Birmingham City University

Extenuating Circumstances Procedure – Effective from 2017/18

Introduction

This procedure applies only to students who are currently enrolled on a programme of study offered directly by us or at selected partner organisations. Your student handbook will tell you if you need to use a different procedure for your programme of study. It is important that you read the whole of this procedure.

You must make sure you organise your time so that you can complete your assessments by the deadline set or be prepared for your exam. You need to build in some extra time in case everything does not go according to plan. You must also back up your work in case your computer fails or you lose it.

**‘Fit to sit’**

We will assume that you are fit and well enough to take your assessments (‘fit to sit’) unless you tell us otherwise by making a claim for extenuating circumstances (see below for an explanation).

What are extenuating circumstances?

Extenuating circumstances are personal circumstances that:

* you could not have predicted would happen;
* you have no control over; and
* have seriously affected your ability to do your assessment.

The following are valid reasons for making a claim for extenuating circumstances if you are able to show that they are preventing you from completing your assessments as planned.

* Illness or injury which lasts for more than one week that is serious enough to stop you from researching, rehearsing, writing, or revising for your assessment.
* Significant illness or injury on the day of or during a ‘live assessment’ such as an exam or performance.
* Serious illness of a close family member which means you need to provide significant caring support that you had not planned for.
* Death of someone close to you or the significant, ongoing effects of grief following the death of someone close to you.
* Unexpected and significant increase in your employment workload that is beyond your control (if you are a part-time student).
* Being the victim of a crime which has or is likely to have an impact on your health or wellbeing.
* Being called for jury service or as a witness in a trial.
* Requirements of military service.

Example 1

You become ill with food poisoning the day before you are due to sit an exam. You could not have predicted you would be ill, you have no control over becoming ill, and you will be too ill to go to your exam. As long as your medical note confirms the dates of your food poisoning, your **claim is likely to be successful**.

Claims based on any of the following will not be successful.

* Assessments that took place in a previous academic year.
* Going through our disciplinary or fitness-to-practise proceedings.
* A long-term health condition that we have already made reasonable adjustments for under a disability support summary or occupational health assessment, unless you suffer a flare-up or the adjustments were put in place after your assessment. By flare-up we mean a sudden and unexpected worsening of your symptoms.
* A holiday (you must make sure that you do not take holidays that affect your learning or assessment).
* A computing, IT, or printing failure (unless a relevant part of the University network is affected).
* Being the victim of a crime which does not or is unlikely to have an impact on your health or wellbeing (unless your claim is supported by medical evidence).
* Failing to allow for reasonable delay (for example, not allowing enough time to print your assessment work or for moderate travel delays).
* Making a mistake in reading the exam timetable or location details.
* Stress or anxiety caused by the assessment (unless your claim is supported by medical evidence) as this is a common experience of many students.
* Employment or voluntary work (unless you are a part-time student and there is an unexpected and significant increase in your workload).
* The death or illness of a family pet.

Example 2

You receive your lecture and assessment schedule at the beginning of the academic year. You then book a holiday overseas. Your flight leaves three days before you are due to submit your coursework. Your claim will **not be successful** as you had control of when you went on holiday, knew you would be out of the country on the date your coursework was due in, and could have submitted your coursework ahead of the deadline before you travelled.

Example 3

Your coursework is due at 12.00 noon. You arrive at University at 11.00am to print and submit your coursework. The printers you usually use are all busy so you go to another building to print there, but that printer is not working. You print your work at 11.55am and are ready to submit it at 12.10pm but are told your work is late. Your claim will **not be successful** as you did not allow enough time to print and submit your work.

Example 4

You have been diagnosed with diabetes and given a disability support summary. This entitles you to extra time to complete your assessments. You are due to start your exam at 2pm, and this allows you extra time. On the way to the exam you suffer a hypoglycaemic attack. You could not have predicted you would be ill, you have no control over becoming ill, and you will be too ill to sit your exam. As long as your medical note confirms the date of your hypoglycaemic attack, your **claim is likely to be successful**.

**When should I think about taking a formal break from my studies?**

You cannot keep claiming extenuating circumstances again and again for the same reasons.

If you have a long-term illness or condition then you may be able to have a Disability Support Summary (DSS) put in place so that we can make reasonable adjustments for you. This means you won’t have to keep claiming again and again for the same reasons as your DSS will already make reasonable adjustments for you. The Enablement Team can offer you advice and guidance on getting a DSS.

