

# Staffordshire University

## Exceptional Circumstances

### Application Form



Please carefully read the Staffordshire University Exceptional Circumstances Procedure and all the information on the application form before you submit your claim. The Exceptional Circumstances Procedure is located at

<https://www.staffs.ac.uk/legal/policies/index.jsp>

See the checklist on page 6 to make sure that you have fully completed the application form before submitting it. If you need help completing the form please contact your level administrator. Please submit this form to the APIIT Academic Administration Department

Exceptional Circumstances Receipt: To be retained by the student	
For Completion by the Academic Administration Department	
Staffordshire University Student Number	
APIIT Student Number	
Date	
Office Staff Signature	

#### Q1 What is the deadline for making a claim?

You should complete and submit your claim as soon as possible and no later than 2 weeks after the date of your assessment (excluding bank holidays and APIIT closures, for example Christmas

Break). If you have a Learning Support Statement (LSS) which allows you to negotiate extended deadlines for coursework-based assessments, then you must submit your claim within 2 weeks of your negotiated deadline date.

Please do not complete this application form if you have missed the deadline date. This is because your exceptional circumstances claim will not be considered.

If you have a valid reason why you were unable to submit your claim within 2 weeks following the assessment date or the negotiated deadline date, then you may be able to submit an appeal in line with the Staffordshire University Complaints and Appeals Procedure located at:  
<https://www.staffs.ac.uk/legal/policies/index.jsp>

You can submit your appeal when you have received your Staffordshire University award board decision via your on-line results profile. Only then are you able to submit your appeal to [regulations@staffs.ac.uk](mailto:regulations@staffs.ac.uk)

## **Q2 How do I complete the Exceptional Circumstances Application Form?**

You must complete Part A1, Part A2, Part A3 and the Declaration

You must NOT complete Part B or Part C.

## **Q3 What are NOT Exceptional Circumstances?**

The Exceptional Circumstances Procedure says these won't be considered as exceptional circumstances:

### **Health**

- Minor illness such as a cough or cold
- Routine medical appointments
- Ongoing medical conditions where there is no change in your condition. For example, a condition for which you already have a Learning Support Statement

### **Life Events**

- Moving house
- Holidays
- Weddings
- Change of employment where this is within your control

### **Personal Errors**

- Getting assessment information wrong
- Not backing up your work

If your claim is about any of the above it is unlikely we will be able to help you with your claim for exceptional circumstances.

If you are experiencing something that is not considered to be an exceptional circumstance, but you are finding it difficult to stay on track with your studies, then please contact your mentor , level administrator or student support executive so we can work with you to sort things out.

#### **Q4. What evidence do I need to provide?**

You need to provide evidence of the exceptional situation and how this is preventing you from completing your work to the best of your ability. We expect you to be honest in how you explain and evidence your circumstances, if you are found to have made a false statement or provided false evidence, this will be considered in accordance with the Academic Conduct Procedure located at: <https://www.staffs.ac.uk/legal/policies/index.jsp>

Your exceptional circumstances claim must be supported by relevant and independent evidence from a third party, such as a Doctor's letter, certificate or a counsellor's statement, making a diagnosis at the time you were unwell. Medical evidence saying you were seen after you were unwell will not normally be accepted. Supporting statements from staff such as your mentor will also be accepted as evidence. The Exceptional Circumstances Guide provides a list of examples located at: [https://www.staffs.ac.uk/support\\_depts/info\\_centre/handbook/extenuating/](https://www.staffs.ac.uk/support_depts/info_centre/handbook/extenuating/)

##### **Health**

- Evidence from a medical practitioner who is treating you. This must confirm that you were ill and seen around the time of your assessment.

##### **Life Event**

- Evidence of the bereavement and your relationship with the deceased.
- If you are a victim of crime, you will need to provide a police report. An incident number alone is not enough as the police will not discuss your case with us.

##### **Personal**

- If you have experienced unexpected travel disruption you can evidence this through traffic, news or weather reports. You cannot claim for pre-published travel disruption as this is something you could have planned for.

If your circumstance is not included above, you can always speak to your Level Administrator about what evidence is needed.

Part B of the application form can be used to document independent evidence such as a statement from your Doctor or Counsellor. You should try to submit your evidence with your claim. However, if your evidence is not available at the time you submit your claim, you can submit your evidence to the Academic Administration Department within 2 weeks from the date you submit your claim. Please make sure that you put your student registration number on your evidence.

**Without evidence we are unable to consider your claim.**

#### **Q5. How is my information and evidence stored?**

The processing and storage of your claim will be compliant with data protection law relevant to Sri Lanka and the Data Protection Policy at APIIT. All information and evidence provided with your claim will be held in accordance with the policies at APIIT and will only be used for the purpose of assessing your exceptional circumstances claim. The information and evidence will be retained in line with the policies at APIIT. Access to your claim will be restricted to those involved in the investigation.

#### **Q6. What happens when I've submitted my claim?**

Your claim is confidential so we will only share the details of your claim with those staff who are deciding on your claim.

We will consider if your claim is eligible for consideration. If it isn't, you will receive an email explaining your claim can't be considered. The email will be sent to the email address you have provided in Part A.

