

Extenuating Circumstances Policy (August 2024)

Effective Date: 1 August 2024

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1.1 Overview

Students can reasonably expect that there will be times they have to manage conflicting and competing priorities and demands on their time and make difficult choices. The School expects that students will prioritise their studies and make the necessary arrangements in good time to ensure they are able to attend class and complete assessments on time. However, the School acknowledges that there may be times when circumstances arise unexpectedly that have a significant impact on a student's ability to:

- attend a course they have chosen to sign up for.
- complete an assessment at the scheduled time.
- be physically present in London or Dubai for an assessment.

In these circumstances the School can consider an adjustment for the student. Requests will be reviewed by a School panel who may approve cases where they are entirely satisfied that all of the following are met:

- The circumstances are unforeseen and unpreventable; AND
- The circumstances are outside of the student's control; AND
- The circumstances would have a significant negative impact on their learning and on the student's academic progression.

The School must be entirely satisfied that the necessary requirements stated in this policy have been met before an adjustment can be made, and that it would be fair and reasonable to do so. Any adjustment made would relate to the specific case only.

The agreed adjustment or remedial actions will be clearly communicated to the student, including the timeframe.

This policy is designed to operate within our inclusive learning environment. Each person matters as an individual. Decisions and actions must consider the dignity and rights of the individual to be considered to be fair. Equitable treatment does not necessarily mean treating everyone the same. Treating people fairly may require different approaches that do not imply a lesser standard of performance.

1.2 Consideration of Requests

The fundamental principle of this policy is that the circumstances should be extenuating. Requests to interrupt the programme on an extended basis would not be considered under this policy and should be directed to the Programme Director.

Impact of the Circumstances

There is also an expectation that the circumstances will have a significant negative impact on the student's academic progress. The School is unlikely to consider assessments that are of minimal weighting or make adjustments to marks for class participation.

Timeline

In order to safeguard the assessment process and avoid creating an unfair advantage, the School expects that, where possible, students will submit an extenuating circumstance request in advance of a class/course starting, an assessment deadline or examination commencing. The school acknowledges that this may not always be possible and in such cases will consider requests up to seven days after the assessment where an adequate explanation is provided.

Students should be aware that all requests are considered by the School Panel which meets bi-weekly. Therefore, there is no guarantee that the request will be considered before the assessment date or grades are released.

Evidence

Requests should normally be supported by appropriate evidence. However, the School acknowledges that this is not always possible and, in such cases, will consider requests with an adequate explanation as to why evidence cannot be provided.

Personal information and confidentiality

The School acknowledges that cultural and individual approaches to the disclosure of personal information can vary. However, it strongly encourages students to disclose matters that may have an adverse impact on their academic progress, at the time at which they occur, in order for the School to provide appropriate guidance and support. The School will treat any disclosure provided confidentially.

The School Panel may, at its discretion, request additional information/evidence be provided or reject the request if it considers the information provided by the student is insufficient.

Student Visas

Students on visas sponsored by London Business School should be aware that any legislation or government policy that prevents the School approving an extenuating circumstance request will be adhered to, and may mean the request cannot be supported.

2.1 Types of circumstances

As each request is considered on its own merits it is not possible or helpful to create an exhaustive list of circumstances that may be accepted. The following are some types and examples of circumstances that the School may consider, and some that are unlikely to be considered.

Type	Circumstances that may be considered	Circumstances unlikely to be considered
Medical	Serious and short-term health issues such as those requiring hospitalisation. A short-term episode of an existing mental health condition	Minor ailments such as common colds, headaches and hay fever. Elective medical treatment. Ongoing and/or long-term health conditions (in the first instance students should refer themselves to Wellbeing Services).
Personal	Immediate family emergencies. Bereavement of spouse, children, parents, siblings, grandparents.	Celebratory events such as birthdays, weddings, anniversaries, and parties.
Work	Emergencies such as unexpected company restructure, last minute allocation of a major task.	Work commitments. Conferences. Networking events. Internships
Recruitment	Final round interviews which clash with core exams.	Final round interview which clash with elective exams. Other types of interviews. Informal recruitment activities (e.g., networking events, receptions, coffee chats, welcome weekends).
Social		Sports and club activities. Student Association events.
Technical		Printing faults. Laptop failure. Network / access issues.

2.2 Exceptions and Student Obligations

Students are reminded that they are ultimately responsible for their personal schedules, flexible course choices, and for making all necessary arrangements to ensure they are in attendance. Students should not plan to be absent from any sessions or assessments.

Students must not approach faculty or other departments to make individual/special arrangements and/or seek support for their requests. In instances where this occurs, the information/agreement will be disregarded from the consideration. Unawareness of the policy would not be a reasonable rationale

for not submitting a request.

The School expects that students will present extenuating circumstances requests in good faith and they will not suffer any disadvantage or recrimination for doing so. However, submitting requests that are misleading or contain information that is deliberately falsified or inaccurate is likely to result in disciplinary action. The process should not be used as a way of delaying an assessment to achieve a better mark.