If it is going to be difficult for you to study properly for more than a few weeks, it may be best for you to take a formal break from your studies and come back when you are able to manage better.

If this happens, you can ask for an interruption of studies (IoS). This is an approved leave of absence from all study for a set period and may be taken for a number of reasons including ill health, financial, academic or personal reasons. You will need to look carefully at the rules for an interruption of studies including when you are allowed to take it. If you are considering asking for an interruption of studies, you should discuss this with a relevant member of staff, usually your personal tutor or programme leader, who can help you make this decision and can make you aware of all the implications of interrupting. You will need to read the extra information that is available at https://icity.bcu.ac.uk/Academic-Services/Information-for-Students/Interruption-Transfer-and-Withdrawal/Interruption-of-Studies

Example 5

You are due to sit exams in January. You suffer a painful injury to your arm which stops you revising. You make a successful claim for extenuating circumstances and are allowed to sit your exams at the next available opportunity, which is in May. Your arm injury continues to cause you problems and you have a disability support summary put in place. Despite the reasonable adjustments that are made, you do not feel you are able to fully prepare for your exams and you submit an extenuating circumstances claim. Your claim will **not be successful** as your condition is ongoing, is covered by a disability support summary, and you could have taken an interruption of studies to allow you time to recover.

**What happens if I submit my coursework after the deadline but don't have extenuating circumstances?**

Meeting deadlines is an essential employability skill so if you do not meet the deadline you will be given a reduced mark. This makes sure that students who submit their work late do not have an advantage of extra time over students who submit theirs on time.

From 2 March 2018 we apply the following penalties if you are late submitting work. If you submitted your work late and before 2 March 2018 then the previous penalties in place will apply – speak to your personal tutor for details of the previous penalties.

Penalties effective from 2 March 2018:

|  |  |
| --- | --- |
| **You submit your coursework** | **Mark awarded** |
| Before the deadline | Your work is marked using the full scale (it is marked out of 100%). |
| Up to 1 hour after the deadline | Your work is marked using the full scale (it is marked out of 100%). |
| Between 1 and 24 hours after the deadline | Your mark will be reduced by 5% of the actual mark. |
| Between 24 hours and 1 week (5 working days) after the deadline | Your mark will be reduced by 10% of the actual mark. |
| More than 1 week (5 working days) after the deadline | You will fail the assessment. |

Any reduction in the original mark will not be applied if the mark is below the pass mark for assessment (40% for undergraduates or 50% for postgraduates) or if the reduction will reduce the mark below the pass mark.

**If you submit re-sit work after the deadline you will fail the assessment.**

Example 6

Your dissertation deadline is 12.00 noon. You submit your work at 1.15pm. The mark awarded to your work is 60%, but this is reduced by 5% because you submitted your work between 1 and 24 hours late. The mark awarded is reduced by 5% of 60% which is 3%, so you are given 57%.

Example 7

Your coursework deadline is 12.00 noon on a Monday. You submit your work at 10am on the following Monday. As this is between 24 hours and 5 working days after the deadline, your mark is reduced by 10%. Your original mark was 60%; as 10% of 60% is 6%, your mark is reduced to 54%.

**What happens if I believe I have extenuating circumstances?**

If you believe you have extenuating circumstances and can provide evidence of this, you can make a claim using the Extenuating Circumstances Claim Form as described below under 'How to claim'. You must submit your claim as soon as you know you will not be able to attend your assessment or submit your coursework. **Do not wait to submit your claim form for any reason**, including if you do not yet have all your evidence.

Unless there are exceptional circumstances, you **must submit your claim before the planned assessment date or deadline**. We will only consider a claim made after this if there is a good reason (for example, if you were ill on the day of the exam). As completing coursework should not be a 'last minute' process there are very few circumstances in which we will accept an extenuating circumstances claim for coursework made after the deadline.

If your extenuating circumstances do happen on the day, you must submit your claim no later than five working days after the assessment date or the deadline, with evidence that shows why you were not able to attend your assessment or submit your work on time. If you submit your claim later than this, you will also need to provide evidence that shows why you could not have submitted your claim within the five days.

When making a claim you can either ask for:

* **an extension** − if your claim is successful, you will be given an extra 10 working days after your original deadline to submit your work (this is only available for coursework and some presentations). An extension is fixed at 10 working days from the original deadline;or
* **a deferral** − if your claim is successful, you will complete the assessment at the next available opportunity. Please be aware that this may be a few weeks or up to a year following the original assessment date. You must check with your faculty before asking to defer your assessment. (This is the only option for most live assessments which include an examination, viva, placement, recital or performance, and some presentations.)

