

Section 17A

Nottingham Trent University

Quality Handbook

Part E: Regulations

**Section 17A: Notification of
Extenuating Circumstances
policy and process**

Section 17A

Contents

1.	Introduction and general principles.....	2
2.	Responsibilities	4
3.	Definition of extenuating circumstances	5
4.	Submission timescales.....	7
5.	Submission outcomes and actions	8
6.	The role of the Notification of Extenuating Circumstances Contact (NECC)	9
7.	The role of the Notification of Extenuating Circumstances Panel (NECP)	11
8.	The Board of Examiners	12

Appendices

1.	Appendix 1: Standards of evidence	13
2.	Appendix 2: Guidance on types of extenuating circumstances and evidence	14
3.	Appendix 3: NTU Self-Certification Form	19
4.	Appendix 4: NEC Policy and Process Flowchart.....	20

Section 17A

1. Introduction and general principles

The University endeavours to support student engagement and academic performance. It is assumed that students intend, and are able, to work to their optimum level throughout the duration of their studies, but that their performance may, on occasion, be affected adversely by circumstances beyond their control.

The Notification of Extenuating Circumstances (NEC) policy and process provides a mechanism by which students can notify the University of extenuating circumstances and seek guidance and support from their Schools and, as appropriate, from Student Support Services, about the implications of such circumstances for their study and assessment and how these might be addressed.

Requirements

- 1.1 This policy uses the following definitions:
 - a. "Academic Registrar" means the Head of Academic Registry or their nominee;
 - b. "Individual Requirements" means students with identified and specified assessment support needs (including students with specific learning difficulties, such as dyslexia, ongoing physical or sensory impairments, medical or mental health conditions);
 - c. "NEC" means Notification of Extenuating Circumstances;
 - d. "NECC" means the Notification of Extenuating Circumstances Contact, a designated academic member of staff in each School who will act as a first point of contact for students;
 - e. "NECP" means the Notification of Extenuating Circumstances Panel, a designated group of academic members of staff with oversight for the implementation of this policy within their School;
 - f. "working days" are defined as Monday to Friday and excludes weekends, UK Bank Holidays and all University closure days.
- 1.2 This policy and process applies to all students of the University except Research Degree students (i.e. those students pursuing MPhil, PhD or Professional Doctorate degrees).
- 1.3 For School-based collaborative provision, NEC submissions should be made to the University via the Centre.
- 1.4 Collaborative partners which have been awarded Validation Centre status will develop and operate their own processes for dealing with NECs and Academic

Section 17A

Appeals. Students do not have the right to approach the University until all local procedures have been exhausted. The University's role in reviewing any application for Academic Appeal is to ensure that the Centre has followed its own processes correctly.

- 1.5 The University has separate policies and processes for Academic Appeals (Quality Handbook (QH) Section 17B), and Academic Irregularities (QH Section 17C). There is also a Student Complaints Procedure (QH Section 17E) and a Student Code of Behaviour.
- 1.6 All reasonable efforts have been made in the design of this process to ensure it embodies the principles of fairness. The principles of fairness include:
 - a. giving reasons for actions taken and decisions made by the University;
 - b. avoiding potential bias by ensuring independent consideration at each stage of the process;
 - c. operating reasonable timescales for submissions to and responses from the University.
- 1.7 In implementing this policy and process the University will ensure that students with protected characteristics, as defined under the Equality Act 2010, are treated fairly and without discrimination.
- 1.8 Information provided by students under this policy and process will be treated confidentially. It will only be shared with those persons necessary to progress the application and / or ensure that appropriate support is provided in response to information provided on the application.
- 1.9 The Board of Examiners needs to be able to take into account all circumstances affecting a student. It will therefore be able to review the profile of NECs submitted by a student during the current or previous academic year(s).
- 1.10 A third party, including a parent, guardian or spouse, cannot submit an NEC form on a student's behalf unless written consent is received from the student. Where consent is provided to, and accepted by, the University all communications relating to this policy and process will be made through the nominated individual only.
- 1.11 If an application for an NEC is made under this policy and process by a student who is under the age of 18 (a 'minor') at the time the submission is received, the University will notify the parent or guardian of the student in writing and keep them informed of progress. The University will permit the parent or guardian of the student to act on the student's behalf during the process, provided the student has given the University prior written consent.
- 1.12 This policy and process refers to aspects of the structure and staffing of the University. It is recognised that there may be some variation in structures and nomenclature across the University. It is therefore implicit that those of appropriate seniority and experience will operate this policy and process at the appropriate equivalent level throughout the structure of the University and where different structures are in place. Similarly, where mention is made in this policy or process of action by the holders of specific posts, it is implicit that this activity may be delegated to an appropriate nominee, having sufficient experience and skills and being sufficiently senior to act on behalf of the designated post holder.

