ("0") for the assignment.
- 4.7. Where a student does not submit, this will be recorded as a non-submission (N/S) and no mark given.
- 4.8. Late submissions will be monitored and where a student has made repeated late submissions in the same academic year they may be referred to relevant teams and services within the institution for support, guidance and further discussions.
- 4.9. Late submission only applies to coursework assessments and in some exceptional circumstances some coursework may not be eligible for pedagogic

reasons. This could include group work, presentations, in class tests, online quizzes, practical lab based assessments and vivas. Exams are not covered by this procedure and must be completed on time in line with the exam timetable.

- 4.9.1. If an assessment is not eligible for late submission this should be clearly articulated in the Course Specification and considered as part of the validation/revalidation process.
- 4.9.2. Other options to support the student may be available where they have been unable to submit/complete assessments due to serious, significant or unexpected reasons.

5. What are Extenuating Circumstances?

- 5.1. Extenuating circumstances are defined as circumstances outside a students' control that are **serious, significant** and/or **unexpected** affecting their ability to study, take part or submit assessments.
- 5.2. These exceptional circumstances may also have a negative impact on their performance in completing an assessment, coursework, exam or other academic activities required during a student's chosen course of study or could mean that they were unable to attend an assessment.
- 5.3. Students can submit an extenuating circumstance claim for all types of assessments. Claims can be made (up to 28 days) prior to the date of an exam or deadline for an assessment (please see section 10 for further details around timings), on the day of the exam/assessment deadline or as soon as possible after the event.
- 5.4. The aim of the extenuating circumstances process is to ensure that students who have established extenuating circumstances are not unfairly disadvantaged but also not advantaged over other students.
- 5.5. Extenuating circumstances may include but are not limited to:
 - 5.5.1. serious personal physical or mental illness;
 - 5.5.2. a change/exacerbation in an existing health condition at the time of an assessment;
 - 5.5.3. death or serious illness of a family member or other person with whom a student had a close relationship;
 - 5.5.4. unexpected caring responsibilities for an immediate family member or dependent;
 - 5.5.5. significant personal or family crises leading to acute stress;
 - 5.5.6. witnessing or experiencing a traumatic incident;
 - 5.5.7. a crime which has had a substantial impact on the student;

- 5.5.8. an emergency or crisis that prevents the student from attending an exam or accessing an online assessment;
- 5.5.9. exceptional and/or unforeseen employment commitments (reviewed on a case by case basis).

5.6. Students may not claim extenuating circumstances on the grounds they:

- 5.6.1. consider marks given to be too low;
- 5.6.2. did not understand or were unaware of the course regulations;
- 5.6.3. misread or missed the published exam timetable;
- 5.6.4. lost work or unable to submit because of a technical or other failure (e.g. computer failure);
- 5.6.5. where there is wholesale systemic failure of a University platform, these issues will be mitigated against as appropriate, but not through the Extenuating Circumstances Procedure;
- 5.6.6. failed to meet the requirements of the UK Visa and Immigration regulations;
- 5.6.7. did not check their University email account regularly for new messages;
- 5.6.8. have regular employment commitments;
- 5.6.9. have holidays, house moves or other events that were planned or could reasonably have been expected;
- 5.6.10. have a minor illness such as common colds or hay fever, unless the symptoms are particularly severe;
- 5.6.11. have minor transport disruptions;
- 5.6.12. have uploaded incorrect documents as their submission or missed a deadline due to technical issues.

5.7. If students have a long-term medical condition or disability, the University provides support through the Disability and Dyslexia Support Team. The Extenuating Circumstances Procedure is not intended to replace or to be applied for in lieu of the support provided by that team. Extenuating circumstances claims will not therefore normally be considered for circumstances based on such a condition/disability, unless the effects of the condition/disability have changed/exacerbated and there is a good reason why a student has not been able to access additional appropriate support ahead of the deadline.

5.8. Claims for extenuating circumstances must be made in good faith. All claims submitted must be evidenced and a request for further information will be made to claims without supporting documentation before a decision can be made.

5.9. If it is discovered that students have misused the Extenuating Circumstances Procedure, for example providing false or misleading evidence or otherwise claimed extenuating circumstances when they were not entitled to, an extenuating circumstances claim may be rejected or cancelled by the University. In addition, students 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, a student gained an improper advantage.

