

## **Procedure 006: Extenuating Circumstances**

### **1. Introduction**

1.1 This Procedure describes how the Academy of Contemporary Music (ACM) considers formal Extenuating Circumstances claims in relation to the outcome of a student's summative assessment and overall programme/award/classification outcomes.

1.2 This policy applies to students studying on degree programmes at ACM Guildford and ACM Birmingham. This policy applies to all students studying on validated degree programmes in partnership with Middlesex University.

1.3 This policy does not cover students registered on degree programmes run as part of a franchise agreement with Falmouth University. Students on these programmes should refer to the Falmouth University Extenuating Circumstances procedure.

### **2. Procedure**

2.1 Students requesting consideration of Extenuating Circumstances are required to complete and submit the online Extenuating Circumstances form, or a paper copy, before the assessment deadline.

2.2 Forms must be submitted with relevant, authoritative supporting documentation, unless applying under self-certification. Details of the types of documentation required can be found in Appendix A.

2.3 Students may request the consideration of Extenuating Circumstances for the following reasons:

- Illness (mental or physical) or Injury
- Bereavement
- Victim of a criminal offence
- Public transport delays of over 1 hour
- Private transport issues
- Personal/ family/ wellbeing difficulties

2.4 If an extenuating circumstances request is received after the given deadline, without good reason, it will not normally be accepted.

2.5 All extenuating circumstances requests are considered by the Extenuating Circumstances Panel (ECP) or the designated nominee.

2.6 The ECP or designated nominee will consider the requests, on a prima facie case, to either approve or decline the applications.

2.7 The ECP or designated nominee will not make an academic judgment regarding

submissions, resubmissions or possible conceded passing grades.

2.8 Students will normally receive a decision on the outcome of their Extenuating Circumstances request within 3 working days of submitting their request. If the case is more complex and requires extensive discussion, it may take longer to communicate an outcome with the student.

2.9 In the event that an extenuating circumstances request is not upheld, and the student feels there has been a material or procedural error in the operation of this procedure, or implementation of the relating policy, the student can be referred to ACM's Student Complaints and Grievances Policy.

2.10 After each assessment period, the Student Risk Committee will receive a report on the cases and decisions in order to ensure the Extenuating Circumstances Policy and Procedure are being followed appropriately.

### **Fitness to Study**

2.10 Upon presentation of pro forma, rationale and evidence, and where the Panel considers that there is a compelling and significant need, the Panel may action relevant stakeholders to engage the student in the [Fitness to Study procedures](#).

### **Reasonable Adjustments**

2.11 Students who have a long term condition or learning need which significantly impacts their ability to submit summative assessment work or otherwise complete summative assessment work throughout their candidature should be engaged with Reasonable Adjustments procedures. By virtue of their long term needs, students should be supported outside the Extenuating Circumstances procedures, and should be engaged with completing an Individual Learner Agreement (ILA), which clearly and transparently articulates any adjustments to assessment modes or deadlines throughout their time with ACM.

2.12 In cases where the ECP or designated nominee considers that the student would be appropriately supported through long term reasonable adjustments, an action may be given for the student, Student Engagement Team, Education Guidance Manager and Head of Student Services to convene to mutually agree the adjustments to be applied.

## **3. Responsible Parties**

3.1 The policy lead is responsible for the cyclical monitoring and review of the policy in liaison with ACM's Quality Team. The Extenuating Circumstances Policy lead is:

- Student Risk Committee

## **4. Related Documentation**

- Extenuating Circumstances Policy
- Academic Appeals Policy
- Learning, Teaching and Assessment Policy

PRO\_006\_Extenuating Circumstances

- Equality and Diversity Policy
- Fitness To Study Policy

## **5. Date of Approval and Next Review**

Version: 2

Approved by: Education Executive

## Appendix A: Supporting Documentation

Issue	Required Documentation	Further guidance
Illness/ Injury	An original medical certificate must be provided and be signed, dated and stamped by an approved Doctor/Surgery/Hospital.	It must state what the student was affected by, the period of time affected and how it may affect a student's academic performance
Bereavement	A letter from a relative and a funeral order of service (where possible).	If either of these items are difficult to obtain, please speak to a member of the Student Hub team for advice.
Victim of a criminal offence	A letter provided by the police.	The letter must contain the police case reference number.
Public transport delays of over 1 hour	A letter from the operating company.	If this is difficult to obtain due to the timeliness of the request, please speak to a member of the Student Hub team for advice.
Private transport issues	Dependent on circumstances, please speak to a member of the Student Hub team for advice.	This will only be considered if acceptable authoritative evidence is supplied, if the problem is deemed unavoidable and if the student is able to articulate why they were unable to access forms of public transport.
Personal/ family/ wellbeing difficulties	Dependent on circumstances, please speak to a member of the Student Hub team for advice.	