



New College Durham

# FdA Business and Management Level 5

**COURSE GUIDE**

2017-18



## **Mitigating Circumstances/Extenuating Circumstances**

Any mitigation applied for is subject to the New College Durham Mitigating Circumstances Procedure. Full procedure relating to mitigating circumstances is available at:

<https://ncdvwebthor01bb.ads.newdur.ac.uk/bbcswebdav/institution/intranet/docs/pdfs/quality/qmp/he/HEQMP%204-2-1.pdf>

Further guidance on New College Durham Mitigating Circumstances for Students is available on the student intranet including a short visual and audio presentation and application form.

<https://ncdvwebthor01bb.ads.newdur.ac.uk/bbcswebdav/institution/intranet/docs/student/HE/Mitigating%20Circumstances.pptx>

You are strongly recommended to read the key documents. They provide a detailed explanation of mitigating circumstances and the procedures expected to be followed when you feel that your performance in a summative assessment has been affected. Mitigating circumstances or extenuating circumstances are defined by the College as circumstances outside of the control of the student that have significantly affected performance in any summative assessment.

The College's intention is, wherever possible, to support you in completing your programme of study. It recognises that there may be times when you, through unforeseeable and unpreventable circumstances, find that you are unable to perform in an examination (or other form of assessment) to the full extent of your abilities. If you are unable to submit, or attend an examination, this procedure is also applicable to you. In such circumstances the Extenuating/Mitigating Circumstances Regulations enable you to request that your situation is taken into consideration. You are expected to have taken reasonable steps to ensure that you could not have prevented the circumstances from taking place. It is your responsibility to notify your module lecturer of any extenuating/mitigating circumstances, which you feel will affect, or may have affected, your performance in any summative assessment.

Any application you make has to be approved by the Mitigating Circumstances Board and if it does not meet the criteria then mitigation may not be granted.

An application for mitigating circumstances is only one of the support mechanisms available to you. There are other options for you to consider it is therefore important that you discuss your situation with a module lecturer or personal tutor who will be able to provide guidance on the most appropriate course of action. Where you are unable to meet the deadline for an assessment then an extension may be the better option for you. In circumstances which are likely to affect your progress over a longer time period, you may be advised to suspend your studies until the circumstances no longer have an impact on your studies.

## **Academic Malpractice**

In order to avoid academic malpractice, New College Durham is committed to continually educating students on how to develop good academic practice and writing skills.

Academic misconduct is treated very seriously and is defined as any activity or attempted activity which gives an unfair advantage to one or more students over their peers.

We strongly recommend you read the College Policy and guidance on academic misconduct which can be found at:

<https://ncdvwebthor01bb.ads.newdur.ac.uk/bbcswebdav/institution/intranet/docs/pdfs/quality/policies/AcademicMalpracticeProcedure.pdf>

## **Academic Appeals**

Academic Appeals relate to a review of a decision of an academic body, (Assessment Board or Mitigation Panel), charged with making decisions on assessment, student progression and awards. Appeals may be made in respect of the following areas relating to the assessment process:

- A formal assessment result
- A degree classification
- A decision taken as a result of academic failure e.g. termination of registration
- A decision taken as a result of unsatisfactory academic progress

Your Course Leader will give you further guidance if you feel you have the need to appeal on any of the areas stated above and the College application for Academic Appeals can be found at:

<https://ncdvwebthor01bb.ads.newdur.ac.uk/bbcswebdav/institution/intranet/docs/word/quality/qmp/he/HEQMP%204-7-2-1.docx>

## **Dealing with Complaints**

Although we expect you will be satisfied with the service we provide, please be assured that we will deal promptly and fairly with any complaint.

We strongly recommend that you talk over any issues with your Course Leader in the first instance to try and solve the issue informally and amicably. If this informal approach does not resolve the matter to your satisfaction you may wish to make a formal complaint. A college feedback and complaints form can be accessed by the following web link to our website:

<http://www.newcollegedurham.ac.uk/download/File/0/5h4mnk.pdf/>

## **Office of the Independent Adjudicator for Higher Education**

The Office of the Independent Adjudicator for Higher Education, (OIA), provide an independent scheme to review student complaints following a full investigation using the full college complaints procedure. The OIA is an independent review body, whose principal role is to consider whether a higher education provider, (university or college), has correctly applied its procedures, and whether the outcome of a complaint is reasonable in the circumstances. Following an independent investigation instigated by a Procedures Letter, the OIA will reach a judgement and set of recommendations on a referred case. It is recommended that you seek advice from the College Students Union if you are considering referring an outcome of a college complaint to the OIA. They will be able to provide you with a range of valuable guidance.

Further information on the services and role of the OIA, can be found on the OIA website: <http://oiahe.org.uk/>