6. How do I make an extenuating circumstances claim?

6.1. Extenuating circumstances claims must be submitted as soon as students are aware of the extenuating circumstances (but no more than 28 calendar days in advance and, in any event, before the publication of results). Please see section 10 for general provisions about time limits.

6.2. Where a student attempts an exam, commences or submits coursework, they will be deemed to have made the decision that they were “fit to sit” and any mark achieved will stand. However, if during the exam or coursework submission they believe that their performance was impaired then they could submit a request for an extenuating circumstances claim (with evidence). This would be considered by the extenuating circumstance decision making team and reviewed by the EC Panel chaired by the Associate Dean for Quality.

6.3. Exam boards will only consider acting on the basis of extenuating circumstances if they have been presented in accordance with this procedure.

Step 1 – Submitting the request

6.4. Students should submit their claim for extenuating circumstances by completing the electronic extenuating circumstances notification form on myLSBU <https://my.lsbu.ac.uk/>

6.5. The claim on MyAccount will be shown on the student’s dashboard and when approved will be recorded as “supported” and where not approved will be recorded as “rejected”. Please see Section 7.5 for further reasons.

6.6. In the exceptional cases where students are unable to access this form online, a Microsoft form can be completed using the following link: <https://forms.office.com/e/R7CDXQHdKC>

6.6.1. The details from this form may be uploaded into myLSBU to better support the claim process.

6.7. If an extenuating circumstance persists and continues to affect future assessments, students will be expected to make a new claim for each affected assessment. Where such circumstances persist over a sustained period, students may be referred to other University services for support, as appropriate.

Step 2 – Submitting evidence

- 6.8. Evidence will **always** be needed to support a claim for extenuating circumstances.
- 6.9. We understand that sometimes this may take time to obtain and we would encourage students to consider what they can obtain when they submit their claim.
- 6.10. Where no evidence is provided at the time of submission, students will be contacted by the Student Engagement Team with a deadline for submissions, normally within 14 calendar days. If they are unable to meet the deadline, they will need to liaise with the team to agree the length of time they will need and due consideration will be given.
- 6.11. Where no communication is received and no evidence is provided the Student Engagement Team will reject the claim.
- 6.12. All evidence should be
- 6.12.1. relevant and objective (for example, provided by an independent and reliable third party),
 - 6.12.2. dated from the time the extenuating circumstance occurred,
 - 6.12.3. in English. Where the document originates outside of the UK, it will need to be translated using an official translation service.
- 6.13. Acceptable evidence might include (for example):
- 6.13.1. A letter from a GP or other medical professional stating the date and time of an appointment and what the appointment was for;
 - 6.13.2. A hospital appointment letter stating the date and time of an appointment and/or a diagnosis of an acute or chronic medical condition;
 - 6.13.3. A statement from a counsellor confirming they are receiving support, including dates they have been seeking support from/until;
 - 6.13.4. A police report, which includes the crime reference number or evidence of having reported this to a reputable independent 3rd party organisation;
 - 6.13.5. A copy of an eviction notice;
 - 6.13.6. A death certificate, funeral order of service or obituary;
 - 6.13.7. A supporting letter from a personal tutor or course leader describing the impact events have had on the student;

6.13.8. Letter or statement from Transport for London or other bus or train operator;

6.13.9. Letter or statement from the employer that the work commitment was unplanned, unavoidable or compulsory.

6.14. The above list is not exhaustive and the University will endeavour to be flexible about the evidence it is willing to accept and in considering how the extenuating circumstances have impacted on a student's performance.

7. Extenuating circumstances decisions making process

7.1. For an extenuating circumstance claim to be successful it will normally be based on evidence of circumstances that are:

7.1.1. non-academic;

7.1.2. unexpected;

7.1.3. serious and/or significantly disruptive;

7.1.4. arising from matters beyond a student's control;

7.1.5. likely to have affected a student's academic (including clinical) performance (or ability to attend) to an extent that is significant.

7.2. The Student Engagement Team will review each case, working to ensure consistency regarding the treatment of claims and decisions. The claim will be considered by the Student Engagement Team based on the information and supporting evidence provided in the extenuating circumstances claim form.

7.3. Once a student has submitted their claim this will normally be reviewed within 14 calendar days.

7.4. Where no evidence has been provided the student will be contacted and asked to submit this and given 14 calendar days to do so. Claims processing may be delayed if claims are submitted with missing or incomplete evidence.