Section 17A

- 1.13 Information and guidance about this policy and process will be provided to students via the Student Handbook, course handbooks, year group meetings and personal academic tutorials. Students may also contact Nottingham Trent Students' Union (NTSU) (<http://www.trentstudents.org/>) for independent advice.
- 1.14 The University expects that students will be able to meet the timescales specified in this policy in communicating with the University, including by electronic means, unless affected by circumstances which themselves explain the delay.
- 1.15 The University will reasonably endeavour to comply with the timescales prescribed in the policy and process via its planning and operational processes. However, there may be circumstances in which the University cannot reasonably meet such time limits.

2. Responsibilities

Students should be enabled to make an informed decision. It is ultimately the student's responsibility to decide whether to attempt an assessment. If a student decides to attempt an assessment then they are agreeing that they are fit to undertake the assessment and accepting that their performance will be judged on its merits.

Requirements

- 2.1 Students are responsible for ensuring that they:
 - a. read and understand this policy and process, and the relevant Common Assessment Regulations, and seek guidance from their School as required;
 - b. disclose, as soon as practically possible, any extenuating circumstances they would like taken into consideration where their academic performance has been, or may be, compromised;
 - c. submit their request through the online Appeals Portal along with all appropriate documentary evidence which meets the standard of evidence required by the University (see appendix 1);
 - d. clearly indicate which modules and related assessments have been or will be affected;
 - e. are available, in the event that the NEC is upheld, to discuss with the NECC what actions may be required to allow them to perform to the best of their ability.
- 2.2 Schools are responsible for ensuring that:
 - a. all students are made aware of the NEC policy and process. Schools are expected to include information in the School and / or Course Handbook, and to include this information in induction sessions for new students and similar sessions for returning students. Schools should keep records of this

Section 17A

information and of any reminders provided to students, especially as they may be required should a student submit a Request for Reconsideration or Academic Appeal;

- b. all students are made aware of the primary contacts for seeking advice on this policy and process within each School. These contacts should be clearly stated in each School / Course Handbook. These may be course team members and / or School administration teams;
- c. Deans nominate one or more individuals for the role of School Champion for the NEC policy and process, who will act as a key contact for promoting this policy and process and related best practice to staff within their School;
- d. Deans identify appropriately qualified and experienced academic staff to act as NECCs and that the names and contact details of these staff are publicised to students (e.g. by inclusion in student handbooks);
- e. Deans identify a minimum of three appropriately qualified, independent and experienced academic staff to act as NECP members;
- f. School procedures enable timely responses to students;
- g. the relevant course and administrative team in any other School are notified of decisions concerning students on courses which are delivered across more than one School;
- h. a record is retained on individual student files of advice given and of referrals made to the University's Student Support Services.

Explanatory notes

- Policy relating to Research Degree students can be found in Quality Handbook Sections 11, 16D, 16E and 16F.
- The Student Code of Behaviour can be found in the online Student Handbook.

3. Definition of extenuating circumstances

The University employs a shared definition of extenuating circumstances to ensure fair and consistent application whilst recognising that the specificities of each case must be taken into consideration in order to support students effectively.

Requirements

- 3.1 The University defines extenuating circumstances in this policy and process as circumstances which:
 - a. may affect a student's ability to attempt one or more assessments;

Section 17A

- b. are serious or significant;
 - c. cannot be avoided;
 - d. can be corroborated by independent evidence;
 - e. occurred before the assessment event(s) or deadline(s) in question.
- 3.2 Where a student indicates at any stage of this policy and process that they have a disability (including but not limited to experience of an ongoing impairment, medical or mental health condition) the University will communicate with the student through the appropriate channels at the University (and may also include contact with third parties where this is deemed necessary due to the student's circumstances) and reasonable adjustments will be made (where appropriate to do so) to accommodate the student's needs at the University.
- 3.3 This policy and process allows for the circumstances of students with identified and specified assessment support needs (including students with specific learning difficulties, such as dyslexia, ongoing physical or sensory impairments, medical or mental health conditions) to be taken into account. Students with such needs – defined in this policy and process as Individual Requirements – should alert their course team to their circumstances at an early stage, and will normally be expected to consult with Student Support Services to agree a Statement of Access. Students with pre-approved Individual Requirements are not required to use the NEC policy and process described in this document unless they wish to notify the University of the impact of specific and unforeseen circumstances that are related to their pre-declared support and access needs, or to notify the University of unrelated extenuating circumstances. The University recognises that the identification of circumstances which might be defined as Individual Requirements may occur at any stage of a student's studies.
- 3.4 It is also recognised that some students will have extenuating circumstances that have a prolonged and / or fluctuating effect on their performance (e.g. enduring health conditions). In some cases, it may be more appropriate that these students' needs are addressed through "reasonable adjustments" in the context of the Equality Act 2010, requiring agreed access requirements that apply over a longer timescale.
- 3.5 Extenuating circumstances are likely to differ in severity and will affect individuals variously. Factors to consider in the operation of this policy and process include:
- a. the nature of the extenuating circumstances and the likely duration of their impact;
 - b. the extent of learning that the student has missed during the module(s);
 - c. the student's knowledge about the effect of their situation on any preparation for forthcoming assessment tasks;
 - d. the impact of any delay in assessment in one or more module(s) on work in other modules;
 - e. any implications for the timing of progression or graduation;
 - f. the final date by which coursework will need to be submitted in order for it to be considered by the Board of Examiners.