You must carefully think through whether you need an extension or a deferral as, once you have received a decision on your claim, you cannot change your request. If you have already been given an extension but you are still experiencing the extenuating circumstances at the time of your new deadline, you will have to make a new claim for a deferral. You cannot ask for a further extension.

The following flowchart is designed to help you decide whether you should apply for an extension or a deferral.



If you are given deferrals during your final year then you may be required to enrol at the University in the following year on an ‘assessment only’ basis. You may need to pay fees where this is the case. You should seek advice from your faculty before claiming for deferrals so that you know what to expect if your claim is successful.

Your claim will need to be supported by evidence (see below). Once we receive your claim form and evidence, it will usually take up to five working days for Appeals and Resolutions to issue a decision. If you do not hear from us within five working days of submitting a claim, you should contact the Appeals and Resolutions office as soon as possible. The sooner you make a claim the sooner you will know the outcome. If your claim is not successful you will know that, unless you complete your work on time, you will be given a fail or possibly a penalty for missing a deadline. If your claim is successful you will know that you have extra time or that you can take the assessment later.

**What if I have not received a claim decision at the time of my assessment deadline?**

It will usually take up to five working days for Appeals and Resolutions to issue a decision. If you submit a claim form close to your assessment deadline then you may not receive a decision before the deadline passes. In those circumstances you should not submit your work or attempt the assessment unless you wish to withdraw your claim. Remember that by submitting an Extenuating Circumstances Claim Form you are telling the University that you are not fit to meet the assessment deadline. If you submit work or attempt the assessment you will render your claim invalid. As long as you have made a valid claim supported by suitable evidence then your claim will be successful.

If you apply for an extension you must make sure that you are working towards the extended deadline while you wait for a decision on your claim.

**What if I attempt an assessment, either coursework or a live assessment, and then find out later that I wasn't 'fit to sit'?**

If you are claiming because you attempted the assessment but now realise that you were ill at the time, you can only ask for a deferral not an extension. As you originally told us that you were fit to sit the assessment, you are responsible for providing evidence that confirms:

* you were ill when you took the assessment, and your performance would have been significantly affected; and
* you did not know you were ill or ill enough for it to affect your performance significantly, meaning you did not realise you were not fit to sit the assessment.

You should not wait to submit your claim form for any reason, including if you do not currently have your evidence. You must make the claim within 10 working days of the assessment date or deadline.

If your claim is successful, you will complete the assessment at the next available opportunity. Your faculty can confirm when this would be. This means that your first attempt will not count so, if you get a lower mark next time, you cannot ask for the first mark to be used instead.

**What if I submit some coursework or take a live assessment and am then diagnosed with a disability that affected my performance?**

If you are diagnosed with a disability after you have done your assessment and the disability affected your performance in the assessment, you will have different options depending on the circumstances.

* For any disability and any type of assessment you may ask to repeat the assessment. The first assessment attempt will not count and you will do the assessment again with the reasonable adjustments from your disability support summary in place. This means that, as your first attempt will not count, if you get a lower mark next time you cannot ask for the first mark to be used instead. This is called a DSS-related repeat assessment.
* If you are diagnosed as having a specific learning difficulty and the type of assessment is anything other than a placement, you could instead ask to have your assessment marked again, taking into account the reasonable adjustments in your disability support summary. This is called a DSS-related remark.

If you are claiming for a placement you cannot ask to have the assessment remarked because there is a requirement for reasonable adjustments to be in place for the assessment of your placement. You are only allowed to repeat the assessment as set out above.

**How to claim**

You must use the current version of the Extenuating Circumstances Claim Form available on iCity. When you have filled in your form, email it to appealsandresolutions@bcu.ac.uk. Or you can take your claim form to the ASK desk or to your faculty office. If you hand in your form at your faculty office, they will send it to the Appeals and Resolutions team by secure internal post. You must make arrangements to submit your supporting evidence (see below) as soon as possible.

You must ensure to include on your claim form all the assessments you wish to claim for. If we issue a claim decision and you later realise you have missed assessments off your claim form, you will need to submit a new claim form and we may require evidence for your delay in claiming.