7.4.1. If no evidence is provided by the deadline the claim will be rejected as it will be considered incomplete. Please see the section on evidence for further information as to what would be considered.

7.5. This extenuating circumstance (EC) decision will confirm if the claim has been supported (approved) or rejected and will be recorded using the following terminology as appropriate:

7.5.1. **'claim supported'**: if the Team has concluded that the claim meets the requirements and is supported by evidence;

7.5.2. **'claim supported awaiting mitigations'** if the Team has concluded that the claim meets the requirements, is supported

but is awaiting the EC panel which makes the decision regarding the mitigation to be applied;

- 7.5.3. **'claim acknowledged and pending, evidence to follow'**: if the Team has accepted the claim and the evidence is to be provided by a set deadline;
- 7.5.4. **'claim pending'** where the claim is being held until the Team next meets to make a decision on pending claims;
- 7.5.5. **'claim rejected'**: if the Team has concluded that the claim or the evidence (including the self-certificate) provided does not meet the requirements. The Team must give reasons for rejecting the claim on this basis;
- 7.5.6. **'claim withdrawn'** If the student withdraws the request for the claim.

7.6. This list is not exhaustive but will help the student understand the type of terminology used in the process.

8. Extenuating Circumstances Panels (EC panel)

- 8.1. All supported (approved) extenuating circumstances claims will normally be considered by an EC panel in line with exam boards dates, at the award and/or progression points for the course.
 - 8.1.1. In some exceptional cases claims may be considered outside of panels but using the same process and the same members of the panel as stated in Section 8.2.
- 8.2. This panel will be led by the Head of Student Administration (or their nominee) the Associate Dean for Quality (for each College respectively), the secretary to the exam board and include members of the Student Engagement Team.
- 8.3. The EC panel will also always have the least amount of people necessary in order to make an informed and considered decision.
- 8.4. This EC panel acts on behalf of the exam board, making decisions ahead of the relevant exam board with all the detailed information available.
- 8.5. The EC panel will make decisions around the mitigation taking into account the following information:
 - 8.5.1. the type of assessment,
 - 8.5.2. whether the claim relates to a main or resit assessment period,
 - 8.5.3. the seriousness/significant nature of the extenuating circumstances,
 - 8.5.4. the repeated nature of the extenuating circumstances claim,

- 8.5.5. other support services accessed (at the University or otherwise), and the possible impact,
 - 8.5.6. local course level protocols,
 - 8.5.7. the impact of PSRB and UKVI regulatory requirements,
 - 8.5.8. the full student profile.
- 8.6. The panel will consider the mitigation that is most appropriate on a case by case basis and will operate a no-detriment approach to any decisions.
- 8.7. Support for an extenuating circumstances claim confirms the presence of valid circumstances, however it does not guarantee a change to an academic decision and it is possible in some circumstances that no appropriate mitigation outcome is found.
- For example, if the student has exhausted the number of attempts allowed at an assessment and due to professional or regulatory body regulations another attempt is not permissible, a supported extenuating circumstances claim cannot over-ride this.
- 8.8. The EC panel may also make referrals to other LSBU departments and/or policies and procedures where appropriate.

9. Outcomes from an EC panel

- 9.1. A decision as to the appropriate mitigation will be made during the EC panel and noted on the exam board paperwork to be reported at the exam board. This will be actioned as part of the Assessment and Exams Procedure.
- 9.1.1. **Under the Assessment and Examination Procedure, all resit opportunities will be uncapped/deferred, so this is not an outcome of an extenuating circumstances claim.**
<https://www.lsbu.ac.uk/about-us/policies-regulations-procedures>
- 9.2. If an extenuating circumstances claim is for an assessment where a student has 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.
- 9.3. If a course has additional professional, statutory and regulatory body requirements, decisions at this stage will be made ensuring that no regulations are breached.
- 9.4. For visa sponsored students there are specific Home Office requirements related to the number of attempts that are permitted for an assessment. The Extenuating Circumstances Procedure does not override this, and so even if students have a valid extenuating circumstances claim they 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 under the Immigration Regulations <https://www.lsbu.ac.uk/about-us/policies-regulations-procedures>

9.5. Student results will be released in accordance with the Academic Calendar which can be found on the Key Dates page on the LSBU Website <https://www.lsbu.ac.uk/student-life/practical-information/key-dates>

9.6. Once the results have been released a member of the Student Engagement Team will contact the student to advise them of the mitigation (if any) which was agreed in the EC panel and applied to their record.