Section 17A

Explanatory notes

- For guidance on specific types of extenuating circumstances, see Appendix 2. For standards of evidence, see Appendix 1.

4. Submission timescales

If the student has not attempted the assessment then they should disclose extenuating circumstances through the NEC policy and process. If the student has attempted the assessment then they should disclose extenuating circumstances through the Academic Appeals policy and process.

Requirements

- 4.1 A student may notify the University of extenuating circumstances at any time of the academic year (including outside term time) and, as appropriate, seek support from their School or from Student Support Services. Where the circumstances are likely to affect assessment, or have already done so, the timing of the notification is important.
- 4.2 Where the notification is made before an assessment event or submission date, and the NEC is upheld, the University will work with the student to determine the support that they might require to be able to perform at their optimal level.
- 4.3 Whilst an application for an extension is under consideration, a student should not assume that it will be granted. Where an NEC is submitted immediately before a coursework deadline the student should seek advice from the School.
- 4.4 Where the notification is made after an assessment event or submission deadline, and the student has not attempted or submitted the assessment, extensions will be considered only if the student notifies the University of their circumstances within five working days of the assessment event or submission deadline, and will not be permitted unless the circumstances themselves explain the delay in notification to the University's satisfaction.
- 4.5 Where the notification is made later than five working days after an assessment event or submission date, and the student has not attempted or submitted the assessment, and the circumstances themselves explain to the University's satisfaction the delay in notification, the University may allow the student to be assessed at the next most appropriate opportunity. Such a decision by the University must be ratified by the relevant Board of Examiners.
- 4.6 If a student discloses extenuating circumstances after the relevant Board of Examiners meeting, and / or cites unanticipated impaired performance in an assessment which has been attempted, such as illness during an exam, the student's circumstances will be considered through the University's Academic Appeals policy and process (QH Section 17B). The student should be directed to the first stage of the Appeals process, that is, they should submit a Request for

Section 17A

Reconsideration (“R4R”). Students can seek guidance on the R4R process from their School.

Explanatory notes

- The implications of the NEC policy and process are that if a student believes their performance is going to be affected by circumstances beyond their control they need to make a judgement (supported wherever possible by University staff and appropriate evidence) about whether or not to attempt the assessment. Where they feel that their performance may be impeded, then a student might be advised not to submit or attend the assessment.
- If a student decides to attempt an assessment in this context, they then accept (i) that they will be considered by the University to be fit to undertake the assessment and (ii) that their performance will be judged on its merits alongside those of their peers. A student cannot thereafter submit an NEC. Subsequent notification must be made through the R4R stage of the Appeals process.

5. Submission outcomes and actions

It is not the policy of the University to adjust marks, grades or degree classifications where a submission by a student is upheld at any stage of this policy and process, but to provide circumstances in which a student can demonstrate their academic ability unhindered.

Requirements

- 5.1 There are three possible outcomes of an NEC submission: upheld, partially upheld or not upheld.
- 5.2 Where an application for extenuating circumstances is upheld, the University will take one of the following actions:
 - a. provide a short extension to an assessment deadline where this is appropriate and practicable. Extension periods will be of five or ten working days only and a maximum of two extensions may be granted for an individual assessment. Should a student seek a third or further extension for the same individual assessment, the NECC should consider whether the student should be provided with the opportunity to be assessed at the next available

Section 17A

opportunity or to vary their rate of study. The NECC should also consider referral to Student Support Services where appropriate;

- b. provide the opportunity for the student to be assessed at the next available assessment point, where an extension is not appropriate due to the type of assessment (e.g. examination) or the student believes their performance will be impeded if they submit or attend according to the assessment schedule. Where the next available opportunity is to be considered a first attempt the mark will be uncapped. The School will decide what constitutes the next available assessment point and the decision to offer a student a next opportunity attempt will need to be ratified by the Board of Examiners;
- c. provide the student with the opportunity to vary their rate of study or take a leave of absence, as defined in QHS 2A.