2.3 Potential Implications

Students should be aware of the potential short-term and long-term implications that may arise as a result of an approved request. The outcome will be determined by the School and may not always match the student's expectations. Some examples include:

- For missed assessments, the student may be required to take the assessment within the next term or next eight weeks.
- Access to particular courses may be restricted if pre-requisites are required.
- Academic progression into electives or the second year, or completion of the programme, may be impacted.
- There is no retrieval option for electives, and thus a remedial action may be to remove the course from the transcript.

3.1 Overview

To ensure the process is consistent and fair for all students, all requests must be submitted in accordance with the process outlined in this policy and will be considered only by the School Panel. Requests that are not submitted through the correct channel will not be considered.

Students must submit their requests and evidence (or statement if applicable) using the online extenuating circumstances request form, which they must complete themselves. Students should not approach individuals (including faculty) or departments to seek support for their request, and personal testimonials or recommendations will not be considered by the School Panel.

Requests should, where possible, be accompanied by appropriate and compelling evidence.

- Supporting evidence should be in the form of an official document from an independent, objective, third party. The evidence must include the name of the author, their job title, contact details and be signed and dated.
- If the supporting evidence is in a language other than English, an independent certified translation must be supplied by the student. Please note the School will not normally accept that a translation cannot be obtained and provided by the student.
- Where it is not possible to provide any evidence, a written statement explaining the reason for this should be submitted instead for consideration by the School Panel.

Students should not delay submitting an extenuating circumstance request until evidence is available. In instances where evidence is not immediately available but is expected imminently, students should submit the request and include a note confirming when the evidence will be supplied.

Type	Evidence that may be considered
Medical	<p>An official medical document which details the date of the visit/ admission, the formal diagnosis and prescribed medical treatment.</p> <p>Note that retrospective evidence showing that the circumstances were reported after the assessment and/or are based on reported events rather than a contemporaneous medical examination may not be considered.</p>
Personal	<p>For bereavement, a copy of the death certificate or other relevant documentation.</p> <p>For family emergencies, a document which confirms the details of the situation, evidence of unexpected travel to attend the situation, or other relevant evidence.</p> <p><i>We are aware that this type of evidence is sensitive, and as per the policy will consider written statements where evidence is not possible to obtain.</i></p>

Work	<p>An official letter from the employer (normally CEO, head of department or HR) which confirms the work emergency, the date it arose, and that the situation cannot be changed. The School will expect to see that the student has made the employer aware of the clash and of the importance of the assessment, and any associated academic risks where applicable.</p> <p>The School will also expect to see that the student has taken all reasonable steps to resolve the situation before submitting the request.</p>
Recruitment	<p>The School will only consider requests for final round interviews which directly clash with an exam for a core course. Requests which include travel time or preparation time, or other types of interviews will not be considered.</p> <p>The School will also expect to see confirmation that it is a final round interview, and the student has taken all reasonable steps to resolve the conflict with the employer before submitting the request. This includes making the employer aware of the existing exam commitment and that not completing it at the scheduled time may impact their academic progression and graduation, and seeking an alternative date/time for the interview.</p>

By submitting a request, the student is automatically confirming:

- they have read and understood the School's policy.
- they have completed the form themselves.
- the information provided is completely truthful and not misleading and that no relevant information has been withheld.

4.1 Overview

All requests are considered independently by the School Panel. The School Panel aims to make consistent and objective decisions on individual requests, in accordance with the School's policy requirements and established guidelines.

4.2 Formal Consideration

Each request is considered on its own merits and based on the information and evidence presented by the student in their submission. For the request to be approved, the School Panel must be entirely satisfied that:

- The request has been submitted in time OR the request has been submitted within seven days of the assessment AND there are justifiable reasons for it being submitted retrospectively.
- The circumstances meet the requirements as specified in 1.1 AND it is fair and reasonable to approve the request.
- The request is accompanied by appropriate and compelling evidence OR there is an acceptable reason why evidence cannot be provided for consideration.

On occasion, the School Panel may, at its discretion, make further inquiries or request additional information from the student. In such cases the student will be given a deadline by which to provide this information to the panel and normally this is a maximum of two weeks. If the information is not provided by the deadline the request will be rejected.

4.3 Outcome

The student will normally be informed of the outcome of their request within **seven calendar days** of the request being considered by the School Panel. The outcome will normally be one of the following:

- The request is approved.
- The request is rejected.
- The request is referred pending further information to be provided.

4.4 Review

In limited circumstances students may be able to request a review of their outcome. The review must be submitted to the Quality Assurance Team using the *Review Request Form* within seven calendar days of being notified of the outcome.

The only permissible ground for a review of a School Panel decision is:

- There has been a significant error in the process of considering the request which directly and negatively affected the outcome.

Requests that are submitted on any other grounds will not be considered.

If accepted, the review will consider whether the decision was made in accordance with the School's stated policy and the outcome was justified. It will be carried out by way of a file review and will not involve a reinvestigation of the issues raised in the original extenuating circumstances request. For the review to be upheld, the reviewer(s) must be entirely satisfied that the permissible ground has been met.

The student will be informed of the outcome of the review and reasons for the decision within **one calendar month** of the request being received.