**Evidence**

You are responsible for getting and submitting all evidence you want to use to support your claim. The Appeals and Resolutions team cannot contact third parties or obtain evidence on your behalf. If possible, submit your evidence at the same time as you submit your claim. If you do not have your evidence but have filled in your claim form, submit your claim form anyway and send us your evidence as soon as it is available. If you have indicated that evidence will follow, we will issue a pending decision and give you ten working days from the date of that decision to submit the evidence. If you have difficulty in obtaining evidence then you should contact Appeals and Resolutions as soon as possible.

As a guide, we accept the following evidence:

|  |  |
| --- | --- |
| **Extenuating circumstance** | **Evidence includes:**  |
| You have a serious illness or accident | * Letter from a doctor, hospital or nurse
* Must be on official, headed paper
* Must be written at the time of the illness or accident
* Must say that you are or will be unfit to study at the time of the assessment

**We do not accept medical records alone unless they clearly state that you are or will be unfit to study at the time of the assessment.**If you are ill during a live assessment and medical intervention is required then your claim can be supported by the invigilator’s report without the need for medical evidence. |
| A very close relative is seriously ill | * Letter from a doctor, hospital or nurse confirming the circumstances and the effect these are having on your ability to do the assessment
* Must be on official, headed paper or have an official stamp
* Must confirm the dates of the illness
 |
| A very close family member or friend dies | * Medical letter explaining how your grief is affecting your ability to do the assessment
* Death certificate
 |
| You face an unexpected or serious difficulty on the day of a live assessment, such as a severe transport delay | * Letter from a transport or motoring organisation, or a garage
* Must be on official, headed paper
 |
| You have a serious personal problem | * Letter from a doctor, solicitor or other professional person confirming the circumstances and dates, and how the problem is affecting your ability to do the assessment
* Must be on official, headed paper
 |
| You have a long-standing health condition which suddenly gets worse | * Letter from a doctor, hospital or nurse
* Must be on official, headed paper or have an official stamp
* Must be written at the time
* Must say that you are or will be unfit to study
 |
| There is a sudden, significant change to your employment (part-time students only) | * Letter from your employer outlining the changes and the dates these will apply from
* Must be on official, headed paper
 |
| You are the victim of a crime | * Police report giving the date of the crime
* Must be on official, headed paper

**We do not accept crime reference numbers alone without separate, independent confirmation of the reported incident.** If you are claiming because of the effect that being a victim of a crime has had on you then you should submit medical evidence in support (see ‘You have a serious accident or illness’ above). |
| You are called for jury duty | * Jury summons letter
 |
| You are diagnosed as having a disability during the current academic year | * Evidence that confirms:
	+ you have been diagnosed with a disability that would have affected your performance in the assessment
	+ the disability diagnosis was made after you attempted the assessment
 |

In all cases, you may be able to support your claim with a statement of support from a University member of staff such as your personal tutor or programme leader. This is known as a staff statement of support. Staff members are not able to provide statements confirming medical circumstances.

Evidence must be:

* genuine – we will reject your claim if we find that any of the evidence you submit is false, forged or has been tampered with in any way;
* independent – we do not accept letters from relatives or friends;
* written in English − if the evidence was written in a language other than English, you must also supply an officially translated copy; and
* on official, headed paper or have an official stamp or seal of the issuing authority.

The evidence you provide does not have to be an original document. We will accept photocopied or scanned documents, but we may decide that we need to see the original document as well. We will accept good quality photographs of documents, but photographs of anything other than documents cannot be accepted as evidence.

Appeals and Resolutions regularly check the evidence they receive to make sure it is genuine. By submitting your claim, you are giving us permission to carry out these checks. If you submit evidence which we find is false, forged or has been tampered with in any way, we may start a disciplinary investigation and your claim will not be allowed.

**How do you make the claim decision?**

Members of staff in Appeals and Resolutions will assess your claim using the following criteria.

* Are you a current student?
* Could you have predicted the circumstances?
* Did you have any control over the circumstances and could you reasonably have avoided them?
* Has your ability to do the assessment been seriously affected?
* Have you provided relevant evidence?
* Is the evidence genuine or has it been tampered with?
* Is the evidence independent?
* Does the evidence support your claim?
* Does the evidence cover the date (or dates) of the assessment?

**Claim decision**

Once we receive your claim form and evidence it usually takes up to five working days for Appeals and Resolutions to issue a decision on your claim. We will email the decision to you using your University email address.

If your claim is successful, and was for:

* an extension, you must make sure you complete your assessment within 10 working days of the original assessment deadline;
* a deferral, you must contact your faculty for your new assessment deadline date;
* a re-mark, you must contact your faculty about resubmitting your work; or
* for a repeat of the assessment, you must contact your faculty about repeating the work with any reasonable adjustments in place.