Explanatory notes

- A partially upheld outcome indicates that the student selected multiple assessments and the NEC was upheld for some but not all of these assessments.
- Where the student is undertaking a course and / or module which is jointly delivered by more than one School, the School making the decision on the NEC and on what constitutes the next available assessment point must ensure the partner School(s) are informed of the decision.

6. The role of the Notification of Extenuating Circumstances Contact (NECC)

Although it is ultimately the student's responsibility to decide whether to attempt an assessment, the NECC should offer support in this decision where the student has made the NECC aware of their circumstances. The NECC should help the student understand that if they decide to attempt an assessment they will be deemed by the University fit to undertake the assessment event and their performance will be judged on its merits.

Requirements

- 6.1 Once the student has submitted the NEC application and provided supporting evidence, the case will be considered by the NECC. The NECC may deem it necessary to request further evidence from the student or to have a discussion with the student, or to undertake an investigation.

Section 17A

- 6.2 Having reviewed the NEC submission and any evidence or other information, the NECC will make a judgement and take action in accordance with the following paragraphs.
- 6.3 Where an NEC submission is upheld or partially upheld, the NECC will confirm the outcome, that is, an extension of five or ten working days, or an attempt at the next assessment opportunity. The student and the NECP will be notified of the NEC outcome within five working days.
- 6.4 If the NEC submission is upheld but not referred to the NECP, then the student will be notified of the outcome within five working days of receipt.
- 6.5 If the NEC submission is not upheld, the NECC will notify the student and notify the NECP of the decision within five working days of receipt.
- 6.6 Where the NEC submission is upheld and the extenuating circumstances are particularly complex and / or ongoing, or the assessment is a scheduled event which cannot be delayed, or the notification was made later than five working days after the assessment event, the NECC will inform the student within five working days of receipt that their claim is upheld and that it will be referred to the NECP to be logged and communicated to the Board of Examiners for ratification and confirmation of the next available assessment opportunity.
- 6.7 Where the NECC decides that the student should be referred for further or specialist support, the NECC is responsible for signposting the student to the appropriate source of support and facilitating access where necessary. The NECC will also inform the student's course leader.
- 6.8 The NECC may be the only person in the University who has a piece of information that may indicate that a student may be at risk of not progressing with their studies. Students may be already accessing support from internal or external services but alternatively the NECC could also be the first person in the University they give this information to. Students may disclose issues that could be considered Safeguarding matters. It is important any such disclosures are dealt with correctly so the NECC should contact their local Student Support Adviser or Student Support Services (student.support@ntu.ac.uk) directly. Wider issues of student wellbeing are also important and the information that the NECC provides could help the University to ensure that all necessary support is put in place, referrals are made where required, and the University minimises the risk of the student leaving or interrupting their studies.
- 6.9 Where the circumstances indicate a potential need for Individual Requirements, the NECC should refer the student to the course leader and Student Support Services. Individual Requirements might be indicated by repeated NEC submissions of a similar nature. The course leader, with guidance from Student Support Services, will consider whether access requirements that apply over a longer timescales may be more appropriate.
- 6.10 In cases where a student claims that there has been a material administrative error or a mistake or irregularity in the conduct of an assessment event or outcome, and the NECC is able to resolve it, they will action the change. Where it is complex and cannot be rapidly resolved it will be referred to the NECP for a decision.

Section 17A

6.11 Where the circumstances or evidence are such that the NECC cannot decide on an outcome the NEC submission will be referred to the NECP. The NECP will make a decision and the student will be informed.

7. The role of the Notification of Extenuating Circumstances Panel (NECP)

Each School has a Notification of Extenuating Circumstances Panel which oversees for the implementation of this policy and process.