9.6.1. If there is any follow up action this will be communicated to the student at this time.

9.7. The Student Engagement Team will amend the status of the extenuating circumstances claim, which will also be visible to the student.

10. Time Limits

10.1 The University sets cut off dates for the submission of extenuating circumstances claims ahead of the exam boards and this is visible to students on the Key Dates page on the LSBU Website <https://www.lsbu.ac.uk/student-life/practical-information/key-dates>

10.2 Where the claim has been submitted by the cut off dates, with evidence, then every effort will be made to make decisions ahead of the exam boards.

10.3 If a student has submitted a claim and provided the supporting evidence at a later date (but within the set deadline) a decision will be made in relation to the claim and directed to the relevant and next available exam board.

10.4 If a student has 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 exam board, the exam board will consider the marks without the supported extenuating circumstances.

10.5 Once the extenuating circumstances claim has been processed (and supported) steps will be taken to re-review any marks/outcomes and considered by the exam board.

10.6 Every effort will be made to process the claim, but submitting claims close to the exam boards may result in a delay in the release of the student's result.

10.7 The Head of Student Administration or nominee will be responsible for ensuring that the decision on a claim for extenuating circumstances and/or a request for additional evidence is communicated in writing within 14 calendar days. They will also be responsible for ensuring any supported claims are flagged onto the Student Record System. Where a supported claim needs to wait for the final exam board (where progression/awards are reviewed) the Head of Student Administration or nominee will be responsible for ensuring that details of what

the outcome was is communicated to students within 14 calendar days of the release of results.

- 10.8 There may be cases where, for good reason(s), the University will need to extend the timeframe for dealing with extenuating circumstances claims. When this is the case, students will be contacted to explain the delay and set a new deadline for the response submission.

Early and late submission of claims

- 10.9 Claims for extenuating circumstances can only be submitted a maximum of 28 calendar days in advance of the stated deadline on the system.
- 10.10 The University may in exceptional circumstances accept extenuating circumstances claims after an advertised deadline has passed, given that the nature of some extenuating circumstances may prevent students from submitting a claim before a deadline has passed.
- 10.11 If students want to submit an extenuating circumstances claim after a deadline or exam date has passed, they are required to explain why they were unable to submit their 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”.
- 10.12 When submitting late claims for extenuating circumstances, there will be a two-stage process for reviewing and accepting these claims.
- 10.13 Late ECs must be submitted with evidence and information as to why the claim could not be submitted prior to the exam/published deadline.
- 10.14 The reason for late submission will be assessed by the Student Engagement Team prior to the review of the extenuating circumstances claim. If the late claim is approved the claim will be assessed as per the normal procedure.
- 10.15 If a claim is submitted without information as to why the claim is late it will not be assessed.
- 10.16 The University will determine whether the period that has passed since the deadline is commensurate with the reasons offered for the late claim submission.
- 10.17 If the late claim submission is approved, students will then be invited to provide information and evidence for their extenuating circumstances for consideration in line with procedures set out in this policy.
- 10.18 Where a late claim 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 academic decision of the exam board.

- 10.19 The Student Engagement Team will liaise with the exam board and EC panel chair to advise of an approved late extenuating circumstance request and ask for consideration of a decision relating to this. Both the decision relating to the late claim submission and the exam board will be communicated to the student at the same time.
- 10.20 If a claim is not accepted for being out of time, the student will be sent a Completion of Procedures letter as soon as possible and in any event no later than within 28 calendar days; the letter will explain the reason for this non acceptance.

11. Support for students

- 11.1 Students are encouraged to seek advice and support regarding this procedure from the LSBU Student Services and LSBU Students' Union Advisory Service.
- 11.2 The University will make reasonable adjustments to this procedure where it is reasonable to do so to prevent students from suffering substantial disadvantage as a result of any disability.
- 11.3 If any request for extenuating circumstances includes information that could indicate a disability, Specific Learning Difficulty or long-term medical or health condition, including mental health, students will be referred to the Disabilities and Dyslexia Service unless they indicate that they do not wish this to happen.
- 11.4 By submitting the online extenuating circumstances form students are consenting to appropriate and confidential referrals to other support services. Explicit notification in the comments box needs to be made that the student does not consent to any onward referrals.
- 11.5 Where an extenuating circumstances claim and/or a series of claims raises serious concerns about a student's ability to continue their 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. The Fitness to Study and Fitness to Practise Procedures are supportive processes intended to ensure that the University is able to put the right support in place for students who are experiencing difficulties.
- 11.6 Further details of support services offered by the University are set out at Appendix A.
- 11.7 If a student disagrees with the decision outcome of an extenuating circumstance claim, they can submit a review of that decision to the Head of Student Administration.
- 11.8 A student can request this review after the initial review decision to "support" or "reject" has taken place by the Student Engagement Team. Alternatively, where the extenuating circumstance claim was supported and the student is unhappy with the mitigation offered by the EC panel (on behalf of the exam board) the

student could request a review of this outcome. Please see section 13 for further details.