If your claim is not successful we will explain why. If you do not understand or are not satisfied with the outcome, you should follow the guidance set out below.

**Questioning the claim decision – challenges and appeals**

If you think we have got a decision wrong, there are three stages you should follow.

* First, you should raise a **challenge**, which we can often deal with quickly and effectively at a local level. You should do this as soon as possible.
* If we cannot resolve your challenge, and if there are relevant grounds for taking the matter further, you can submit an **academic appeal**, which we will deal with formally. You must submit your academic appeal within 20 working days of the decision that you are questioning being published or sent to you.
* If you are still not happy with our response to your academic appeal, you can ask for a **review.**

**Challenge and early resolution**: if you think the wrong decision has been made on your extenuating circumstances claim then in the first instance you should contact a member of the Appeals and Resolutions team. Any team member can help you understand why the decision was reached.

If, after the decision has been explained to you, you still feel the decision was wrong then you can raise a challenge against the decision. To raise a challenge you must submit further evidence in support of your claim. We will treat the challenge as being raised on the day we receive your further evidence, not the day you first say you want to challenge the decision.

When we receive the further evidence from you we will look again at your claim and see if a different decision can be reached.

This stage should be completed within 10 working days of the challenge being raised.

**Formal academic appeal**: if you are not satisfied with the response to the challenge and if there are relevant grounds for taking the matter further, it can move to the formal academic appeal stage. The formal academic appeal stage will usually be dealt with by staff who were not involved directly at the challenge and early resolution stage.

We will only consider a formal academic appeal for investigation when the challenge and early resolution stage has been attempted first. You must make a formal academic appeal within 20 working days of receiving your claim decision.

We will give special attention to identifying academic appeals that may require particularly quick action. These may include the following.

* Cases where the effects of the issues raised may have harmed a person's mental health or led to significant distress
* Cases where external time limits apply for example in meeting regulatory requirements for completing professional courses

You must submit a formal academic appeal to the Appeals and Resolutions office electronically, by email, using our formal academic appeal form. You must set out your concerns clearly and briefly and provide evidence, where possible, of the issues raised. Only evidence that is clearly referenced in the academic appeal will be considered.

When we receive your formal academic appeal we will consider some key questions, including the following.

* Has the academic appeal already been through the challenge and early resolution stage? If not, we will refer it back to the challenge and early resolution stage.
* Have you set out clearly what the academic appeal is about?
* Have you provided new evidence and explained clearly why this was not available when you first made your application?
* Is the academic appeal covered by the Extenuating Circumstances Procedure or should we refer you to another procedure?
* What help or support can we provide to you?

When we receive an academic appeal, we must decide whether it meets the conditions to be considered under this Extenuating Circumstances Procedure. If not, we will tell you our decision and the reasons for this, and give you details of the correct procedure to use, if appropriate.

If your academic appeal is eligible to be considered under the Extenuating Circumstances Procedure, we will send you a dated acknowledgement of receipt within five working days of receiving the formal academic appeal form and will record the date we received the appeal in our extenuating circumstances system. If we decide that your appeal is ineligible and advise you that there is nothing you can do to make the appeal eligible, you will have the right to request a review of our decision (see the Review stage below).

Appeals and Resolutions will inform your Head of Student Support that you have made an academic appeal and that it is being investigated. If you have received an examination board decision of ‘cannot proceed’ or ‘fail withdraw’, you will be allowed to attend classes and access facilities until we decide on the outcome of your academic appeal (including any review).

If the Deputy Director of Student Affairs (Queries and Resolutions), or someone they nominate to act on their behalf, is satisfied that you have provided enough further evidence that you could not have provided when you made your original application for us to consider extenuating circumstances, they can decide that the academic appeal is justified.

Acceptable further evidence includes a medical note or doctor’s letter confirming that you were unable to work or study on the dates of the assessments concerned.

In any other circumstances, an academic appeals panel will consider the academic appeal. The panel will consist of three members of staff from the SCAD Register who have no previous knowledge of you or this case, and who are not from the same school or college as you. The panel will not normally need to meet you or representatives of your school or college, but may ask for a meeting if they feel this would be useful. The panel will decide whether the academic appeal is justified, and whether any action is required.

This stage should be completed within 25 working days of us receiving the academic appeal (or 35 working days where a panel is used) and we will give you our decision in writing.