Requirements

- 7.1 The NECP will meet frequently throughout the academic year as determined by each School. The responsibilities of the NECP include:
- having oversight of all decisions made by the NECC(s), identifying any trends across the School, and recording and tracking actions; and ensuring good practice is identified and shared across the School;
 - making decisions about NEC outcomes for complex cases, which are referred to them by NECCs;
 - receiving claims relating to material administrative errors and resolving any outstanding issues which the NECC has been unable to resolve;
 - reporting NEC outcomes to the Board of Examiners;
 - receiving an overview of students who submitted extension requests;
 - reporting annually to the School Academic Standards and Quality Committee (SASQC) and the Academic Registry on the implementation of this policy and process in order to identify any staff or student development needs;
 - identifying for the Board of Examiners where individual cases may give rise to further discussion;
 - ensuring all NECP meetings are minuted and that discussion and actions relating to the points above are recorded.
- 7.2 The School will retain all paperwork from NECPs should these be required, e.g. Academic Appeals.
- 7.3 The NECP will receive, from NECCs, a copy of all NEC submissions and their outcomes. These will be logged and reported to the Board of Examiners.
- 7.4 Where an NEC submission has been referred to the NECP for reasons of complexity, the NECP will decide on an outcome and the decision will be communicated to the NECC and the student within ten working days of the referral.
- 7.5 Where an NEC submission has been referred to the NECP for a material administrative error or a mistake or irregularity in the conduct of an assessment event or outcome, the NECP will take action where appropriate or refer the matter

Section 17A

to the Board of Examiners for a decision. The NECC and the student will be notified of the outcome.

8. The Board of Examiners

The Board of Examiners ratifies all outcomes of NEC submissions. The Board of Examiners will consider matters referred by the NECP and decisions to offer students assessment attempts at the next available opportunity as part of the overall academic decision-making process relating to the performance and progress of the students concerned.

Requirements

- 8.1 The Board of Examiners will be presented with three lists of students from the NECP in the following format:
 - a. A list of students whose NEC submissions are deemed not upheld on the basis of the evidence presented;
 - b. A list of students whose NEC submissions are deemed upheld on the basis of the evidence presented;
 - c. Individual cases (where extensions have been granted) which may give rise to further discussion.
- 8.2 Schools will make appropriate local arrangements to ensure that the decisions of the NECP are fully and properly communicated to the Board of Examiners. This may include a requirement that the Chair of the NECP will attend the meeting but not as a member.
- 8.3 Where the Board of Examiners' deliberations and decisions necessitate it, the Chair of the NECP may further brief the Chair of the Board of Examiners on the nature of a student's circumstances, which would otherwise remain confidential.
- 8.4 The Board of Examiners will consider the NECP report as part of the overall academic decision-making process relating to the performance and progress of the students concerned.
- 8.5 Following the Board of Examiners' meeting, students will be able to access their results online via NOW, the University's VLE (<https://now.ntu.ac.uk/>). The date on which results will become available is published on the NOW homepage.

Section 17A

1. Appendix 1: Standards of evidence

All submissions made under this policy and process must be supported by independent, reliable and contemporaneous documentary evidence which substantiates claims of compromised academic performance or other inability to comply with assessment requirements, except in the circumstances specifically pertaining to self-certification.

Requirements

- 1.1 The burden of proof lies with the student at all times.
- 1.2 The University reserves the right to take such steps as deemed necessary to verify evidence submitted without prior notification. Where the University is unable to authenticate the material to its satisfaction, the application may be unsuccessful.
- 1.3 Evidence submitted with an NEC application should be:
 - a. written by appropriately qualified professionals who are independent of the student. These include, for example, a student's personal tutor, Halls of Residence Wardens, Student Support Services staff, as well as suitably qualified medical practitioners and other professionals;
 - b. on headed paper, and signed and dated by the author. Evidence presented by email may be acceptable if the email has been sent by the author from the official domain name of the author's organisation. Extracts of numerous emails merged into a single document are not acceptable as evidence;
 - c. confirmation that the circumstances were witnessed on the relevant date and not reported retrospectively. In other words, a medical note which states that the student told the medical practitioner that the student was ill several months before the note was issued is not acceptable evidence;
 - d. in English. It is the student's responsibility to provide supporting documentation and any translation should be undertaken by an accredited translator (e.g. a member of the Association of Translation Companies [<http://www.atc.org.uk/en/>]);
 - e. original. Scanned copies of original documents will be accepted for upload to the online Appeals Portal. However, original hard copies may be requested at any time.
 - f. unaltered by the student. Documentation that has been amended for any reason will be deemed inadmissible by the University. If there is evidence that a student has fraudulently submitted documentation to the University the matter will be referred to the relevant Dean of School who will consider it under the Student Code of Behaviour or the Academic Irregularities policy.

Section 17A

2. Appendix 2: Guidance on types of extenuating circumstances and evidence

- 2.1 The following table provides guidance on circumstances which will be considered through this process and corresponding examples of appropriate evidence. The entries below are indicative and the list is not exhaustive. The University accepts that other circumstances may arise which are not detailed in this policy. In such cases, students should submit their NEC form, providing specific facts and with appropriate supporting evidence. Students are strongly advised to seek guidance from their School Office.

