

## **Procedure for completing an Extenuating Circumstances Submission**

It is essential that students read the Students' Guide to Extenuating Circumstances Submission along with this Procedure before completing an Extenuating Circumstances Submission.

**Please email your School if you have any queries: -**

**School of Business & Creative Industries - BClecs@uws.ac.uk**

**School of Computing, Engineering & Physical Sciences - CEPSEcs@uws.ac.uk**

**School of Education & Social Sciences - ESSecs@uws.ac.uk**

**School of Health & Life Sciences - HLSEcs@uws.ac.uk**

<https://www.uws.ac.uk/current-students/supporting-your-studies/exams-assessment-appeals/academic-appeals-extenuating-circumstances/>

## 1. Extenuating Circumstances

The University recognises that, from time to time, you may encounter issues which prevent you from being able to submit or undertake an assessment or which impact your performance in the assessment. Where this is the case, you can complete an Extenuating Circumstances Submission (ECS). The School Assessment Board will take account of your ECS submission when recording your module marks.

**You do not need to submit any evidence with your ECS request.**

Please note that Extenuating Circumstances does **NOT** include the following:

- Requests for extensions to assignment deadlines or for other resit opportunities that fall within the normal timeframe of the module (usually one whole term). These should continue to be submitted directly to the relevant module coordinator or other named person in your School. (Please refer to section 4 below for information on how to complete an ECS following the approval of an extension).
- Information on personal and medical circumstances that entail absence from classes. These should also continue to be submitted to the nominated person in your School or programme of study.

### Research Students

Research students should refer to the University's Regulatory Framework – Chapter 4 for guidance <https://www.uws.ac.uk/current-students/supporting-your-studies/your-rights-responsibilities/regulatory-framework/>.

## 2. 'Fit to Sit'

The University operates a 'fit to sit' or 'fit to submit' approach, which means that by submitting a piece of coursework or completing an examination or class-test you are confirming that you are 'fit to sit' and wish any mark achieved for that assessment to stand, unless you submit an ECS within the 48 hour deadline, as detailed below.

If you feel that your academic performance has been affected by extenuating circumstances and you are not in a position to submit a piece of coursework or sit an exam or class-test, you should complete an online ECS, stating which coursework you will not be submitting or which exam or class-test you will not be sitting. This must be completed within **48 hours\*** of the exam, class test or submission date.

If after you have submitted an assessment or sat an exam or class test, you decide that your extenuating circumstances have affected your performance, you have up to **48 hours\*** after the submission of the assessment, or sitting the exam/class test, to complete an ECS. Any submission of an ECS after 48 hours from the hand-in date or exam date will be viewed as invalid and

discounted. **\*e.g. IF YOUR SUBMISSION IS DUE ON A FRIDAY, AN ECS MUST BE SUBMITTED BY THE SUNDAY.**

**REMINDER** – When you submit an ECS related to a particular coursework, examination or class test, you are confirming that any mark achieved for that coursework, examination or class test should not be counted. You have the right to amend or withdraw\*\* the ECS up until the deadline of 48 hours from submission, exam or test date. Following the deadline, any submitted ECS cannot be amended or appealed.

**\*\*Please note that to withdraw your ECS, you have to email your School using the email addresses detailed at the start of this procedure. This will ensure that a date and time are recorded for your withdrawal to ensure that it has been made within the time period stated above.**

### 3. Completing an ECS?

An ECS should normally be submitted by the individual directly affected. Where a third party, such as a parent or other representative, would wish to complete an ECS on behalf of a student they should contact the relevant School to explain the circumstances and seek guidance as to how best to do this.

An ECS should be submitted through Self Service Banner:

- Log into Self Service Banner  
<https://ssb8sso.uws.ac.uk> **Note: You need to make sure you are using an up-to-date version of Internet Explorer, Mozilla Firefox etc.**
- Enter your Student Network ID and Password
- Select Student – Extenuating Circumstances Submission
- Review the key information provided before completing your ECS to ensure you understand the impact on your academic journey and where you can source further information
- Complete the submission - You must indicate on the ECS the module titles, module codes, assessments and the dates of the assessments to which the ECS applies. **(Please select the dates from the calendar through the drop down menu on the right hand side of the calendar each time you access your ECS prior to submission – otherwise, you may receive an error message and be unable to continue with the amendment or completion of your ECS).**
- You will not be asked to give a reason for your ECS or provide any supporting evidence

- Once submitted you will receive a confirmation email.