**Extending the time limit**

If there are clear and justifiable reasons for extending the time limits Appeals and Resolutions will set new time limits. The maximum extension will be 10 working days (that is, not more than 35 working days in total from the date we receive the academic appeal form, or 45 working days where a panel is held).

**Closing the academic appeal at the formal academic appeal stage**

We will give you a clear explanation of the outcome of your formal academic appeal in writing, setting out the reasons for each decision in simple, straightforward language. We will record the outcome on our academic queries and appeals system.

We will tell you about:

* your right to take the academic appeal to the review stage;
* the grounds on which you can do this (see below);
* the time limit for moving to the review stage (20 working days of us sending you the outcome of the academic appeal);
* the appropriate procedure to follow; and
* where and how to access advice and support, for example the Students’ Union or Student Affairs.

If you do not take the academic appeal to the review stage within the time limit for doing so, we will close the matter*.*

Appeals and Resolutions will inform your Head of Student Support of the outcome.

**Review – to be completed within 15 working days of receiving the request for a review**

You can ask us to review the way we have handled a formal academic appeal to make sure that we followed the appropriate procedures and that our decision was reasonable. At this stage we will not normally reconsider the issues raised, but will consider significant new evidence that you were unable to provide at an earlier stage for valid reasons.

If you have already made an academic appeal to a partner institution and you are not satisfied with the way it has been dealt with under their own academic appeals procedure, you may be able to refer the academic appeal to us and we will consider it under this stage. This will include a review of the way in which the partner institution handled the matter. Your Student Handbook will explain if this applies to your course.

If you are not satisfied with the outcome of the formal academic appeal stage, you have 20 working days to ask for a review. There are limited grounds for asking for a review which are as follows.

* There is new evidence which you were unable, for valid reasons, to provide earlier in the process that would have had a significant effect on the outcome of the formal academic appeal stage.
* The correct procedure was not followed during the formal academic appeal stage and this has had a significant effect on the outcome.
* The outcome of the formal academic appeal stage was unreasonable given all the circumstances and the evidence considered.

The purpose of a review is to consider whether we followed the correct procedure during the formal academic appeal stage and whether the outcome was reasonable. At the review stage, we will not usually consider the issues again or investigate the matter further. An academic appeal must have been considered at the formal academic appeal stage before it can move to the review stage. If your expectations appear to be beyond what can be achieved at the review stage, we will tell you this as soon as possible in writing to manage your expectations about possible outcomes.

You must submit a request for review electronically, by email, by filling in the appropriate form. You must set out your concerns clearly and briefly and provide evidence, where possible, of the issues raised. Only evidence that is clearly referenced in the form will be considered. We will acknowledge the request for a review within five working days.

The Appeals and Resolutions office will assess the request for a review and the Director of Student Affairs, or someone they nominate to act on their behalf, will use this assessment to decide between the following two possible outcomes.

* There are no grounds for taking the matter further. If this is the case, the Appeals and Resolutions office will tell you in writing and also let you know about any right you may have to ask the OIA to review your appeal.
* There are grounds for reconsidering the case.

If there are grounds for reconsidering the case, the Director of Student Affairs, or someone they nominate to act on their behalf, will consider the following.

* Were the relevant procedures followed during the formal academic appeal stage?
* Was the outcome reasonable in all the circumstances?
* Have you received clear reasons why we rejected the academic appeal at the formal academic appeal stage?
* If you have provided new evidence, have you provided valid reasons for not providing it earlier?
* If there were valid reasons for not providing this evidence earlier, would it have had a significant effect on the outcome?

The Director of Student Affairs, or someone they nominate to act on their behalf, will decide between the following two options.

* The academic appeal will be referred back to the formal academic appeal stage together with a recommendation.
* The issues are complicated and so it would be better to deal with them through a review panel.

A review panel will be held in line with our standard procedures for such panels.

**Extending the time limits**

If there are clear and justifiable reasons for extending the time limits, we will set new time limits. The maximum extension will be 10 working days (that is, not more than 25 working days in total from the date we receive your request for a review).

**Closing the academic appeal at the review stage**

We will give you a clear explanation of the outcome of the review in writing, setting out the reasons for each decision in simple, straightforward language. If the review finds that an academic appeal is partly or fully justified, we will explain how and when we will put in place actions to put the issue right, and apologise where appropriate. We will record the outcome on our academic queries and appeals system. We will also let you know about any right you may have to ask the OIA to review your appeal.