Circumstances	Examples of appropriate evidence	Guidance
Short-term illness or injury (up to seven calendar days)	<p>The University's self-certification form completed in full. See Appendix 3.</p> <p>Letters from doctors stating that the student informed them that they were unwell at a point in the past and which do not make a medical diagnosis will not be accepted.</p>	<p>Self-certification is permitted in the following circumstances: where a student contracts a self-limiting illness up to seven calendar days before an examination, individual presentation, or other assessment under timed or other assessment conditions, and has not attempted the assessment or presented themselves at the assessment venue. Self-certification will not be accepted for coursework submissions. Self-certification must be made using the University's form. Before self-certifying, students are advised to consider how they will manage an additional assessment and associated workload during the next assessment opportunity.</p> <p>Self-certification will be accepted in situations where there is a sudden deterioration in a long-standing medical condition or disability for which the student already has Individual Requirements in place.</p> <p>Self-certification will also be accepted for specific laboratories used by the School of Science and Technology where students are not permitted to enter if they are unwell.</p>
Illness, Injury (over seven days)	An original medical certificate which must be a confirmed diagnosis by a registered medical practitioner and be	<p>This may include sudden deterioration in a long-standing medical condition or disability for which the student has Individual Requirements in place.</p> <p>Minor illnesses such as colds, sore throats, headaches, digestive problems, etc. do</p>

Section 17A

	specific about the nature of the illness and the likely impact it has had upon the student.	not normally constitute extenuating circumstances.
Hospitalisation	An original medical certificate / letter from the relevant hospital confirming the nature and severity of the circumstances and the dates of hospitalisation. It would be helpful if this letter could also confirm the likely period of impact on the student's ability to undertake formal assessment and / or study.	
Acute personal / emotional circumstances (over seven days)	An original medical certificate / letter from an appropriate medical professional or counsellor.	
Serious illness or death of a family member or close friend	An original medical certificate / letter from an appropriate medical professional or a copy of a death certificate of a letter from the family doctor or a Coroner's Report. This may be accompanied, if necessary, by formal documentation confirming relationship with the deceased.	
Funeral not covered by the circumstances above	A letter or note on headed paper confirming the date of the funeral, or a copy of a funeral service.	
Crime victim	Crime report and number	Where the impact of the crime has resulted in the student suffering serious injury, illness or hospitalisation lasting

Section 17A

		more than seven days, or has required other support (e.g. counselling or other mental health or wellbeing support), then the extenuating circumstances may fall within one of the other categories in this table.
Legal proceedings	Documentary evidence from the court or a solicitor	
Jury service	Documentary evidence from the court	
A material administrative error or a mistake / irregularity in the conduct of an assessment event	Appropriate documentary evidence such as a copy of an email which reports issues to School staff or an Invigilator Report	Where there has been a material administrative error (e.g. the student has attempted the wrong exam paper), or irregularity (e.g. disruption from other students, or construction or landscaping), then the student should notify the invigilator during or immediately after the assessment event or School staff immediately after the event so that the issue can be documented.

2.2 The following table gives examples of circumstances which are not considered extenuating:

Circumstances	Guidance
Failure to read the examination timetable or assessment deadlines or assessment requirements properly	Students are responsible for ensuring they read and understand examination timetables, assessment deadlines and assessment requirements, seeking clarification as appropriate.
Pressure of assessments, assessment deadlines, and / or exam stress	Many students experience a degree of pressure and / or anxiety before and during assessments. These circumstances are not considered extenuating unless a medical diagnosis of illness has been made and evidence can be provided. Where a medical diagnosis has been made, the student can submit a Notification of Extenuating Circumstances application with appropriate evidence.
Deactivation as a result of non-payment of University fees or debts to the University	An NEC submission will not be considered where a student has lost access to their student account and other University facilities following the deactivation of their student record due to outstanding debts to the University.

Section 17A

Minor illnesses (e.g. coughs,
colds, sore throats, etc.)

Self-induced conditions (e.g.
hangovers)

Religious festivals

The University respects the rights and religious views of its students and will make every attempt to schedule exams avoiding any holy days, but this is not always possible. However, there is already provision in place for students to email the Academic Registry and their School with any individual circumstances prior to the published deadlines (please refer to the [Student Exam Guide](#)). Religious festivals do not therefore constitute extenuating circumstances.

Personal disruptions which
could have been anticipated
(e.g. holidays)

Students are expected to plan around assessment dates and deadlines. The University publishes the examination period dates in advance on the [Term Dates Calendar](#). They are also published in more detail on the [Student Exam Guide](#). Students can view their personal examination timetable in NOW.