Your ECS will be deemed **NOT valid** if:

- The ECS is incomplete and as a result cannot be processed;
- The ECS is submitted more than 48 hours after the exam, class test or coursework hand-in date;
- You have received a 'Defer Chair' decision by any Board.

### **48 hour period - Coursework**

To clarify:

- The trigger for the start of the 48 hour period is the "original due date of submission" of the coursework.
- If you have not submitted the work by the due date, but complete an ECS within the next 48 hour period, then the ECS will be upheld and a mark of 0% will be awarded and you will get a 1<sup>st</sup> diet resit where applicable.
- If you have not submitted the work by the due date and do not complete an ECS within the 48 hour period, and do not submit the work within the "late submission" period of one calendar week after the original submission date, then you will get a mark of 0% and no opportunity for resubmission.
- If you have not submitted the work by the due date and do not complete an ECS within the 48 hour period, but do submit the work within the "late submission" period of one calendar week after the original submission date, then you will be given a mark which is ten percentage points less than the mark which would have been awarded if the work had been submitted on time.

#### **4. Completing ECS following an agreed extension to a submission deadline**

Extensions to coursework deadlines of up to one calendar week on the basis of good cause may be determined by the Module Co-ordinator.

To submit an ECS following an approved one calendar week extension you should follow the steps detailed in section 3 to submit via the Self Service Banner system. In this instance, your submission date should be recorded as the date agreed with your Module Co-ordinator following the extension.

#### **5. ECS not submitted within the 48 hour deadline**

Any ECS submitted through Self Service Banner after the 48 hour deadline will be viewed as invalid and discounted.

If you miss the ECS deadline and can provide a valid reason and evidence to support this, you may submit an appeal against the ECS deadline (in line with Regulation 3.36-3.38). Students should refer to the Appeals Procedure for the appropriate guidance. <https://www.uws.ac.uk/current-students/supporting-your-studies/exams-assessment-appeals/academic-appeals-extenuating-circumstances/>

## 6. Data Protection Statement

The information that you provide to us on the ECS system will be used by the University to process your ECS claim. The University will be the data controller for the information that you have provided to us. The University will make sure we process all personal information you have provided in line with the current data protection legislation.

We will keep your information in our records for 6 years following conclusion of your claim, after which this will be securely destroyed. Only staff of the University will have access to your information and we will not pass the information you have provided to us to any third parties.

If you would like further information about how we will handle your personal data, including what choices you have in relation to the information we hold about you, how we keep your information secure and who you can contact if you have concerns about how we use your information then you can find the relevant information in our privacy notice (<https://www.uws.ac.uk/currentstudents/supporting-your-studies/your-rights-responsibilities/studentpolicies/student-enrolment-application/>)

## 7. Frequently Asked Questions

### Q. Should I use the ECS process to seek a short-term absence?

A. **No** - requests for short-term absences should continue to be requested from your lecturer, ensuring that a Self-Certificate is completed on your return to your studies.

### Q. What if I have multiple assignments within an individual assessment category and only want an ECS to apply to one or more but not all assignments (e.g. I have a lab report, portfolio, class test and a presentation all included in one assessment category for an individual module – I have undertaken all work, with the exception of the class test).

A. You should complete an online ECS, as outlined in section 3, specifying which assignment(s) it relates to.

### Q. Do I have to provide a reason and attach any supporting documentation?

A. **No** (provided the claim is submitted within the 48 hour deadline)- At UWS we recognise that students have personal family issues, short-term illness etc. to cope with occasionally and that requesting letters of support from GPs etc. can be time consuming and costly. Therefore, taking this into consideration, there

is no requirement for you to state a reason or attach evidence with your ECS. Once you have completed an ECS, you have deemed yourself to be unfit to complete the stated assessment(s) during the current assessment period.

**Q. What happens after I submit an ECS?**

- A.** Information from your ECS (Module title and date etc.) will be forwarded to the relevant School Assessment Board where it will be taken into account when recording your module decision. A mark of 0% will be awarded and you will get a 1<sup>st</sup> diet resit where applicable (please see question below for further information on assessment attempts).