12. Continuation of/Return to Study

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

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 circumstances claim 1 week after the results release following an exam board. The reason given is that they were unwell during part of the previous semester and this resulted in a poor grade within 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.

13. Review

13.1. If a student is dissatisfied with the extenuating circumstances decision they have 14 calendar days, from the date of the decision, to request a Review of that decision by submitting a request through MyAccount.

13.1.1. This could be 14 calendar days from the decision to support (approve) or reject the claim.

13.1.2. Alternatively, where a claim was supported students could ask for a review 14 calendar days from the notification of outcome(s), which will happen after results release.

13.2. If they are unable to submit a request through MyAccount, by exception, they should complete the Extenuating Circumstance Claim Review by sending an email to ECreview@lsbu.ac.uk. The team will normally acknowledge these requests within 7 calendar days of receiving it.

13.3. A request for a review will be granted on limited grounds, namely:

13.3.1. 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);

13.3.2. 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);

13.3.3. new material evidence is available which the student was unable, for valid reasons, to provide earlier in the process.

13.4. Students should set out their concerns clearly and succinctly and provide evidence in support (where possible). They must explain how their request for a review falls within one or more of the grounds set out above in section 13.3.

13.5. The Head of Student Administration or nominee will make a decision as to whether the request for a review is based on the permitted grounds and hence eligible to be considered, and will normally notify the student within 7 calendar days of receiving the request if it has met the criteria set out in section 13.3.

13.6. If it is believed that the grounds are not satisfied, the student will be informed of the decision to reject the request for a Review and a Completion of Procedures letter ("COP") will be issued to the student.

13.7. If it is believed that one or more of the grounds for review have been satisfied, then the 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 the student and/or anyone else involved in the matter if they consider it necessary.

13.8. There could be several outcomes of the review, as determined by the Head of Student Administration.

13.8.1. Where a claim was submitted in line with section 13.3 the Head of Student Administration could:

- either uphold the outcome made by the extenuating circumstances decision:
- or make a different finding which overturns the outcome.

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

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

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

13.12. All COP letters for unfavourable decisions will be regularly discussed with the PVC Academic Framework, normally on a semesterly basis.

14. Independent external review

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

15. Records

15.1. A copy of extenuating circumstances claim(s) and supporting documents will be retained until after students have completed their programme.

16. Use of data

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

- 16.1.1. internally for reporting, evaluation, learning and training; and

16.1.2. externally for discussion with regulators in the higher education sector.

16.1.3. The data used by the University for the purposes set out in paragraphs 16.1.1 and 16.1.2 will be anonymised.

16.2. For further information about how the University uses your personal data please see our Student Privacy notice.

Appendix A: Support for students

You are encouraged to seek advice and support regarding this procedure from South Bank Students' Union located in the Student Centre

Student Union's Advice Team: 020 7815 6060 / hello@lsbsu.org / <https://www.southbanksu.com/support/>

Health and Wellbeing Team: 020 7815 6454 / studentwellbeing@lsbu.ac.uk / <https://www.lsbu.ac.uk/student-life/student-support/health-wellbeing>

Disability & Dyslexia Support: 020 7815 6454 / disability@lsbu.ac.uk

Student Advice: Money 020 7815 6454 / studentlife@lsbu.ac.uk
<https://www.lsbu.ac.uk/student-life/student-support/student-money-advice>

Student Assistance Programme: 0800 028 3766* 24/7

You can also contact these and many other teams via My Account

My Account: <https://my.lsbu.ac.uk/>

Support Services: <http://myaccount.lsbu.ac.uk/s/my-support>

Attendance: <http://myaccount.lsbu.ac.uk/s/my-attendance>

Extenuating Circumstance: <http://myaccount.lsbu.ac.uk/s/extenuating-circumstances>