Accommodation disturbances
(e.g. moving house,
housemate disagreements)

Accommodation disturbances do not generally constitute extenuating circumstances.

Transport issues

Students are expected to plan their travel, including contingency time for moderate delays, to ensure timely arrival at the assessment venue (20 minutes before the published exam start time). However, significant, unavoidable delays or cancellations may constitute extenuating circumstances.

IT and / or computer failure /
and / or failure to save work
properly

Students are responsible for saving and backing up all electronic work. Loss or corruption of files or failure to save work properly do not constitute extenuating circumstances.

Assessment and deadline
schedules

Deadlines and examinations scheduled close together are unlikely to constitute extenuating circumstances. Examination period dates are published in advance on the [Term Dates Calendar](#). They are also published in more detail on the [Student Exam Guide](#). Students can view their personal examination timetables in NOW.

Reluctance to disclose
circumstances for any reason

The University can only consider circumstances if they are disclosed in accordance with this policy.

Section 17A

(e.g. describing oneself as a
"private person")

The University recognises there may be instances in which students are unwilling to disclose their circumstances online due to their highly sensitive nature. In such cases, it is important that the student discloses these circumstances to the NECC and that a confidential written record of any discussion is retained on the student's file for reference (rather than the online system) should it be required in a Request for Reconsideration or Academic Appeal investigation.

Where students fail to notify the University of circumstances which may impede their academic performance, they must be aware that this non-disclosure may affect any future application for Request for Reconsideration or Academic Appeal if the University deems that the late disclosure and the evidence provided could have previously been made available to the NECC, NECP, Board of Examiners or Reconsideration Panel.

Criminal conviction

Investigation of a criminal offence or subsequent sentence does not constitute extenuating circumstances. Court proceedings dates are often known well in advance, and it is expected that students involved in such proceedings plan their studies around relevant dates, unless the student is required to attend court on the day of an examination or assessment submission deadline.

Section 17A

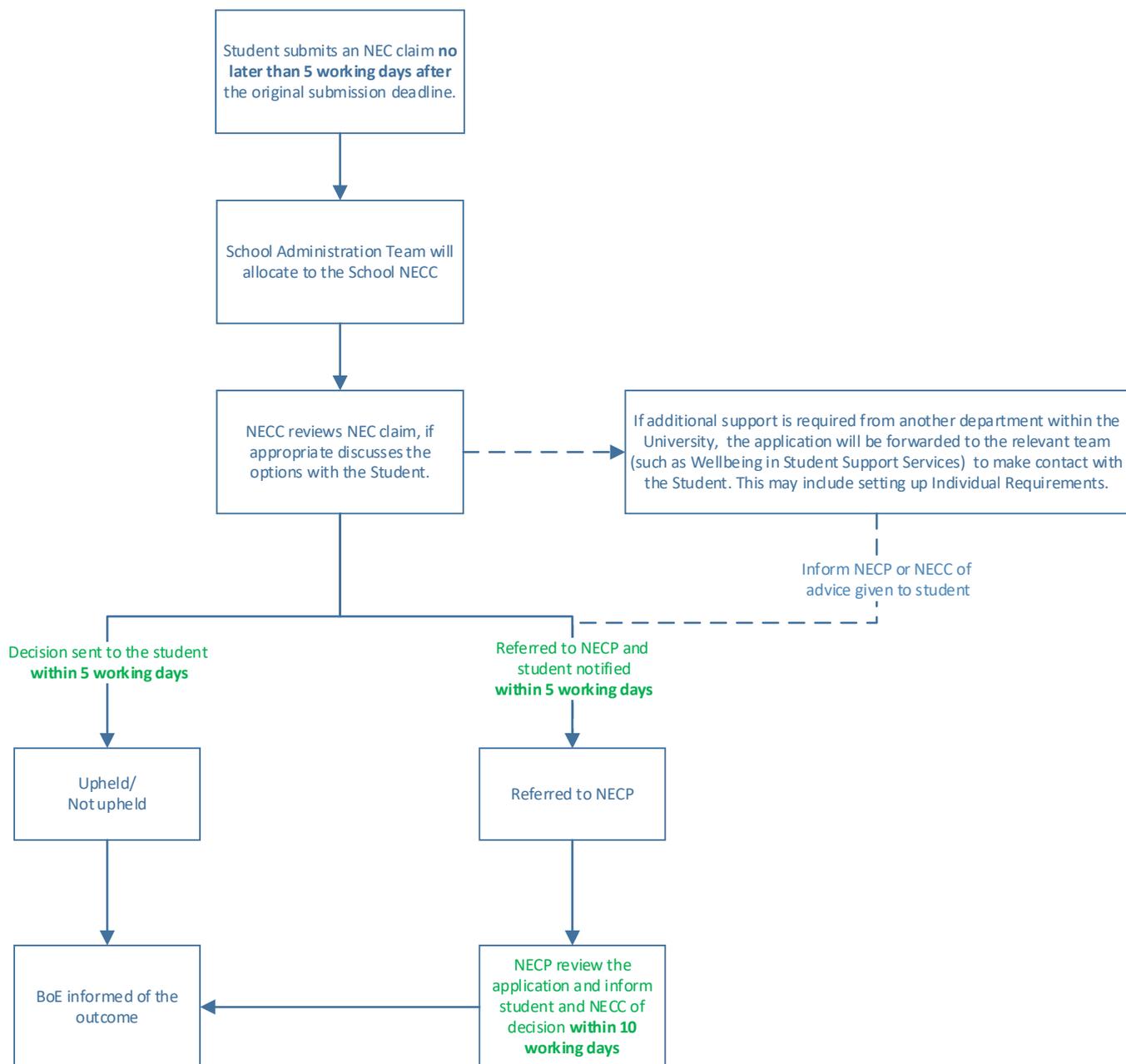
3. Appendix 3: NTU Self-Certification Form

