

Extenuating Circumstances Academic Policy¹

1. Introduction

1.1 Students are expected to meet the academic demands of their chosen programme. However, they may experience a range of serious and unanticipated difficulties, which adversely affect their ability to study, complete assessments or attend their required classes and other learning activities.

1.2 Boards of Examiners can consider such circumstances in reaching decisions about a student's academic performance subject to the impact of those circumstances being described and appropriately verified. To support Boards of Examiners in fulfilling this responsibility requires the definition of appropriate policy and procedure in respect of extenuating circumstances.

2. Context

2.1 All students need to be treated equitably as part of the assessment process. To assist Boards in their decision-making process, it is necessary to have an appropriate evidence base to inform the judgements which can be made. This paper sets out the definition of extenuating circumstances, policy principles for extenuating circumstances and provides a suggested format and process for the consideration of these circumstances. The process is aligned with the current responsibilities of Boards of Examiners and the Assessment Appeals procedure.

3. Definition of Extenuating Circumstances

3.1 The definition of extenuating circumstances is the occurrence of unforeseen events which have prevented a student from attending a substantial number of classes, affected their ability to study or complete assessments (*both continuous assessment and/or examinations*); resulted in assessment deadlines being missed or adversely affected performance in any assessments undertaken.

3.2 Such circumstances include serious illness, hospitalisation, accident, family bereavement or other serious personal or emotional circumstances.

3.3 Extenuating circumstances do not cover events which are foreseen, e.g. sporting or cultural commitments. Where appropriate, the student should follow procedures under the Policy on Late Submission of Coursework.

4. Key Principles

The policy and process for extenuating circumstances is based on the following principles:

4.1 This policy is to be applied to students enrolled on a programme leading to a recognised award.

4.2 All students must be treated equitably.

¹ IOB's Extenuating Circumstances Policy mirrors that of UCD as approved by Academic Council Dec. 10 2009 and updated on April 27 2017.

4.3 All information provided in relation to extenuating circumstances will be treated in strictest confidence and such information will be limited to the personnel directly involved in administering and evaluating the circumstances.

4.4 The application should be dealt with as quickly and as locally as possible. To expedite the processing of applications during a semester, a Board of Examiners may delegate authority to a sub-committee or standing committee of its members.

4.5 Applications for extenuating circumstances must be made as close as possible to the assessment(s) affected and within the timeframe set for applications. Retrospective applications may be considered only in exceptional cases where there are valid reasons for non-submission within the usual timeframe.

4.6 The Institute of Banking (IOB) reserves the right to investigate the validity of applications. In cases where there is a suspicion that an application may have been submitted fraudulently, the issue may be referred to IOB's disciplinary process.

4.7 The decision on the impact of the extenuating circumstances on the student's performance is a matter of academic judgement on the part of the Board of Examiners.

4.8 The decision taken by the Board of Examiners is final. A student may only appeal a decision through the IOB Assessment Appeals route if

- i. There were extenuating circumstances of which the Programme Board was aware but had rejected because the application was late and the Programme Board did not consider the reason why the application was late to be valid.
- ii. A prior circumstance emerged of which the Programme Board was not aware.

5. Process

5.1 Students are required to make a formal statement of circumstances which have affected them, outline the impact of these circumstances and support this statement with appropriate written verification.

5.2 This verification must comprise a statement from an appropriate professional or other recognised person verifying the circumstances described in the application and indicating their impact on the student's ability to meet the demands of the programme.

5.3 Following the submission of an application to the appropriate Office, it is processed broadly in accordance with the procedures set out on page 3 of this document.

5.4 All decisions are ratified at a meeting of the Board of Examiners.

5.5 An administration fee of 110 euro is payable for successful applications for level 7 and 8 modules.

6. Supporting Documentation

- Application Form for Extenuating Circumstances – www.iob/extcirc/form

Process for dealing with Extenuating Circumstances Applications

Student completes the Application Form for Extenuating Circumstances and submits it to the Programme Office within the specified time frame

The Programme Office notifies the School (IOB) of the submission of the form. School takes local immediate action, if necessary and confirms action to the Programme Office

Where local action is not feasible or not taken, the Programme Examination Board considers applications and makes a decision: (i) Circumstances are taken into consideration; (ii) IX Awarded; (iii) WX awarded; or (iv) circumstances deemed not extenuating. It conveys the decision to the Programme Office who in turn inform IOB Registry for implementation

Outcome 1

Circumstances taken into consideration – grade may or may not be changed

Publication of the student's final results

Outcome 2

IX mandated – School sets remedy assessment & timing

IOB Monitors the prescribed time period and submit final grades to IOB Registry, recorded on a Change of Grade form signed by the Dean

Publication of the student's final results

Outcome 3

WX mandated: No further documentation required, no time period set.

A subsequent attempt at the module is treated as a first attempt

Outcome 4

Circumstances deemed not extenuating. Grades not changed