If your claim can be considered it will be referred to an academic decision maker. We will confirm if your claim is upheld or not upheld. The decision will be sent to the email address you have provided in Part A.

If your claim is upheld the Staffordshire University Award Board will decide what this means for your academic results. Detailed information can be found under the '**What will be the outcome of the Award Board?**' section of the Exceptional Circumstances Procedure located at: <https://www.staffs.ac.uk/legal/policies/index.jsp>

If you have any questions then please contact Academic Administration Department

#### **Q7. When will a decision be made?**

We hope to tell you if your claim is successful or not within 2 weeks (excluding bank holidays and when APIIT is closed for example Christmas closure) from receipt of all your evidence. The decision will be sent to the email address you have provided in Part A.

#### **Q8. What happens if my claim is UPHELD?**

If your claim is upheld the Staffordshire University Award Board will decide what this means for your academic results.

**What will be the outcome of the Award Board?** section of the Exceptional Circumstances Procedure located at: <https://www.staffs.ac.uk/legal/policies/index.jsp>

Chairperson of the Exceptional Circumstances panel will also be informed of the decision.

If you have any questions then please contact Academic Administration Department.

#### **Q9. What happens if my claim is NOT UPHELD?**

If your claim is not upheld the standard Academic Award Regulations will apply.

If you have any questions then please contact the Academic Administration Department

#### **Q10. What if I don't agree with the decision?**

There are 3 reasons why you can appeal if your claim is not upheld.

1. The Exceptional Circumstances Procedure was not followed properly.
2. The provider reached an unreasonable decision due to bias.
3. You have new evidence which you were unable to provide earlier in the process, for valid reasons.

Your appeal must be submitted within 2 weeks (excluding bank holidays and when your provider is closed for example Christmas closure) of you receiving your Exceptional Circumstances decision. You can submit your appeal to [regulations@staffs.ac.uk](mailto:regulations@staffs.ac.uk).

For advice on the appeal process please contact the Academic Administration Department

**Part A1 YOUR DETAILS:**

Please use BLOCK CAPITALS for this part

Student Number	
Course Title	
Provider Name	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Mx
Forename	
Surname	
Email Address	(the decision will be sent to the email address you write here)
Contact Address	
Contact Telephone Number	

**PART A2: ASSESSMENT DETAILS**

Use the table below to list every assessment you want to claim Exceptional Circumstances for, not just every module. If you have a Learning Support Statement which allows you to negotiate extended deadlines for coursework-based assessments, then you must put your extended deadline date in the Due Date column below.

Module Code	Module Title	Assessment Type	Due Date	Decision (office use)

**PART A3: EXCEPTIONAL CIRCUMSTANCES DETAILS**

You must explain your exceptional circumstances in the box below before you submit your claim.  
Please do not continue on extra sheets.

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**PLEASE CHECK THE DETAILS OF YOUR CLAIM BEFORE YOU SUBMIT IT**

Part A1	I have completed all my personal details	<input type="checkbox"/>
Part A2	I have listed every assessment I want to claim Exceptional Circumstances for, not just every module	<input type="checkbox"/>
Part A3	I have explained my exceptional circumstances	<input type="checkbox"/>
Part B	I have provided relevant supporting evidence and / or Part B has been completed by a third party.	<input type="checkbox"/>
	<b>OR</b>  I have not provided relevant supporting evidence and I understand that I must submit my evidence within 2 weeks from the date I submit my claim.	<input type="checkbox"/>

**DECLARATION**

If you are satisfied that all the information you have supplied is correct and complete, please read the statement below and complete your details to confirm you agree with it, and then submit your claim to the APIIT Academic Administration Department

**I confirm to the best of knowledge the information given on this claim is a true and accurate statement of my personal circumstances. I understand that after I have submitted my claim I will not be able to amend it.**

**Your Name (in CAPITALS)**

**Your signature**

**Date**

**FOR COMPLETION BY THE STUDENT****SATFFORDSHIRE UNIVERSITY STUDENT Number:****APIIT STUDENT NUMBER:** \_\_\_\_\_**Part B****Exceptional Circumstances Supporting Statement Form**

All requests for exceptional circumstances **must** be supported by relevant and independent evidence, from a third party, such as a Doctor's letter or certificate, or a counsellor's statement. Supporting statements from staff at APIIT, such as your Mentor will also be accepted as evidence. The Exceptional Circumstances Procedure does not accept self-certification of your own circumstances or other evidence which is not supplied by an independent party.

**For completion by an independent party**

Full Name	
Authority / Organisation	
Role	
Telephone Number	
Email Address	
Signature	
Date	

**Guidance:**

- If the circumstance covers more than one assessment, you only need to complete this form once.
- Please provide an outline of the extent to which, in your professional judgement, the student was/will be affected by the circumstances and the dates the circumstances apply.
- Where no official stamp is available, a supporting statement must be provided on headed paper, dated and signed.

**Statement:****Official Stamp:**

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<b>Part C: Office Use Only</b>	
<b>Exceptional Circumstances Claim Number:</b>	
<b>Stage</b>	<b>Date</b>
Claim received	
Evidence to be submitted if not submitted with the claim	
Evidence received	
Considered for eligibility	
Decision made	
Decision sent to student	
<b>Reason for Decision:</b>	