You will normally be given the opportunity to re-sit the assessment at the next available opportunity. Further information can be sought from the School or Module Co-ordinator.

**Q. How long do I have to complete a module and how many assessment attempts can I have?**

- A.** The University expects you to complete all the assessments associated with a module within **2 years** (2 years from the start date of the module). If you are studying an undergraduate or postgraduate module there are slight differences in the number of attempts you are allowed to pass each assessment.

**Undergraduate modules**

In line with the Regulatory Framework, Paragraph 3.42, you will have a maximum **2 years** and **3 attempts** at the assessments associated with the module; however, you will be allowed a 4<sup>th</sup> attempt if you have completed an ECS related to the assessment.

If you have had all 3 or 4 assessment attempts within the 2 year period and you have still not passed all the assessments in a module, you will be awarded a 'No Further Attempts' (NA) decision for the module.

If, due to extenuating circumstances, you have not had all 3 assessment attempts within the 2 year period and you have still not passed all the assessment in the module, you will be awarded a 'Re-Attend' (RA) decision for the module.

**As an undergraduate student, it is important for you to note that attempts are in fact any assessment opportunities available to you during your studies and are counted even when you have chosen not to/unable to submit an assessment or sit an exam. These attempts will also include any ECS. You may have submitted 2 ECS and then failed an assessment twice - this will equate to 4 opportunities and you will be awarded a No Further Attempts' (NA) decision for the module, even if you have not reached the two year threshold stated above.**

**A UWS student cannot appeal the above decision, as all opportunities available to the student have been exhausted.**

### **Postgraduate modules**

In line with Regulatory Framework, Paragraph 3.42, if you are studying on a taught Masters' Degree, Postgraduate Diploma or Certificate, or the Professional Graduate Diploma in Education, or the Professional Doctorate, or Doctor of Business Administration, or a candidate studying a module whose intrinsic level is SCQF level 11-12, you will get a maximum of **2 years** with a maximum of **2 attempts** to complete each of the assessments associated with the postgraduate module; however, you will be allowed a 3<sup>rd</sup> attempt if you have completed an ECS related to that assessment within the 2 year period.

If you have had the maximum number of assessment attempts within the 2 year period and you have still not passed all the assessment in a module, you will be awarded a 'No Further Attempts' (NA) decision for the module.

If, due to extenuating circumstances you have not had 2 assessment attempts within the 2 year period and you have still not passed all the assessment in the module, you will be awarded a 'Re-Attend' (RA) decision for the module.

**As a postgraduate student, it is important for you to note that attempts are in fact any assessment opportunities available to you during your studies and are counted even when you have chosen not to/unable to submit an assessment or sit an exam. These attempts will also include any ECS. You may have submitted 1 ECS and then failed an assessment twice - this will equate to 3 opportunities and you will be awarded a No Further Attempts' (NA) decision for the module, even if you have not reached the two year threshold stated above.**

**A UWS student cannot appeal the above decision, as all opportunities available to the student have been exhausted.**

It is also important to note that a period of authorised interruption to study will be discounted from the two year assessment period.

### **Statutory Body Requirements**

A Professional Statutory Body requirement will supersede the above, e.g. Nursing & Midwifery Council – where this is the case, your Programme Leader will provide more information).

**It is important that you consider the implications of the above timeframes before submitting an ECS.**

**Q. Can I submit ECS for an assessment due next term?**

**A. No** - ECS can only be submitted in the term when the assessment is due.

**Q. Where can I go for guidance and advice?**

**A.** If you require assistance (in confidence) in deciding whether to complete an ECS, please contact the Student Hub (Paisley and Lanarkshire campuses) /

Student Link (Ayr, Dumfries and London Campuses) or The Union  
(<https://www.uwsunion.org.uk/advice/>). It is important that you seek this  
assistance prior to finalising your ECS.

<b>Procedure Author</b> – Head of Registry	<b>Procedure Owner</b> – Head of Registry
<b>Parent Policy Statement</b> - Student Experience Policy Statement	<b>Public Access or Staff Only Access</b> – Public
<b>Version 4</b> – January 2021	<b>Changes and Reason for Changes</b> – Addition – Section 1 - reminder that there is no need to provide evidence Addition – Section 7 – if a student has exhausted the maximum number of opportunities to pass a module, no appeal available.