NTU STUDENT SELF-CERTIFICATION FORM

<p>Use this form to certify that short-term illness prevented you from attending the following event(s):</p> <ul style="list-style-type: none"> • Examination • Individual presentation • Other assessment under timed or other assessment conditions 		
<p>Short-term illness means that you have been sick for up to 7 calendar days. If you have been sick for more than 7 calendar days then you need a note from your doctor.</p>		
<p>This form CANNOT be used to self-certify illness for the following events:</p> <ul style="list-style-type: none"> • Coursework submission • Lecture, seminar, tutorial or other timetabled sessions 		
NAME:		
NTU STUDENT ID:		
EMAIL ADDRESS:		
SCHOOL:		
LEVEL OF STUDY (undergraduate or postgraduate):	Please note that this form does not apply to and should not be used by MPhil, PhD and Professional Doctorate students.	
COURSE TITLE/CODE:		
YEAR OF STUDY:		
TIER 4 VISA HOLDER (yes/no):	Do you have a Tier 4 visa?	
I confirm that I was ill	From [DD/MM/YYYY]	To [DD/MM/YYYY]
Describe your illness:		
Did you receive any medical advice or treatment for this illness? If yes, please give the name and address of the doctor or medical practitioner who provided it:		
<p>By signing you confirm that you understand the following:</p> <ol style="list-style-type: none"> 1. This form should be submitted with your Notification of Extenuating Circumstances (NEC) application. 2. Your NEC will be reviewed by the NEC Contact or Panel. Submitting this form DOES NOT GUARANTEE that your NEC will be upheld. 3. You have considered how you will manage an additional assessment and related workload if you are given the opportunity to attempt this assessment at a future assessment point. 		
Signature:	Date:	

Section 17A

4. Appendix 4: NEC Policy and Process Flowchart



Section 17A

Policy owner
Academic Registry

Change history			
<i>Version:</i>	<i>Approval date:</i>	<i>Implementation date:</i>	<i>Nature of significant revisions:</i>
Apr 2016			New set of regulations agreed at Academic Board
Sept 2016	30.09.16	01.10.16	Updating only
Sept 2017	12.09.17	01.10.17	<p>Full review of Wording and structure edited for clarity and concision.</p> <p>Inclusion of self-certification option for short-term illness or injury (up to seven calendar days).</p> <p>Alignment of the NEC policy and process with the Academic Appeals policy and process:</p> <ul style="list-style-type: none"> • The definition of extenuating circumstances now reflects the significance of the timing of the extenuating circumstances; that is, students should make an NEC submission only where an assessment has <i>not</i> been attempted; • Clarification that the NEC process can be used to address a material administrative error during an exam or mistake / irregularity in the conduct of an assessment event or outcome but unanticipated impaired performance (e.g. illness during exam) will be addressed through the Academic Appeals process.
March 2018	17.04.18	06.03.18	Paragraph 6.8 added regarding student disclosure to NECCs.
Sept 2018	12.09.2018	01.10.18	None

Equality Impact Assessment		
<i>Version:</i>	<i>EIA date:</i>	<i>Completed by:</i>
Sept 2015	09.02.16	CADQ
Sept 2016	30.09.16	CADQ
Sept 2017	01.09.17	Academic Registry